



MUNICIPALITY OF BACARRA

CITIZEN'S CHARTER

2023 (1st Edition)



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2023 (1st Edition)



Republic of the Philippines
Province of Ilocos Norte

MUNICIPALITY OF BACARRA

E-mail: vmsb_lgubacarra@yahoo.com Website: www.bacarra.gov.ph

HOUSE OF THE SANGGUNIANG

12TH SANGGUNIANG BAYAN

EXCERPTS FROM THE MINUTES OF THE 64TH REGULAR SESSION OF THE SANGGUNIANG BAYAN OF BACARRA, ILOCOS NORTE HELD AT THE MUNICIPAL LIBRARY/YOUTH CENTER ON THE 11TH DAY OF DECEMBER 2023 AT 10:21 O'CLOCK IN THE MORNING.

Present:

Hon. Jose A. Pilar, Jr.	Vice Mayor and Presiding Officer
Hon. Bryant C. Ramos	Member
Hon. Jonathan Blas P. Ramit	Member
Hon. Winston C. Corpuz	Member
Hon. Jonathan Daniel R. Sagario	Member
Hon. George G. Padre	Member
Hon. Mario M. Lazo	Member
Hon. Richard M. Arquillo	Member
Hon. Dondoe D. Visaya	Member
Hon. Reichel C. Faylogna	Ex – Officio Member, Pambayang Pederasyon ng mga Sangguniang Kabataan

Absent:

Hon. Avelino A. Pasion	Member, President, Municipal Chapter, Liga ng mga Barangay
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MUNICIPAL RESOLUTION NUMBER 2023 – 081

“RESOLUTION APPROVING AND ADOPTING THE AMENDED CITIZEN’S CHARTER OF THE MUNICIPALITY OF BACARRA, ILOCOS NORTE.”

WHEREAS, Republic Act 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, amending for the purpose Republic Act 9485, otherwise known as the Anti-Red Tape Act of 2007, promulgates the State to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices, aimed at efficient turnaround of the delivery of government services and the prevention of graft and corruption in government;

WHEREAS, appropriate measures to promote transparency in each agency with regard to the manner of transacting with the public, which shall encompass a program for the adoption of simplified requirements and procedures that will reduce red tape and expedite business and nonbusiness related transactions in government shall be adopted;

WHEREAS, all government agencies including departments, bureaus, offices, instrumentalities, or government-owned and/or –controlled corporations, and local government units shall set up their respective most current and updated service standards to be known as the Citizen’s Charter;

WHEREAS, the Citizen’s Charter is an official document, a service standard that communicates information on the services provided by the concerned government agency to the public;



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HOUSE OF THE SANGGUNIAN

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WHEREAS the Municipality supports the standardization of service provision aimed towards expediting business and nonbusiness government transactions, the complete eradication of red tape in the government, and to prevent of graft and corruption within its jurisdiction;

WHEREAS this AMENDED CITIZEN'S CHARTER establishes the Municipality's most current and updated list of internal and external government services offered pursuant to Section 6 of RA 11032, its Implementing Rules and Regulations, and the relevant Anti-Red Tape Act Issuances;

WHEREAS this AMENDED CITIZEN'S CHARTER shall serve as the reference manual for the community to be appraised of the duties and responsibilities of public officials at the processes involved in availing the services due to them;

WHEREAS this Body, after an exhaustive and thorough study, evaluation and deliberation, firmly believes that everything is in order and that it conforms to the vision, mission, plans and programs of this Local Government in uplifting the living conditions of every BACARREÑO as mandated by Section 16 of Republic Act 7160.

NOW, THEREFORE, BE IT, AS IT IS

HEREBY RESOLVED to approve and adopt the AMENDED CITIZEN'S CHARTER OF THE MUNICIPALITY OF BACARRA, ILOCOS NORTE.

RESOLVED FINALLY to furnish copies of this Municipal Resolution to all concerned for their information, reference and guidance.

ADOPTED this 11th day of **December** at Bacarra, Ilocos Norte on motion of **Honorable Richard M. Arquillo**, duly seconded by all the Members.

CARRIED UNANIMOUSLY.


I hereby certify to the correctness of the above-quoted Municipal Resolution.

JOE ANN B. VIERNES
Secretary to the Sanggunian

ATTESTED:


JOSE A. PILAR JR.
Vice Mayor and Presiding Officer

APPROVED:


NICOMEDES C. DELA CRUZ JR.
Mayor



Republic of the Philippines
Province of Ilocos Norte
Municipality of Bacarra
OFFICE OF THE MAYOR



Citizen's Charter Message

The Citizen's Charter of the Municipality of Bacarra is essentially about the rights of the public and the obligations of the public servants. It is an official document that will communicate, in simple language, the service standards of the municipal officials and employees.

The Municipal Government pledged to continually revise and improve the services being offered under this charter in order to fulfill the commitment to quality service delivery. This charter will ensure transparency and accountability as it will also serve as basis for establishing liability of all erring municipal officials and employees involved in unnecessary procedures (red tape) and corruption.

My administration guarantees that through the citizen's charter, the citizens shall be served promptly and efficiently with respect and courtesy. Through this revised charter, all services shall be implemented properly at all times in ethical and professional manner, with integrity, honesty and diligence.

We will do our best to continuously build a more effective, efficient and responsive governance.

Rangkada Bacarra!

NICOMEDES C. DELA CRUZ JR.
Mayor



AGENCY PROFILE

- Mandate** To deliver efficient and effective governance and service to those which are essential to the promotion of the general welfare of all Bacarreños.
- Vision** RANGKADA BACARRA: A progressive agro-commercial and tourism center of Ilocos Region; nurtured by an empowered people, living in a safe and resilient community thriving in a sustainable economy; guided by compassionate leaders inspiring exemplary governance.
- Mission** We are dedicated in delivering efficient, effective and respectful public service with integrity, transparency and accountability for the people to be productive and enjoy a meaningful life.
- Service Pledge** We, the officials and employees of the Municipal Government of Bacarra, commit to deliver the highest level of public service with integrity and compassion to all our clients and citizens.



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OFFICE OF THE MUNICIPAL MAYOR



SERVICE 1: Issuance of Mayor's Clearance, Job Recommendations and Certifications

The Mayor's Office Clearance is issued to individuals needing this document that states that he/she has no pending case filed with the Office of the Mayor. Certifications are issued to affirm the validity of information. Job recommendations are issued for job seekers.

Office or Division:		Office of the Mayor		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	The Mayor's Office Clearance is issued to individuals needing this document that states that he/she has no pending case filed with the Office of the Mayor. Certifications are issued to affirm the validity of information. Job recommendations are issued for jobseekers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay clearance for Mayor's Clearance / certifications. - Job Recommendation		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Log Book		none	1 Minute	
2. Submit document for verification Staff issues order of payment if requirement is complete. For job recommendations, the staff prepares it immediately.	2.1 Verifies and assess documentary requirements.	None	3 Minutes	Administrative Staff
3. Pay the required fee at the Municipal Treasurer's Office.	3.1 Received Payment	Clearance - P150.00 Certification - P 100.00	3 minutes	Municipal Treasurer's Office
4. Return to the Mayor's Office for the processing and release of Clearance or Certification.	4.1 Received the Official Receipt. Preparation, approval and release of the clearance or certificate.	none	3 Minutes	LLS Assistant I Administrative Staff



SERVICE 2: Issuance of Endorsement Letter for Philippine Charity Sweepstakes Office (PCSO) Assistance

Clients that seek aid from the Philippine Charity Sweepstakes Office are required to secure the endorsement of the Municipal Mayor.

Office or Division:		Office of the Mayor		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen, G2G – Government to Government		
Who may avail:		The Endorsement Letter is issued to individuals needing this document in seeking aid from the Philippine Charity Sweepstakes Office.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Case study - Medical Abstract 		Municipal Social Welfare & Development Office Municipal Health Office or Health Institutions		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for review.		none	1 Minute	Administrative Staff
2. Submit requirements for review.	2.1 Verifies and assess documentary requirements.	none	2 Minutes	
3. Submit requirements for review.	3.1 Preparation, approval and release of the letter for endorsement.	none	5 Minutes	



SERVICE 3: Granting of Financial and Material Assistance for Barangay & NGO Projects

The Municipal Government considers the barangays, people's and non-governmental organizations as partners in governance. It encourages them to formulate projects and programs that redound to the well-being of the community and provides financial assistance to them for the realization of their projects.

Office or Division:		Office of the Mayor		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		The financial and material assistance is issued to barangays and NGOs/ CSOs for them to realized their projects as the municipality's partners in governance.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Project proposal - For Accredited NGOs - Certificate of Accreditation - For Non-Accredited NGOs: Any one of the following: <ul style="list-style-type: none"> a. Securities and Exchange Commission Registration b. Cooperatives Development Authority Registration c. Department of Social Welfare and Development Registration d. Department of Labor and Employment Registration e. List of Officers or Incorporators f. List of Beneficiaries g. Financial Statement for the past three years. For those with less than three years of existence, financial statement of preceding years h. Memorandum of Agreement between Municipal Government and NGO - For Barangays: <ul style="list-style-type: none"> a. Memorandum of Agreement between Municipal Government and barangay (if required) 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Log Book.		none	1 Minute	Administrative Staff
2. Present request and proposal to	2.1 Verifies and assess	none	5 Minutes	



the Mayor for review and approval.	documentary requirements.			
3. Endorsement to concerned departments.	3.1 Preparation, approval and release of the letter for endorsement.	none	5 minutes	



SERVICE 4: Processing of Educational Assistance Program Application

The LGU recognizes the right of each child to education thus the Educational Assistance Program for Poor but Deserving Students (High School and College Scholarship Program) under Municipal Ordinance 95-443. In the month of April, scholarship applications are accepted and processed by the Office of the Mayor thru the Office of the Municipal Planning and Development Coordinator. The qualifying examination and interview by the scholarship board are held on the second week of May. Qualifiers are handed their certificates of scholarship for enrolment.

Office or Division:		Office of the Mayor		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	The Municipal Scholarship Program is open to poor but deserving students (high school and college scholarship program) of the municipality as long as they pass the qualifying examination and complete the requirements.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Letter of Application. - Certification from the Punong Barangay that the Applicant is a bonafide resident of the barangay and belong to families below poverty threshold - Form 138 (School Card) 		Office of the Punong Barangay School or Learning Institutions		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Log Book.		none	3 Minutes	EAP, in charge/ MPDC Staff
2. Secure application form.		none	1 Minute	
3. Submit accomplished application form and requirements.	3.1 Assess/verification of documentary requirements	none	5 Minutes	
4. Undergo assessment and interview by Committee (as scheduled).	4.1 Submit recommendations	none	Variable	Assessment Committee
5. Return to Municipal Hall to sign Memorandum of Agreement (as scheduled)	5.1 Process the assistance	none	Variable	EAP, in charge/ MPDC Staff
6. Return to claim the assistance (as scheduled)		None	Variable	Municipal Treasurer's Office



SERVICE 5: Issuance of Financial Assistance

This service is intended to assist families who are in need of medical and burial assistance.

Office or Division:		Office of the Mayor		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		The financial assistance is given to individuals needing medical and burial assistance.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Barangay Indigency - Medical Certificate - Death certificate for burial assistance 		Office of the Punong Barangay Municipal Health Office or Health Institutions Local Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Log Book.		none	1 Minute	Administrative Staff
2. Present requirements for review and get endorsement from the mayor.	2.1 Assess documentary requirements.	none	4 Minutes	
3. Proceed to Municipal Social Welfare Office for assessment/ interview and preparation of documents.		none		MSWDO
4. Return to concerned offices for the processing and releasing of assistance.		none		Municipal Budget/ Accounting/ Treasury Office



SERVICE 6: Issuance of Blood Authorization

This service is intended to assist individuals who are in need of blood.

Office or Division:		Office of the Mayor		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Residents of the municipality.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Residence certificate/clearance		Office of the Punong Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Log Book.		none	1 Minute	LLS Assistant I Administrative Staff
2. Present request and seek approval from the mayor.	2.1 Verifies and assess the client.	none	2 Minutes	
3. Processing of authorization	3.1 Processing and approval of the authorization	none	3 minutes	
4. Releasing of authorization.	4.1 Releasing of the approved authorization.	none	2 Minutes	



MUNICIPAL HEALTH OFFICE



SERVICE 1: Standard Operating Procedure for Covid-19 Prevention and Control

Due to the pandemic, Standard Operating Procedure for Covid-19 Prevention and Control was set by IATF.

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen, G2B – Government of Business, G2G – Government to Government		
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Standard Operating Procedure Handwashing/ Sanitize	1.1 Prepare alcohol/sanitizer. Provision of soap at wash area.	None	Variable	
2. Undergo Health Assessment	2.1 Check Temperature 2.2 Take medical listing - Cough - Fever - Colds - shortness of breath 2.3 Ask travel listing If Asymptomatic: Proceed with procedure or services needed. If symptomatic: Quarantine/isolate client Schedule client for Rapid Antigen Test (RAT) or RT-PCR test.	None	Variable	MHO Personnel on Duty



SERVICE 2: Provision of Out-Patient Consultation

This provides medical assistance to any individual who needs medical attention. This Aims to diagnose, treat illnesses and provide appropriate medical assistance.

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business, G2G – Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minute	Staff on Duty
2. Wait for the staff to hand you the family folder	2.1 Locate for Family folder		1 Minute	Staff on Duty
3. Proceed to the admission area.	3.1 Take vital signs. Assess condition. Record all data gathered.		10 Minutes	Staff on Duty
4. Proceed to the Doctor's Room for consultation	4.1 Consultation, Assessment. Treatment		15 Minutes, depending upon the patient's case	Municipal Health Officer
5. Proceed to the Nurse's Station for further Instruction and Services	5.1 Carry-out doctor's orders		5 Minutes	Nurse 1/PH Nurse



SERVICE 3: Provision of Well-Baby Services

One of the objectives of the LGU's health program is to immunize children based on the Expanded program of Immunization. The service is offered every Wednesday to avoid contamination of communicable diseases from other patients.

VACCINES AVAILABLE: BCG, Hepa B1, Hepa B2, Hepa B3, Penta1, Penta2, Penta3, OPV1, OPV2, OPV3/IPV, PCV1, PCV2, PCV3, Measles Vaccine, MMR

* **NOTE** : Vaccines are **FREE** of charge.

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business, G2G – Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Immunization Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minute	Staff on duty
2. Wait for the staff to accomplish Under Six Card/ Immunization Card:	2.1 Baby will be weighed Immunization Card will be filled up For new clients: Immunization Card will be given	Free	15 Minutes	Midwife
3. Bring baby to the immunization area where:	3.1 Baby will be immunized Midwife will give post-immunization instructions	Free	10 Minutes	Midwife/Nurse



SERVICE 4: Provision of Maternal Care Services

One of the objectives of the LGU's health program is to provide maternal care services to pregnant, parturient and lactating mothers for comprehensive maternal care. The service is offered every Wednesday to avoid contamination of communicable diseases from other patients.

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business, G2G – Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Home Based Maternal Record (HBMR) - Laboratory Results/Ultrasonounds result 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minute	Staff on duty
2. Wait for the staff to accomplish your Home-Based Maternal Record (HBMR);	2.1 For new clients – issuing and filling up of the Home-Based Maternal Record; 2.2 Weighing; and 2.3 Get Vital Signs	None	10 Minutes	Midwife
3. Wait for the staff to accomplish your Home-Based Maternal Record (HBMR):	3.1 Perform abdominal examination 3.2 Injection of tetanus Toxoid Vaccine will be done as scheduled 3.3 Conduct Health Education on Proper Nutrition 3.4 Maternal Care 3.5 Refer Complicated Pregnancies	None	25 Minutes	Midwife/Nurse



SERVICE 5: Provision of Information on Family Planning

The office provides comprehensive family planning services both for Natural, Artificial and Surgical Methods

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business, G2G – Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minute	Staff on duty
2. Proceed to Midwife/POPCOM Worker	2.1 Assessment	free	15 Minutes	Midwife/POPCOM
3. Undergo counselling regarding your chosen method of family planning.	3.1 Conduct counseling	free	20 Minutes	Midwife



SERVICE 6: Provision of Women's Health Services

The Municipal Health office performs examinations for reproductive tract infection such as Pap Smear.

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen, G2B – Government of Business, G2G – Government to Government		
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minute	Staff on Duty
2. Go to the admission area for information on laboratory services and get Order of Payment	2.1 Collection of specimen Examination of specimen and endorsement to midwife		1 Hour	Midwife
3. Get the result after two days and proceed to Doctor's Room for interpretation			10 Minutes	Medical Technologist Municipal Health Officer



SERVICE 7: Provision of Tuberculosis Program Services

This service provides free tuberculosis drugs based on the TB-DOTS program. It is available for all cases diagnosed with pulmonary tuberculosis. TB-DOTS drugs are given free to patients.

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business, G2G – Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - X-ray film and result, if done - Sputum Examination Result - PPD in children, if done <p><i>Note: Collection time is 8-10AM only</i></p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minute	Staff on Duty
2. Assessment of TB Symptomatic			15 Minutes	Midwives
3. Proceed to the laboratory area, where instructions and sputum cups will be given for sampling	3.1 Evaluation of laboratory request and give instructions and sputum cups for collection of samples Examination proper.		10 Minutes 1 hour	Medical Technologist
4. Return in the afternoon for the DSSM Result	4.1 Releasing of DSSM result. If sputum is positive, treatment will immediately be started. Undergo GeneXpert to determine if RR or DSTB (DRTB)		3 hours	Medical Technologist Nurse 1/PH Nurse
5. If sputum is negative Undergo GENE Xpert X-ray film and result will be referred If clinically or bacteriologically	5.1 Undergo GeneXpert if x-ray result shows lung related infections.		3 hours	Medical Technologist Nurse 1/PH Nurse



confirmed start treatment				
6. Proceed to the laboratory area for Ag testing.	6.1 Evaluation of laboratory request. Give instructions and sample collections. Examination proper.		30 minutes	Medical Technologist
7. If negative	7.1 Proceed to admission for Doctor's referral.			
8. If positive	8.1 Schedule for RTPCR			



SERVICE 8: Provision of Leprosy Program Services

This service identifies and treats patients with leprosy. Leprosy drugs are given to patients free of charge.

Office or Division: MUNICIPAL HEALTH OFFICE				
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business, G2G – Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Treatment Form				
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minute	Staff on Duty
2. Proceed to the Admission Area for assessment: For New Cases- inquire for the requirements of availing free Leprosy drugs; and For Old Cases Registration/Admission *Medical Services Aide on duty will direct you to the nurse coordinator.	2.1 Admit client and Assess client		15 Minutes	MIDWIVES
3. Undergo skin slit test	3.1 Perform Skin slit test		1 hour	Medical Technologist
4. Proceed to the Doctor's Room for confirmation: a. For New Cases- signs and Symptoms will be confirmed: b. For Old Cases- progress of condition will be assessed; and for cases with complications – Doctor will assess the case.	New Case - Assess client - Diagnose client Old Case - Assess for complications		5 Minutes	Municipal Health Officer
5. Go back to the Admission Area for enrolment of new cases and acquisition of free Leprosy Drugs for old cases and new cases. Patient will be given schedule of Leprosy drugs intake and be instructed for follow up check-up.	5.1 Issue medicines		7 Minutes	Nurse 1/PH Nurse



SERVICE 9: Provision of Animal Bites Program Services

The center has been accredited as animal bites center and provides appropriate medical services and anti-rabies vaccine for cases of animal bites.

Office or Division:		MUNICIPAL HEALTH OFFICE			
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business, G2G – Government to Government				
Who may avail:					
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
- Doctor's Order of Treatment					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE	
1. Sign Client Log Book			1 Minute	Staff on Duty	
2. Proceed to the Admission Area for assessment	2.1 Take vital signs 2.2 Assess 2.2 Refer		3 Minute	Casual/Midwife	
3. Proceed to the Doctor's Room for treatment.	Diagnose patient		5 Minutes	Municipal Health Officer	
4. Proceed to Admission Area for immunization 4.1 Get specific management; and 4.2 Get treatment card and instructions for follow-up.	4.1 Inject ATS, ANST 4.2 Refer to animal bite center		15 Minutes	Nurse 1/PH Nurse	



SERVICE 10: Provision of Medico-Legal Services

This service provides medico-legal examination and treatment for victims of abuse and accidents.

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business, G2G – Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Request for medico-legal from person to be examined				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minute	Staff on Duty
2. Proceed to the Admission Area where:	2.1 Data will be gathered; and 2.2 Order of payment will be given	Medico Legal Certificate - P 200.00	5 Minutes	Staff on Duty/Midwife
3. Proceed to the Doctor's Room	3.1 Examine client		7 Minutes	Municipal Health Officer
4. Get Medico Legal Report	4.1 Record all data gathered		1 Hour	Nurse 1/PH Nurse



SERVICE 11: Provision of Nutrition Program Services

The center provides information and counseling on nutrition to mothers of malnourished children, pregnant and lactating mothers as well.

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business, G2G – Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minute	Staff on Duty
2. Proceed to the nutrition office and state your request for information/service	2.1 Assess nutritional status/needs		5 Minutes	Midwives
3. Undergo counselling about proper nutrition	3.1 Counsel client		15 Minutes	Midwives MNAO
4. Provide information needed to staff for registration on the nutrition office logbook.	4.1 Record all data gathered		1 Minute	Midwives Nurse 1/PH Nurse



SERVICE 12: Issuance of Health/ Medical/ Dental Certificates

This provides medical certificates for driver's license applicant, for employment and for students prior to enrolment and other purposes.

- A. Medical Certificate
 - 1. Local ₱ 125.00
 - 2. Abroad ₱ 200.00
 - 3. Employment ₱ 125.00
 - 4. Student ₱ 125.00
- B. Health Certificate ₱ 100.00
- C. Routine Urinalysis ₱ 100.00
- D. Fecalalysis ₱ 100.00
- E. Sputum ₱ 100.00
- F. Hepa B Screening ₱ 200.00

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business, G2G – Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Employment: <ul style="list-style-type: none"> - Result of Urinalysis - Result of Fecalalysis - Result of Sputum Examination For Food handlers and Other Food Related Jobs <ul style="list-style-type: none"> - Result of Urinalysis - Result of Fecalalysis - Result of Sputum Examination - Result of Hepa B Screening. 		Laboratory section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minute	Staff on Duty
2. Inquire on the services, submit documents and get order of payment.	2.1 Issue order of payment	Refer to fees aforementioned	2 Minutes	Staff on Duty
3. Pay the required fees at the Municipal Treasurer's Office				RCO Municipal Treasurer's Office
4. Return to the Municipal Health Office for: 4.1 Assessment and examinations; and 4.2 Issuance of medical certificate	3.1 Assess client 3.2 Examine client 3.3 Issue needed certificate		3-5 Minutes	Municipal Health Officer



SERVICE 13: Provision of Dental Services

These services are available to adults, pregnant mothers, preschoolers, and social age children to prevent and treat dental diseases. Dental Consultation is available Mondays to Fridays while Tooth Extraction is available every Tuesday from 8am-5pm.

1. Dental Examination
2. Tooth Extraction (Parot ti Ngipen)
3. Availing of Dental Certificates

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business, G2G – Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minute	Staff on Duty
2. Proceed to the Dental Office for appointment, assessment and get Order of Payment.	2.1 Dental Assessment / examination		2 Minutes	Dental Aide/ Dentist
3. Return to Dental Clinic on scheduled date of dental service.			1 Hour	Municipal Dentist

A. Tooth Extraction

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business, G2G – Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minute	Staff on Duty
2. Proceed to Admission Area and get a client number	1.1 Admit patient 1.2 Assess		3-5 Minutes	Dental Aide/ Dentist



	1.3 Take vital signs			
3. Go to the dental office and wait for your number to be called for treatment	Dentist to perform: 3.1 Tooth examination 3.2 Tooth extraction (if needed); and 3.3 Post-extraction instructions about oral care and prescribe medicines.		20-25 Minutes	Dentist



SERVICE 14: Issuance of Sanitary Permit

This service is intended for business establishments requiring sanitary permits to operate within the territorial jurisdiction of Bacarra, Ilocos Norte determining compliance to minimum sanitation standards in accordance with Presidential Decree No. 856 and pertinent local ordinances.

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business, G2G – Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt of Payment 2. Application Request for Sanitation Office 3. Laboratory Results of: 3.1 For Food handlers and Other Food Related Business: a. Urinalysis b. Fecalalysis c. Sputum Examination d. Hepa screening 3.2 For Non-Food handlers and Other Businesses: a. Urinalysis b. Fecalalysis c. Sputum Examination				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minute	Nurse/Staff on Duty
2. Fill up Application Request at the Sanitation Office.			3 Minutes	Sanitation Inspector Sanitation Aide
3. Submit the filled-up application request and together with the Laboratory Results and Official Receipt of Payment	3.1 Receive and Check completeness of submitted requirements and record in a logbook. 3.2 Records information 3.3 Site inspectio	Sanitary Inspection Fee – P 150.00	5 Minutes One Day	Sanitation Inspector Sanitation Aide



	<p>n and evaluation</p> <p>3.4 Prepare the Sanitary Permit and endorse to MHO for approval</p>			
4. Received the Sanitary Permit to Operate	Issuance of the sanitary permit to Operate		3 Minutes	Sanitation Aide



SERVICE 15: Issuance of Health Certificate

A Health Certificate/s is issued to any person or persons engaged in any business or trade within the Municipality of Bacarra after undergoing the required physical and medical examination.

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business, G2G – Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt of Payment 2. Application Request for Sanitation Office 3. Laboratory Results of: 3.1 For Food handlers and Other Food Related Business: Urinalysis, Fecalalysis, Sputum Examination, Hepa screening 3.2 For Non-Food handlers and Other Businesses: Urinalysis, Fecalalysis, Sputum Examination				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minute	Staff on Duty
2. Fill up Application Request at the Sanitation Office.	2.1 Issue order of Payment		3 Minutes	Sanitation Inspector I Sanitation Aide I
3. Pay the required fees at the Municipal Treasurer's Office		Health/Medical Inspection Fees a. Food Handlers – P 400.00 b. Non-Food Handlers – P 200.00 Health Certificate Fee – P 100.00		RCO Municipal Treasurer's Office



<p>4. Submit the filled-up application request and together with the Laboratory Results and Official Receipt of Payment</p>	<p>4.1 Receive and Check completeness of requirements and record in a logbook . 4.2 Records information 4.3 Processing and approval of the health certificate</p>		<p>8 Minutes</p>	<p>Sanitation Inspector I Sanitation Aide I Municipal Health Officer</p>
<p>5. Received the Health Certificate</p>	<p>5.1 Issuance of the sanitary permit to Operate</p>		<p>2 Minutes</p>	<p>Sanitation Aide</p>



SERVICE 16: Issuance of Exhumation and/or Transfer of Cadaver Permit

The Exhumation Permit provides authorization to disentomb cadaver/s from the grave for autopsy, transfer, internment to another grave or other like purposes.

The Transfer of Cadaver Permit provides authority to relocate cadaver/s from the municipality to another and other like circumstances.

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business, G2G – Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Death Certificate 2. Application Request Form for Sanitation Office 3. Official Receipt of Payment				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minute	Staff on Duty
2. Fill up Application Request for Sanitation Office and Present the Death Certificate	1.1 Issuance of Order of Payment		3 Minutes	Sanitation Inspector I Sanitation Aide I
3. Pay the required fees at the Municipal Treasurer's Office		Exhumation fee – P 200.00 Transfer of Cadaver- P200.00 Permit for entry of cadaver from another municipality of city – P 150.00		RCO Municipal Treasurer's Office
4. Submit the filled-up application request and together with Official Receipt of Payment	4.1 Receive and Check completeness of requirements 4.2 Records information 4.3 Processing and approval of the permit		3 Minutes	Sanitation Inspector I Sanitation Aide I
5. Received the Health Certificate	5.1 Issuance of the permit		2 Minutes	Sanitation Aide



SERVICE 17: Issuance of Permit to Open Tomb

This provides permit to open tomb for purposes of internment of another cadaver on the desired grave or for other like purposes.

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business, G2G – Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Death Certificate - Application Request Form for Sanitation Office - Official Receipt of Payment 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minute	Staff on Duty
2. Fill up Application Request for Sanitation Office and Present the Death Certificate	1.2 Issuance of Order of Payment		3 Minutes	Sanitation Inspector I Sanitation Aide I
3. Pay the required fees at the Municipal Treasurer's Office		Permit to open tomb – P 200.00		RCO Municipal Treasurer's Office
4. Submit the filled-up application request and together with the Official Receipt of Payment	4.1 Receive and Check completeness of requirements 4.2 Records information 4.3 Processing and approval of the permit		3 Minutes	Sanitation Inspector I Sanitation Aide I
5. Received the Permit to open tomb	1.1 Issuance of the permit		2 Minutes	Sanitation Aide



SERVICE 18: Provision of Laboratory Services

This division offers routine Laboratory Services

FEES:

Laboratory Services	FEES
A. Hematology	
1. Complete Blood Count (CBC)	P 150.00
2. Platelet	P 75.00
3. CBC + Platelet	P 200.00
4. Hemoglobin/Hematocrit	P 150.00
5. Platelet Count	P 75.00
6. Blood Typing	P 150.00
7. Dengue NS1 Antigen	P 800.00
8. Dengue Duo	P 1,000.00
B. Clinical Microscopy	
1. Rt. Urinalysis	P 100.00
2. Fecalalysis	P 100.00
3. Sputum	P 100.00
4. Hepa B Screening	P 200.00
5. RPR	P 200.00
C. Clinical Chemistry	
1. Fasting Blood Sugar	P 200.00
2. Total Cholesterol	P 200.00
3. Blood Uric Acid	P 200.00
4. Triglycerides	P 200.00
5. Blood Urea Nitrogen	P 150.00
6. Creatinine	P 150.00
7. Lipi Profile	P 700.00
8. Pregnancy Test	P 150.00
D. Others	
1. SGOT	P 180.00
2. SGPT	P 180.00
3. Bleeding Time	P 75.00
4. Clotting Time	P 75.00
5. Skin Silt Smear	P 220.00
6. KOH	P 100.00
7. Urine Bag	P 30.00
8. Laboratory Re-issue of Result	P 50.00
9. Typhi Dot	P 400.00
10. Random Blood Sugar (one touch)	P 120.00
11. Serum Na (sodium)	P 200.00
12. Serum K (potassium)	P 200.00
13. HBA1C	P 1,100.00

Office or Division:	MUNICIPAL HEALTH OFFICE
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business, G2G – Government to Government
Who may avail:	



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Physician's request - PhilHealth Indigency Card 				
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minute	Staff on Duty
2. Proceed to Admission Area and present the physician's request	2.1 Receive the patient's laboratory request		2 Minutes	Staff on Duty
3. Proceed to the Laboratory Room for the examination proper	3.1 Evaluate the patient's laboratory request 3.2 Examination Process 3.3 Issue order of payment			Medical Technologist
4. Pay the required fees at the Municipal Treasurer's Office				RCO Municipal Treasurer's Office
5. Proceed to the Laboratory Room to get the results	5.1 Issue the results		5 Minutes- 2 Hours (It may vary depending on the examination requested)	Medical Technologist



SERVICE 19.1: Ambulance Transportation Services (Conduction of Patients To and From Clinics/Hospitals)

Transportation/conduction of patients to and from clinics and hospitals within and outside the province.

TYPE OF PATIENT	DESTINATION	AMBULANCE FEE/S
1. Emergency Service to Bacarreños (ESB)	Within the province	Free of Charge
2. Non-Emergency Service to Bacarreños (NESB)	Bacarra to Vigan City	P 2,000.00
	Bacarra to La Union	P 5,000.00
	Bacarra to Baguio City	P 7,000.00
	Bacarra to Manila	P 10,000.00
3. Non-Emergency Service to Non-Bacarreños (NESB)	Bacarra to Laoag City	P 500.00
	Bacarra to Batac City	P 1,000.00
	Bacarra to Vigan	P 2,500.00
	Bacarra to La Union	P 6,000.00
	Bacarra to Baguio	P 8,000.00
	Bacarra to Manila	P 12,000.00

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business, G2G – Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Referral Slip - Official Receipt of Payment 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minute	MHO Personnel
2. Present the Referral Slip and request letter to the ambulance on duty and wait for the availability of the ambulance.	2.1 Upon received of the request the ambulance on duty assist/instruct the client to submit the letter to the mayor's office for approval		2 Minutes	Ambulance Staff
3. Proceed to the Municipal Health Office and present	3.1 Issue order of payment			



the approval note of the Mayor's Office				
4. Pay the required fees at the Municipal Treasury Office.				RCO Municipal Treasurer's Office
5. Present the Official Receipt and wait for the travel order.	5.1 Process the travel order		5 minutes	Ambulance Staff
6. Receive the copy of travel order.	6.1 Issuance of travel order		2 Minutes	Ambulance Staff

SERVICE 19.2: Ambulance Transportation Services (Emergency Service)

Transportation/conduction of patients to and from clinics and hospitals for Emergency services.

Office or Division:		MUNICIPAL HEALTH OFFICE		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business, G2G – Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Call the emergency hotline or personal request to RHU.	1.1 Response to emergency call for assessment on the condition of the patient and advise the caller to prepare all necessary documents and medicines of the patient. 1.2 Getting ready to respond (donning) 1.3 Refer to hospital of choice via call/message or e-mail. Wait for their respond before conduction.		2 minutes	Ambulance staff



2. Wait for the referral response of hospitals	2.1 Endorsed to the ROD and let them sign the logbook and take the back referral slip.			Ambulance staff
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SERVICE 19.3: Ambulance Transportation Services (COVID or other infectious disease cases)

Transportation/conduction of patients to and from clinics and hospitals for Covid related cases/covid cases

Office or Division: MUNICIPAL HEALTH OFFICE				
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen, G2B – Government of Business, G2G – Government to Government		
Who may avail:				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Call from different clinics, hospitals and testing centers, control points/borders.	Immediately relay the information to the midwife assigned to the area and to the quarantine officer.		2 minutes	Ambulance staff
2. Wait for the call or the ambulance staff for conduction to isolation area.	2.1 Getting ready for transport (donning). 2.2 Conduct patient to the isolation area. 2.3 Endorse to the isolation nurse on duty.		2 minutes Will depend on point of origin 5 minutes	Ambulance staff



2.1 BARANGAY HEALTH STATIONS

SERVICE 2.1 Provision of Maternal Care Services

Office or Division:		BARANGAY HEALTH STATIONS		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For New Clients: Sign the Logbook at Information Desk	Prepare the forms and things needed for maternal care		3 minutes	Barangay Nurse on Duty
1.1 Wait for the accomplished ITR (Individual Treatment Record) and HBMR	Fill-up the ITR a. Information taking to client b. History taking c. Getting of vital signs d. Perform physical examination e. Perform abdominal examination f. Injection of tetanus diphtheria vaccine will be done as scheduled g. Conduct health education h. Maternal care i. Giving supplementation or medicines needed by client j. Record all data gathered and all action performed to the client k. Accomplished the HBMR that		25 minutes	Barangay Nurse on Duty



	<p>will be given to the client</p> <ol style="list-style-type: none"> I. Counsel, advice and instruct the client when to return and what thing to be bring the next schedule 			
1.2 Receive the accomplished ITR and HBMR	Issue the ITR and HBMR to the client		2 Minutes	Barangay Nurse on Duty
2. Clients with complications: Wait staff to accomplish the referral slip	<p>Refer complicated pregnancies or pregnant with complications</p> <ol style="list-style-type: none"> a. Accomplish the referral slip b. Explain to the client her condition and that she is needed to be refer for further assessment and management c. Instruct client to return the back referral or following up her situation or condition by doing home visit or by calling her 		10 minutes	Barangay Nurse on Duty



SERVICE 2.2 Provision of Health Consultation

Office or Division:		BARANGAY HEALTH STATIONS		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Current Client: 1. Sign in Client logbook at the Information table	Assess the client		5 minutes	Barangay Nurse/Midwife
2. Wait for the staff to accomplish your ITR (Individual Treatment Record)	2.1 Get individual treatment record 2.2 Accomplished ITR of the client a. Getting vital sign b. Giving treatment of the patient		20 minutes	Barangay Nurse/Midwife
Patient/Clients with complications: 1. Wait staff to accomplish referral slip	3.1 Prepare the referral slip and give it to the client 3.2 Instruct the client that she/he needs to consult to Physician of choice or Hospital of choice for further assessment		10 minutes	Midwife



	and management 3.3 Instruct patient that retrieve the back referral and present back to BHS			
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MUNICIPAL CIVIL REGISTRY OFFICE



SERVICE 1: Issuance of Civil Registry Documents (Birth, Marriage and Death Certificates)

Civil registry documents such as birth, marriage and death certificates may be availed of by securing transcript from the Municipal Local Civil Registry Office.

Fees: For Local purposes – ₱ 150.00

For Abroad – ₱ 200.00

Office or Division: LOCAL CIVIL REGISTRAR				
Classification:		FRONTLINE SERVICE		
Type of Transaction:		ISSUANCE OF CERTIFIED COPY OF BIRTH, MARRIAGE AND DEATH CERTIFICATES		
Who may avail:		PEOPLE WHO NEEDS CIVIL REGISTRATION SERVICES		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Fill Up request form - Valid Identification Card - Authorization Letter or Special Power of Attorney with xerox copy of the Identification card (ID) if the requester is the representative of the document owner 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign the Client Logbook	1.1 Issue request form		1 minute	Registry Clerk
2. Fill up the request form and submit the requirements.	2.1 Interview and evaluate of the documents		8 minutes	Assistant Registration Officer Municipal Civil Registrar
3. Proceed to the personnel whom you are assigned by the Civil Registrar to do the job. Get the Order of Payment.	3.1 Issue order of payment		1 minute	Assistant Registration Officer Registry Clerk
4. Pay the required fees at the Municipal Treasury Office				RCO Municipal Treasurer's Office
5. Submit the Official receipt and receive the requested certificate	5.1 Issue the requested certificate		2 minutes	Municipal Civil Registrar Assistant Registration Officer



SERVICE 2: Registration of Birth/Marriage Certificate

Republic Act No. 3753 mandates that acts, events, legal instruments and court order/decrees concerning the civil status of persons shall be recorded. The birth of a child must be register within thirty (30) days from the birth at the local civil registry office.

The certificate of marriage of a civil or church wedding must be submitted within fifteen (15) days after the solemnization of marriage.

Fees:

Registration of Birth

- | | | |
|---|---|---|
| a. Within thirty (30) days from date of birth | - | P |
| 100.00 | | |
| b. After thirty (30) days (late Registration fee) | - | P |
| 200.00 | | |
| c. Filing of supplemental report on missing entry | - | P |
| 150.00 | | |

Registration of Marriage

- | | | |
|---|---|---|
| a. Within thirty (30) days from date of marriage | - | P |
| 250.00 | | |
| b. After thirty (30) days (late registration fee) | - | P |
| 200.00 | | |
| c. Filing of supplemental report on missing entry | - | P |
| 150.00 | | |

Office or Division:		LOCAL CIVIL REGISTRAR		
Classification:		FRONTLINE SERVICE		
Type of Transaction:		REGISTRATION OF BIRTH AND MARRIAGE CERTIFICATES		
Who may avail:		PEOPLE WHO NEEDS CIVIL REGISTRATION SERVICES		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • FOR REGISTRATION OF BIRTH: <ul style="list-style-type: none"> ▪ Certificate of Live Birth (COLB) ▪ Marriage Certificate of Parents ▪ Affidavit of Sworn Attestation ▪ Affidavit to Use the Surname of the Father • FOR REGISTRATION OF MARRIAGE: <ul style="list-style-type: none"> ▪ Certificate of Marriage 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign the Client Logbook			1 minute	Registry Clerk
2. Accomplished and submit the registration form.	2.1 Interview and evaluation of documents		5 minutes	Municipal Civil Registrar
3. Proceed to the personnel whom you are assigned by the Civil Registrar to do the job. Get the Order of Payment.	3.1 Issue order of payment		1 minute	Assistant Registration Officer Registry Clerk



4. Pay the required fees at the Municipal Treasury Office.				RCO Municipal Treasurer's Office
5. Get your requested document duly signed by Local Civil Registrar or authorized signatories and signed to the Receiving Log Book.	5.1 Issue owner's copy of registration		2 minutes	Municipal Civil Registrar Assistant Registration Officer



SERVICE 3: Registration of Death Certificate

The Registration of The Death Certificate (DC) With the Local Civil Registry Office Within the Period of Thirty (30) Days is Mandatory.

Fees:

Registration of Death

- | | | |
|---|---|----------|
| a. Within thirty (30) days from date of death | - | P 100.00 |
| b. After thirty (30) days (late Registration fee) | - | P 200.00 |
| c. Filing of supplemental report on missing entry | - | P 150.00 |

Burial Permit - P 150.00

Transfer of Cadaver - P 200.00

Permit for entry of cadaver from another municipality of city – P 150.00

Office or Division: LOCAL CIVIL REGISTRAR				
Classification:		FRONTLINE SERVICE		
Type of Transaction:		REGISTRATION OF DEATH CERTIFICATES		
Who may avail:		PEOPLE WHO NEEDS CIVIL REGISTRATION SERVICES		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Death Certificate Approved Transfer Permit from the Municipal Health Office if the cadaver will be transferred from the municipality to another municipality/city. 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign the Client Log Book	1.1 Issue Registration of Death form		1 minute	Registry Clerk
2. Fill-up Registration of Death form.			10 minutes	Assistant Registration Officer
3. Submit the filled-up form.	3.1 Interview and evaluate the documents		5 minutes	Municipal Civil Registrar
4. Proceed to Medical Health Office and Embalmer and submit the form for signing.				Mun. Health Office
5. Proceed to the personnel whom you are assigned by the Civil Registrar to do the job.	5.1 Check the signed form		1 minute	Assistant Registration Officer
	5.2 Issue order of payment			Registry Clerk



Get the Order of Payment.				
6. Pay the required fees at the Municipal Treasury Office.				RCO Municipal Treasury Office
7. Submit the official receipt. Sign the logbook and received the copy of registration	7.1 Issue the copy of registration		2 minutes	Municipal Civil Registrar Assistant Registration Officer



SERVICE 4: Delayed Registration of Birth, Marriage, Death

Delayed registration of birth, marriage or death must be filed at the Municipal Civil Registry Office following the lapse of the prescribed period of 30 calendar days from birth, marriage or death.

Fee:

- a. After thirty (30) days (late Registration fee) - P 200.00

Office or Division:		LOCAL CIVIL REGISTRAR		
Classification:	FRONTLINE SERVICE			
Type of Transaction:	APPLICATION FOR DELAYED REGISTRATION OF BIRTH, MARRIAGE, AND DEATH			
Who may avail:	PEOPLE WHO NEED CIVIL REGISTRATION SERVICES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • For delayed registration of Birth: <ul style="list-style-type: none"> ▪ Negative result of registration from Philippines Statistics Authority (PSA) ▪ Baptismal Certificate/voter's registration record ▪ Elementary School Permanent Record ▪ Marriage Certificate of Parents ▪ Affidavit of two disinterested persons • For delayed registration of Marriage: <ul style="list-style-type: none"> ▪ Negative result of registration from Philippines Statistics Authority (PSA) ▪ Copy of Certificate of Marriage ▪ Affidavit of husband and wife ▪ Affidavit of two disinterested persons ▪ Wedding Pictures • For delayed registration of Death: <ul style="list-style-type: none"> ▪ Negative result of registration from Philippines Statistics Authority (PSA) ▪ Certificate of Burial Rites from Church ▪ Affidavit of two disinterested persons ▪ Certificate of Death (prepared by hospitals, attending physicians, health officer) ▪ Pictures 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE



1. Sign the Client Log Book			1 minute	Registry Clerk
2. Submit the requirements to the Municipal Civil Registrar	2.1 Check the submitted requirements		5 minutes	Municipal Civil Registrar
3. Proceed to the personnel whom you are assigned by the Civil Registrar to do the job. Get the Order of Payment.	3.1 Issue order of payment		1 minute	Assistant Registration Officer Registry Clerk
4. Pay the required fees at the Municipal Treasury Office.				RCO Municipal Treasury Office
5. Submit the Official Receipt				Assistant Registration Officer
6. Return after 10 working days and get the certificate of registration duly signed by the Local Civil Registrar or authorized signatories <i>Note: submit to Philippine Statistics Authority, Laoag City for endorsement and request for Security Paper (SECPA) processing is within (2) months.</i>	6.1 Issue the certificate of registration		10 minutes	Municipal Civil Registrar Assistant Registration Officer



SERVICE 5: Application for Marriage License

All couples (either one or both residents of Bacarra) of legal age intending to get married must apply for marriage license at the local civil registry office. A marriage license is valid in any part of the Philippines for a period of 120 days from the date of issue.

Fees:

Marriage Fees

- | | |
|-----------------------------|------------|
| a. Application for marriage | - P 115.00 |
| b. Marriage Counselling | - P 115.00 |
| c. Family Planning | - P 115.00 |
| d. Solemnizing Fee | - P 345.00 |
| e. Marriage License | - P 115.00 |
| f. Sponsor's Fee | - P 55.00 |

Office or Division:		LOCAL CIVIL REGISTRAR		
Classification:		FRONTLINE SERVICE		
Type of Transaction:		APPLICATION FOR MARRIAGE LICENSE		
Who may avail:		PEOPLE WHO NEED CIVIL REGISTRATION SERVICES		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Marriage Application form • Birth certificates of applying couple • Certificate of No Marriage (CENOMAR) of applying couple • Parental Consent for applicant 18-20 years old. • Parental Advice for applicant 21-24 years old • Certificate of Attendance to Pre-Marriage Counselling Seminar • Other Requirements: <ol style="list-style-type: none"> 1. Certificate of Legal Capacity to Marry citizens of foreign country 2. Death Certificate of deceased spouse, Decree of Divorce or Annulment, for applicants who has been previously married. 		<p>Note: Applicants who belong within the 4th Civil Degree Consanguinity are disqualified for the issuance of license.</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign the Client Log Book			1 minute	Registry Clerk



2. Fill-up the application form.			10 minutes	Assistant Registration Officer
3. Submit the form and requirements and have interview with and evaluation of the documents by the Municipal Civil Registrar.	3.1 Interview and evaluate the filled-up forms and requirements		5 minutes	Municipal Civil Registrar
4. Proceed to the personnel whom you are assigned by the Civil Registrar to do the job. Get the Order of Payment.	4.1 Issue order of payment		1 minute	Assistant Registration Officer Registry Clerk
5. Pay the required fees at the Municipal Treasury Office.				RCO Municipal Treasury Office
6. Attend the Pre-Marriage Counselling (PMC) seminar which is conducted every Tuesday & Thursday of the week at the Office of the Population Commission.				Municipal Pre-marriage counselling Team
7. Return after 11 working days to get the Marriage License.	7.1 Issue the Marriage License		10 minutes	Municipal Civil Registrar Assistant Registration Officer



SERVICE 6: Change of First Name, Gender, Date of Birth and Correction of Clerical or Typographical Error (Republic Act 9048/10172)

Republic Act 9048/10172 authorizes the Municipal Civil Registrar To:

- CORRECT CLERICAL OR TYPOGRAPHICAL ERRORS IN ANY ENTRY
- CHANGE OF FIRST NAME
- CHANGE OF GENDER
- CHANGE OF DATE OF BIRTH (DAY AND MONTH)

In the civil registry documents without the need of a judicial order. However, any petition to correct error that would subsequently change the nationality, age, status and the year of birth of a person is not allowed and must be filed with the proper court.

Fees:

Publication Fee	: P 1,500.00
RA 10172 & Change of First Name	: P 3,000.00
Correction of Clerical Error	: P 1,000.00
Certificate of Finality	: P 300.00
Secretarial Fee	: P 300.00
Certification	: P 150.00

Office or Division:	LOCAL CIVIL REGISTRAR	
Classification:	FRONTLINE SERVICE	
Type of Transaction:	CHANGE OF FIRST NAME, GENDER, DATE OF BIRTH AND CORRECTION OF CLERICAL OR TYPOGRAPHICAL ERROR	
Who may avail:	PEOPLE WHO NEED CIVIL REGISTRATION SERVICES	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • CHANGE OF FIRST NAME: <ol style="list-style-type: none"> 1. Certificate of Live Birth in PSA Security paper 2. Police Clearance 3. NBI Clearance 4. Employer's Clearance with no Pending Administrative Case, if employed or Affidavit of No Income/Affidavit of Unemployment, if not employed or self-employment if self-employed 5. Notice for Publication 6. Proof of Publication 7. Affidavit of Publication of Editor 8. Newspaper where petition was published Correction Month of Birth • CORRECTION OF GENDER <ol style="list-style-type: none"> 1. CERTIFICATE OF Live Birth in PSA Security paper 2. Police Clearance 3. NBI Clearance 4. Employer's Clearance with no Pending Administrative Case, if employed or Affidavit of No 	



<p>Income/Affidavit of Unemployment, if not employed or self-employment if self-employed.</p> <ol style="list-style-type: none"> 5. Notice of Publication 6. Proof of Publication 7. Affidavit of Publication of Editor 8. Newspaper where petition was published 9. Baptismal certificate 10. Medical or dental record 11. Municipal Health Officer certification about the gender of the petitioner 12. Form 1-A (Birth Available) from LCR <ul style="list-style-type: none"> • CORRECTION OF DATE OF BIRTH. It has the same requirements as of the correction of gender except for number 11 in addition to any three (3) supporting documents as listed below <ol style="list-style-type: none"> 1. Voter's Registration Record 2. SSS Record/ID 3. Medical Record 4. Driver's License, (if applicable) 5. Marriage Contract (if applicable) 6. Birth Certificate of Children (if applicable) 7. Business Permit (if self-employed) 8. School clearance with no pending administrative case (if student) 9. Elementary Permanent Record • CORRECTION OF CLERICAL ERROR <ol style="list-style-type: none"> 1. Certificate of Live Birth / Marriage / Death <ol style="list-style-type: none"> a) Certificate of Live Birth / Marriage / Death in PSA Security paper b) Three (3) supporting documents for the desired item to be corrected as recommended by the municipal civil registrar. c) Official receipt of filing fee for the Correctio of Clerical error/s 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign the Client Log Book			1 minute	Registry Clerk
2. Have an interview and evaluation of the documents by the Municipal Civil Registrar.	2.1 Interview the clients and evaluate the requirements		45 minutes	Municipal Civil Registrar



<p><i>For petition for the change of name, gender and date of birth, have your petition publish in a local newspaper of general circulation for 2 consecutive weeks. Return to the Local Civil Registry Office after two weeks upon notice of the Municipal Civil Registrar to verify the proof of publication. The petition is posted in 10 days upon verification of your petition.</i></p>				
<p>3. Proceed to the personnel whom you are assigned by the Civil Registrar to do the job. Get the Order of Payment.</p>	<p>3.1 Issue order of payment</p>		<p>1 Minute</p>	<p>Assistant Registration Officer Registry Clerk</p>
<p>4. Pay the required fees at the Municipal Treasury Office.</p>				<p>RCO Municipal Treasury Office</p>
<p>5. At the 11th day, endorsement of petition to the Philippine Statistics Authority</p>	<p>5.1 Endorse the petition to the PSA</p>		<p>5 minutes</p>	<p>Municipal Civil Registrar</p>
<p>6. Return to the Local Civil Registry Office within 21 days upon notice by the Municipal Civil Registrar upon his receipt of the action taken by the Civil Registrar General. Receive the copies of the affirmed petition be photocopied and get the order of Payment for the certificate of finality, endorsement fee and secretarial fee.</p>	<p>6.1 Issue copies of the affirmed petition</p>		<p>10 minutes <i>The affirmed petition will be endorsed to the PSA by the Municipal Civil Registrar's Office. After 30 days the Security Paper of your document</i></p>	<p>Municipal Civil Registrar Assistant Registration Officer</p>



			<i>bearing the corrected information will be available at PSA</i>	
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SERVICE 7: Petition for Legitimation of Natural Child and Preparation of Annotated Birth Certificate of an Illegitimate Child to Use the Father’s Surname (Revised Ra 9255)

Legitimation is a remedy by which those who were born out of wedlock to be considered legitimate. Only children conceived and born outside of wedlock of parents who, at the time of conception of the former, were not disqualified by any impediment to marry each other, may be legitimated. Legitimation of children by subsequent marriage of parents shall be recorded in the civil registry office where the birth was recorded.

The local civil registry office process petition of an illegitimate child to use the father’s surname under revised republic act 9255.

Office or Division:		LOCAL CIVIL REGISTRAR		
Classification:	FRONTLINE SERVICE			
Type of Transaction:	PETITION FOR LEGITIMATION OF NATURAL CHILD AND PREPARATION OF ANNOTATED BIRTH CERTIFICATE OF AN ILLEGITIMATE CHILD TO USE THE FATHER’S SURNAME (REVISED RA 9255)			
Who may avail:	PEOPLE WHO NEED CIVIL REGISTRATION SERVICES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • REQUIREMENTS FOR LEGITIMATION OF NATURAL CHILD: <ul style="list-style-type: none"> ▪ Notarized Joint affidavit of legitimation of parents ▪ Certificate of Live Birth in PSA Security Paper ▪ Marriage Contract of Parents ▪ Affidavit of Paternity if children is not acknowledge ▪ Certificate of No Marriage of Both Parents (CENOMAR) • REQUIREMENTS FOR LEGITIMATION OF CHILD THRU REVISED RA 9255: <ul style="list-style-type: none"> ▪ Certificate of Live Birth in PSA Security Paper ▪ Notarized affidavit of Sworn Attestation of the mother ▪ Notarized Affidavit to Use the Surname of the Father 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign the Client Log Book			1 minute	Registry Clerk



2. Have an interview with and evaluation of the documents by the Municipal Civil Registrar.	2.1 Interview the client and evaluate the requirements		5 minutes	Municipal Civil Registrar
3. Submit the documents for endorsement to PSA to the personnel whom you are assigned by the Municipal Civil Registrar. And Get the Order of Payment.	3.1 Received the documents 3.2 Issue Order of Payment		6 minutes	Assistant Registration Officer Registry Clerk
4. Proceed to the personnel whom you are assigned by the Civil Registrar to do the job.			1 minute	Assistant Registration Officer Registry Clerk
5. Pay the required fees at the Municipal Treasury Office.		<p>For Legitimation of Natural Child:</p> <p>Legitimation Fee: ₱300.00 Secretary's Fee: ₱300.00 Certification : ₱150.00 LBC forwarder: ₱130.00</p> <p>For Legitimation of Child Thru Revised RA 9255:</p> <p>Revised RA 9255: ₱300.00 Secretary's Fee: ₱300.00</p>		RCO Municipal Treasury Office



		Certification : ₱150.00 LBC forwarder: ₱130.00		
6. Return to the office upon receipt of notice to get the annotated birth certificate in security paper from PSA. <i>NOTE: The documents are endorsed to Philippine Statistics Authority (PSA), for the request of Security Paper Quezon City for endorsement and request for Security Paper (SECPA)</i>			10 minutes	Municipal Civil Registrar Assistant Registration Officer



SERVICE 8: Registration of Court Decisions and Legal Instruments

Court decisions concerning the status of a person must be registered in the civil registry office where the court is functioning within ten (10 days) after the court decree/order has become final and executory.

Office or Division:		LOCAL CIVIL REGISTRAR		
Classification:	FRONTLINE SERVICE			
Type of Transaction:	REGISTRATION OF COURT DECISIONS AND LEGAL INSTRUMENTS			
Who may avail:	PEOPLE WHO NEED CIVIL REGISTRATION SERVICES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • FOR BACARRA COURT DECISIONS: <ul style="list-style-type: none"> A. Certified true copy of the decision and Certificate of Finality B. Philippine Statistics Authority (PSA) photocopy of the affected registry document • FOR COURT DECISIONS OUTSIDE BACARRA: <ul style="list-style-type: none"> A. Certificate of registration issued by the concerned civil registrar where the court order was rendered. B. Certificate of Authenticity C. Certificate of Finality D. Philippine Statistics Authority (PSA) photocopy of the affected registry document • FOR LEGAL INSTRUMENTS: <ul style="list-style-type: none"> A. Affidavit of sworn statement B. PSA photocopy of birth certificate C. Photocopy of marriage certificate <p><i>NOTE: ALL REQUIREMENTS MUST BE SUBMITTED IN 3 XEROX COPIES TOGETHER WITH THE ORIGINAL</i></p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign the Client Log Book			1 minute	Registry Clerk
2. Have an interview with and evaluation of			5 minutes	Municipal Civil Registrar



the documents by the Municipal Civil Registrar.				
3. Proceed to the personnel whom you are assigned by the Civil Registrar to do the job. Get the Order of Payment.			1 minute	Assistant Registration Officer Registry Clerk
4. Pay the required fees at the Municipal Treasury Office.		Court orders / Decrees: ₱300.00 Secretary's Fee: ₱300.00 Certification : ₱150.00 LBC forwarder (back-to-back): ₱130.00		RCO Municipal Treasury Office
5. Submit the documents to the personnel whom you are assigned by the Municipal Civil Registrar			10 minutes	Assistant Registration Officer Registry Clerk
6. Return to the office upon receipt of notice to get the annotated birth certificate in security paper from PSA. <i>NOTE: submit to Philippine Statistics Authority (PSA), Quezon City for endorsement and request for Security Paper (SECPA)</i>			10 minutes	Municipal Civil Registrar Assistant Registration Officer



SERVICE 9: Endorsement of the Certified Photocopy of Civil Document Registered with the Municipal Civil Registrar to the Civil Registrar General (PSA)

There are instances when the Philippine Statistics Authority does not have available records requested by clients, as a remedy, clients check the availability of records at the Local Civil Registry Office. If the document is available, the local registrar submits the certified photocopy civil registry documents to the Office of the Civil Registrar General (OCRG).

Office or Division:		LOCAL CIVIL REGISTRAR		
Classification:	FRONTLINE SERVICE			
Type of Transaction:	ENDORSEMENT OF THE CERTIFIED PHOTOCOPY OF CIVIL DOCUMENT REGISTERED WITH THE MUNICIPAL CIVIL REGISTRAR TO THE CIVIL REGISTRAR GENERAL (PSA)			
Who may avail:	PEOPLE WHO NEED CIVIL REGISTRATION SERVICES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Philippine Statistics Authority (PSA) Negative Certification result issued within the past 6 months. 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign the Client Log Book			1 minute	Registry Clerk
2. Have an interview and evaluation of the documents by the Municipal Civil Registrar.	2.1 Interview and evaluate the documents submitted		5 minutes	Municipal Civil Registrar
3. Proceed to the personnel whom you are assigned by the Civil Registrar to do the job. Get the Order of Payment.	3.1 Issue order of payment		1 minute	Assistant Registration Officer Registry Clerk
4. Pay the required fees at the Municipal Treasury Office.		Secretary's fee: ₱300.00 Certification: ₱150.00		RCO Mun. Treasury Office
5. Submit the documents and the Official Receipt to the personnel whom you are assigned by the	5.1 Process the documents		10 minutes	Assistant Registration Officer Registry Clerk



Municipal Civil Registrar				
6. Receive the documents duly signed by the Municipal Civil Registrar	6.1 Issue the documents		30 minutes	Municipal Civil Registrar Assistant Registration Officer



SERVICE 10: Petition for the Addition Report of Missing Information thru Supplemental Report

A supplemental report for birth, death and marriage to supply information inadvertently omitted when the document was registered can be availed in the office.

Office or Division:		LOCAL CIVIL REGISTRAR		
Classification:	FRONTLINE SERVICE			
Type of Transaction:	PETITION FOR THE ADDITION REPORT OF MISSING INFORMATION THRU SUPPLEMENTAL REPORT			
Who may avail:	PEOPLE WHO NEED CIVIL REGISTRATION SERVICES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Photocopy of Security Paper from PSA of the affected civil registrar record (BIRTH, DEATH, MARRIAGE) • Supplemental Affidavit, executed by the document owner of legal age or by the parents if under age. • Two supporting documents to the error to be corrected as required by the Municipal Civil Registrar. <p><i>NOTE: All Requirements Must Be Submitted In 3 Xerox Copies Together with the Original.</i></p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign the Client Log Book			1 minute	Registry Clerk
2. Have an interview with and evaluation of the documents by the Municipal Civil Registrar.	2.1 Interview the client and evaluate the documents		5 minutes	Municipal Civil Registrar
3. Proceed to the personnel whom you are assigned by the Civil Registrar to do the job. Get the Order of Payment.	3.1 Issue the order of payment		1 minute	Assistant Registration Officer Registry Clerk
4. Pay the required fees at the Municipal Treasury Office.		Secretary's fee: ₱300.00 Certification: ₱150.00		RCO Municipal Treasury Office



		Supplemental Report Fee: ₱300.00		
5. Submit the documents to the personnel whom you are assigned by the Municipal Civil Registrar and wait for the processing document.	5.1 Process the document		15 minutes	Assistant Registration Officer Registry Clerk
6. Return to the office upon receipt of notice to get the Security Paper from NSO and annotated birth certificate <i>NOTE: submit to Philippine Statistics Authority (PSA), Quezon City for endorsement and request for Security Paper (SECPA)</i>			5 minutes	Municipal Civil Registrar Assistant Registration Officer



SERVICE 11: Registration of Foundling/Abandoned Children

Foundling is a deserted or abandoned infant or child, without known parents, guardian, or relatives, found by another person; or a child in an orphanage or similar institution without facts of birth and parentage.

Registration of the foundling in the office of the local civil registry office shall be undertaken by the finder or charitable institution within thirty (30) days from the date of finding/commitment of the child.

Any report after the 30-day period shall be considered late, and the concerned party(finder) shall be required to state in a sworn statement the circumstances that caused the late reporting to the civil registrar.

The finder must then commit the child to the care of the Social Welfare and Development (DSWD) or to a duly licensed orphanage or charitable institutions, and give his/her copy of the certificate of foundling registered with the local civil registry office.

Office or Division:		LOCAL CIVIL REGISTRAR		
Classification:	FRONTLINE SERVICE			
Type of Transaction:	REGISTRATION OF FOUNDLING/ABANDONED CHILDREN			
Who may avail:	PEOPLE WHO NEED CIVIL REGISTRATION SERVICES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification issued by the concerned Barangay Captain or Police blotter/report. 2. Affidavit of the finder 3. Proof of notice and announcement to the public about the finding of a child 4. Duly accomplished certificate of Founding 5. DSWD Study Case Report for data about the child such as the condition of the child when found, where he was found and name of finder.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign the Client Log Book			1 minute	Registry Clerk
2. Have an interview and evaluation of the documents by the Municipal Civil Registrar.	2.1 Interview and evaluate the documents		5 minutes	Municipal Civil Registrar
3. Proceed to the personnel whom you are assigned by the Civil Registrar to do the job. Get the	3.1 Issue order of payment		1 minute	Assistant Registration Officer Registry Clerk



Order of Payment.				
4. Pay the required fees at the Municipal Treasury Office.		Birth Certificate: ₱300.00 Secretary's fee: ₱300.00 Certification: ₱150.00		
5. Submit the documents to the personnel whom you are assigned by the Municipal Civil Registrar and wait for the processing of the document	5.1 Process the documents		15 minutes	Assistant Registration Officer Registry Clerk
6. Return to the office upon receipt of notice to get the Security Paper from PSA <i>NOTE: The Documents are endorsed to the Philippine Statistics Authority (PSA), Quezon City for the request of Security Paper (SECPA)</i>			5 minutes	Municipal Civil Registrar Assistant Registration Officer



SERVICE 12: Application for Out-Of-Town Delayed Registration for Birth, Marriage and Death

Delayed Registration of Birth, Marriage or Death Must Be Filed at the Municipal Civil Registry Office Following the Lapse of the Prescribed Period of 30 Calendar Days from Birth, Marriage, Death.

Office or Division:		LOCAL CIVIL REGISTRAR		
Classification:		FRONTLINE SERVICE		
Type of Transaction:		APPLICATION FOR OUT-OF-TOWN DELAYED REGISTRATION FOR BIRTH, MARRIAGE AND DEATH		
Who may avail:		PEOPLE WHO NEED CIVIL REGISTRATION SERVICES		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • FOR DELAYED REGISTRATION OF BIRTH: <ul style="list-style-type: none"> - PSA Negative result of registration - Any two of these documents (Baptismal Certificate, voter's registration record) - Affidavit of two disinterested persons - Affidavit of the registrant collaborated by two disinterested persons (if the registrant is not the informant) - Certificate of Live Birth (prepared by hospitals, midwives, nurses or attending physicians) • FOR DELAYED REGISTRATION OF MARRIAGE: <ul style="list-style-type: none"> - PSA Negative result of registration - Copy of Certificate of Marriage - Affidavit of Husband and Wife - Affidavit of two disinterested persons - Wedding pictures • FOR DELAYED REGISTRATION OF DEATH: <ul style="list-style-type: none"> - PSA Negative result of registration - Certificate of Burial Rites from Church - Affidavit of two disinterested persons - Certificate of Death (prepared by hospitals, attending physicians, health officers) - Any other documents such as pictures among others requested by the MCR 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE



1. Sign the Client Log Book			1 minute	Registry Clerk
2. Have an interview and evaluation of the documents by the Municipal Civil Registrar.	2.1 Interview and evaluate the documents		10 minutes	Municipal Civil Registrar
3. Proceed to the personnel whom you are assigned by the Civil Registrar to do the job. Get the Order of Payment.	3.1 Issue order of payment		1 minute	Assistant Registration Officer Registry Clerk
4. Pay the required fees at the Municipal Treasury Office.		Secretary's fee: ₱300.00 Certification : ₱150.00 Late registration Fee: ₱200.00		
5. Return to the office upon receipt of notice and take a copy of the out-of-town registered document			5 minutes	Municipal Civil Registrar Assistant Registration Officer
6. Accomplish Client Feedback Form & drop at designated drop box found in the vicinity of the Municipal Hall				



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE



SERVICE 1: Provision of Assistance for Individual in Crisis Situation

Provides emergency financial assistance to individuals and families who are extremely in crisis situation in order to cope up with his/her present problems due to socio-economic difficulties and eventually to attain normal functioning.

Office or Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Individuals and families who are extremely in crisis situation needing financial assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>For Medical Assistance:</i> <ul style="list-style-type: none"> Barangay Certificate of Indigency signed by Punong Barangay certifying that the bearer is really in dire need of assistance and belongs to the indigent/low-income family. Medical Certificate Hospital billing statement or prescription <i>For Burial Assistance:</i> <ul style="list-style-type: none"> Barangay Certificate of Indigency signed by Punong Barangay certifying that the bearer is really in dire need of assistance and belongs to the indigent/low-income family. Death Certificate 		<p>Office of the Brgy. Captain wherein the client resides</p> <p>Medical Record Section of the Hospital/Private Clinic</p> <p>Office of the Brgy. Captain wherein the client resides</p> <p>LCR of the Municipality</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign in client's log book.			1 minute	MSWD Staff
2. Present requirements for review.	2.1 Review the presented requirements		3 minutes	
3. Seek endorsement of the Mayor. <i>*Return to the office upon receipt of endorsement.</i>			6 minutes	Office of the Mayor
4. Have an interview and wait for the processing of documents.	4.1 Assessment of client's problem. 4.2 Preparation of documents		10 minutes	MSWD Staff



5. Get documents and proceed to concerned offices (Mun. Budget Office, Mun. Accounting Office, Mun. Treasury Office) for processing.	5.1 Referral to other coordinating agencies.			Mun. Budget Office, Mun. Accounting Office, Mun. Treasury Office
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SERVICE 2: Emergency Shelter Assistance

Provides Emergency Shelter Assistance to victims of fire and typhoon, earthquake and other calamities through provision of limited financial assistance to help the families reconstruct/repair their houses which were totally/partially destroyed.

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE				
Office or Division:	OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Victims of fire and typhoon, earthquake and other natural and man-made disaster			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Barangay Certificate of Indigency Pictures of the damaged house Spot Report from Bureau of Fire Protection (if fire victim) Certification from five coordinating offices (MDRRMO, MSWD, BFP, PNP, Barangay) 		Office of the Brgy. Captain wherein the client resides Bureau of Fire Protection MDRRMO, MSWD, BFP, PNP, Barangay)		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign in client's log book.			1 minute	MSWD Staff
2. Present documents for review.	2.1 Review the documents presented		1 minute	
3. Have an interview and wait for assessment and ocular inspection of the site/area.	3.1 assessment and ocular inspection of the site/area		45 minutes	Mun. Social Welfare & Dev't. Officer Social Welfare Aide
4. Wait for the processing of documents. <i>(if supporting documents are complete)</i>	4.1 Process the documents		5 minutes	MSWD Staff
5. Seek signatures of Punong Barangay, Fire Marshal, MSWDO and MDRRMO Designate.				Punong Barangay, Municipal Fire Marshal, MSWDO, MDRRMO
6. Return the signed documents to the MSWD office	6.1 Preparation of project proposal for endorsement of PNP,			Mun. Social Welfare & Dev't. Officer



	PSWD, DSW D			
7. Received the documents and proceed to the office of the mayor for signature/approval.				Office of the Mayor



SERVICE 3: Issuance of Person With Disability Identification Card (ID) and Purchase of Booklet for Grocery and Medicine

Identification card is issued to any bonafide person with permanent/temporary disabilities. The ID card shall be the basis for the provision of certain special privileges and discounts in accordance with RA 9442. A purchase booklet shall be presented to the retailer every time a purchase of basic necessities and prime commodities is made.

Office or Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Bonafide person with permanent/temporary disabilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PWD Registration Form 2. Medical Certificate 3. Two (2) pieces 1x1 picture		MSWD Office Hospital/Private Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign in client's log book.			1 minute	MSWD Staff/PWD Focal Person
2. Present requirements for review.	2.1 Review the documents presented		2 minutes	
3. Have an interview. Accomplish the registration form and submit to the assigned personnel	3.1 Checked the accomplished registration form		5 minutes	
4. Receive the PDWD ID or purchase booklet for grocery and medicine.	4.1 Issue the ID or purchase booklet for grocery and medicine		1 minute	



SERVICE 4: Issuance of Social Case Study Report (referral to hospitals, NGOs, institutions and other charitable agencies: 1st district congressional office)

Provides Social Case Study Report to the beneficiary to avail assistance social service assistance from hospitals, Non-Government Offices and other institutions.

Office or Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Individuals and families who are extremely in crisis situation needing financial assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Indigency Certificate	of	Office of the Punong Barangay wherein the client resides		
2. Medical Certificate or Medical Abstract		Medical Record Section of the Hospital/Private Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign in client's log book.			1 minute	MSWD Staff
2. Present requirements for assessment.	2.1 Check on the documents presented		2 minutes	
3. Have an interview and assessment.	3.1 Assessment, preparation and encoding of Social Case Study Report.		1 day	MSWDO, SWA
4. Get Social Case Study Report and proceed to the Office of the Mayor for approval.	4.1 Issue the Social Case study		2 minutes	Office of the Mayor

SERVICE 5: Provision of care and protection of children and women under difficult circumstances

Assists children and women who are victims of any form of abuses.

Office or Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Children and women who are victims of any form of abuses.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



1. Barangay Certificate of Indigency		Office of the Punong Barangay wherein the client resides		
2. Medical Certificate or Medical Abstract		Medical Record Section of the Hospital/Private Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign in client's log book.			1 minute	
2. Present the documentary requirement and have an interview, discussion of the problems and provide related information through a small talk.	2.1 Check on the documentary requirements presented. 2.2 Interview the client		45 minutes	Mun. Social Welfare & Dev't. Officer Social Welfare Aide
3. Received the endorsement of the MSWDO	3.1 Present result and have a dialogue to concerned parties and agencies. *Come up with agreement or filing a case (depends upon the agreement of both parties).		30 minutes	Mun. Social Welfare & Dev't. Officer Social Welfare Aide MSWD Staff PNP BACCARRA WOMEN'S DESK OFFICER
4. Proceed to other concerned agencies like PNP to file Police blotter with the endorsement of MSWDO				



SERVICE 6: Pre-Marriage Counseling

Provides counseling services to would be couples in partnership with POPCOM Office and Municipal Health Office. Pre-marriage counseling is one of the pre-requisites before a soon-to-be married couple can secure marriage license. The service is intended to would be couple and counselling on the importance of marriage enrichment, human sexuality husband/wife/in-laws' relationship and home management.

Schedule of PMC (Tuesday and Thursday)

- a. Tuesday: 8:00 am – 5:00 pm
- b. Thursday: 8:00 am – 5:00 pm

Office or Division:		MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Soon-to-be married couples			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign in client's log book.			1 minute	
2. Present PMC certificate and questionnaire issued by Population Program Worker.			4 Hours	
3. Attend PMC/PMC Session.	3.1 Conduct PMC			Municipal Pre-marriage counselling team
4. Wait for the MSWDO to sign the PMC Certificate.			1 minute	Mun. Social Welfare & Dev't. Officer
5. Receive duly signed PMC certificate.	5.1 Issue the PMC Certificate		1 minute	



SERVICE 7: Enlistment of preschoolers to daycare service program /dry ration of supplemental feeding

Ensures the mental, physical, cognitive and intellectual development of the child by providing Early Childhood Enrichment Services for all preschoolers. Currently, there are 34 Child Development Centers.

Office or Division: MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE				
Classification: Simple				
Type of Transaction: G2C – Government to Citizen				
Who may avail: 3-4 years old children				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Photocopy of Birth Certificate of the child 2. Immunization Record (Yellow Card)			LCR/PSA MHO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Register child at the nearest Child Development Center/Barangay.			3 minutes	Child Development Workers
2. Have an interview, intake to the guardian and filing of forms needed. - Intake Sheet - Parent's Consent			25 minutes	
3. Inclusion of the children for modular and dry ration.			2 hours and	



SERVICE 8: Issuance of Solo Parent ID

The Municipal Social Welfare and Development Office provide comprehensive program of services, benefits, and privileges for solo parents and their children. Identification card is issued to solo parent as defined by RA 8972.

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE				
Office or Division:	OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Solo Parents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certificate of Indigency (from Barangay)			Office of the Punong Barangay wherein the client resides LCR/PSA	
2. Birth Certificate of minor dependents (Photocopy)				
3. Latest payroll (If applicable)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign in client's log book.			1 minute	MSWD Staff/PWD Focal Person Mun. Social Welfare & Dev't. Officer
2. Present requirements for verification.	2.1 Check the requirements presented		4 minutes	
3. Have an interview/intake.	3.1 Assessment of the requesting Solo Parent		10 minutes	
4. Receive the identification card	4.1 Issue the Solo parent identification card		2 days	



SERVICE 9: Issuance of a Certificate of Indigency

- Ilocos Norte Electric Cooperative - *free electrical installation*
- Public Attorney's Office - *legal assistance*
- Government Programs – *scholarship, capital assistance*
- NGO Projects/Mission - *medical assistance, scholarship, assistive and restorative devices*
- For employment of minor ages (17-18 years old)

Office or Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Individuals belonging to the indigent group/family			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Indigency	Certificate of	Office of the Punong Barangay wherein the client resides		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign in client's log book.			1 minute	MSWD Staff/PWD Focal Person Mun. Social Welfare & Dev't. Officer
2. Present requirement.	2.1 Check the requirement and assessed the client		3 minutes	
3. Wait for the preparation of document.	3.1 Process the documents		10 minutes	
4. Received the Certificate of Indigency.	4.1 Issue the certificate of indigency		2 days	



SERVICE 10: Issuance of Endorsement Letter for Fundraising Activity

In compliance with ordinance governing fundraising activities for charitable or public welfare purposes in the municipality of Bacarra.

Office or Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Charitable Groups, Associations and Schools to conduct fundraising Activities (e.g. popularity contests)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Approval of letter request 2. Minutes of the Previous Meeting 3. List of Set of Officers 4. Previous Financial Statement 5. Sample of Lotto card/envelope for fund raising 6. Official Receipt – Mayor’s Permit Fee 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Present the documentary requirements	<ol style="list-style-type: none"> 1.1 Checking of presented documents. 1.2 Prepare the endorsement letter 		10 minutes	Mun. Social Welfare & Dev’t. Officer Social Welfare Aide/MSWD Staff
2. Receive endorsement letter and proceed to the Office of the mayor for the issuance of solicitation permit.	2.2 Issue the endorsement letter		1 minute	Office of the Mayor



SERVICE 11: Counseling with marital conflict/vawc cases, children in conflict with law and children at risk

Counseling to both husband, wife and the children in order to sort issues on their situation and clarify problems/conflicts with reality. Workers and the concerned individual or groups discussed the feasibility of various courses of action in relation to their problem.

Office or Division:		MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Couple at the verge of separation, children, women in stressful situation/CICL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Have a one-on-one interview with the MSWDO.	1.1 Interview the client 1.2 Issue referral to the client to the Women's Desk Center for counseling/ dialogue or a scheduled case conference and home visit or family approach intervention		45 minutes	Mun. Social Welfare & Dev't. Officer
2. Attend counseling sessions or responsible parenthood sessions, dialogue, ERPAT, nutrition education, case conference, et. al.	2.1 Prepares social case study report as needed for endorsement at the DOJ.		4 hours <i>(or depending on the extent of the problem)</i>	Mun. Social Welfare & Dev't. Officer



SERVICE 12: Annual financial assistance for senior citizens and members of BAFESCA

The Office of the Municipal Social Welfare and Development and the Office of Senior Citizen Association will assess and evaluate the application of indigent senior citizens in the availment of the financial assistance to the members of FSCAP usually which is given every Sagut ti Gobierno iti Barangay.

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE				
Office or Division:		MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Couple at the verge of separation, children, women in stressful situation/CICL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Brgy. Indigency/Certificate of Residency 2. Medical Certificate issued by the MHO 3. Medical Prescription 4. Valid ID 		Office of the Punong Barangay wherein the client resides Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit the requirements for assessment and evaluation.	<ol style="list-style-type: none"> 1.1 Verify and assess the submitted list of BAFESCA for assistance 1.2 Prepare and process the documents 		17 minutes	Mun. Social Welfare & Dev't. Officer
2. Report upon notification of approval by the DSWD FO-1				



OFFICE OF THE MUNICIPAL ENGINEER



SERVICE 1: Issuance of Building Permit

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

The permit becomes null and void if work does not commence within one (1) year from the date of such permit, or if the building or work is suspended or abandoned at any time after it has been commenced for a period of 120 days.

Office or Division:		MUNICIPAL ENGINEERING OFFICE		
Classification:				
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All constituents		
Checklist Of Requirements		Where To Secure		
1. CTC (sedula)-both applicant & the lot owner.		MTO		
2. Barangay Clearance. (2 copies)		Barangay / MTO		
3. Tax Declaration or Real Property Assessment Sheet w/ lot dimension from Assessor's Office. (2 copies)		Municipal Assessor's Office		
4. CND of Payment from Treasurer's Office. (2 copies)		MTO		
5. Affidavit of owner(s) if the project is undertaken by contract or not. (Based under 2005 Revised Revenue Code, Municipality of Bacarra, IN and DPWH/NBCDO Memorandum Circular No. #4, Series of 2007 dated April 13, 2007)		Public Notary		
6. Plans duly signed by an Engineer/Architect. (6 sets) * Vicinity Map * Floor Plan * Site Development Plan * Etc...		Engineer/Architect		
7. Specifications & Project Estimate (4sets)				
8. Structural Computation (2-storey buildings & more)				
9. Accomplished Forms		MEO		
10. Approved Zoning / Locational Clearance		MPDC/Zoning Office		
CLIENT'S STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign in client log book			1 minute	Engineer II
2. Submit application for building permit and other requirements to the Office of the Building Official (OBO) for	2.1 Receive, review and verify requirements, plans and drawings and site inspection	Varies/depends on the submitted plans Computations are	2 hours	Municipal Engineer
			15 minutes	Engineer II Building Inspectors



evaluation and processing	2.2 Assessment and issuance of order of payment	based on the schedule of fees from the building code of the Philippines		
3. Pay building permit fee at the municipal treasurer's office while your documents are being processed				RCO-MTO
4. Endorsement to bureau of fire protection (as per moa within five (5) days report & recommendation shall be submitted to this office)	4.1 Preparation of endorsement letter & separation of additional requirements needed for the application at the BFP		5 minutes	
5. Return to municipal engineering/building official office for final review and approval	5.1 Receive & record the completely filled-up application forms and prepare the permit for approval 5.2 Approval of permits		1 day	Mun. Engineer, Engineer II
6. Receive the permit	6.1 Releasing of permits		5 minutes	Engineer II



SERVICE 2: Issuance of Occupancy Permit

An Occupancy Permit is required before any building or structure is used or occupied. It is usually secured after the completion of a structure.

A Certificate of Occupancy shall be issued by the Building Official within thirty (30) days if after final inspection and submittal of a Certificate of Completion.

It is also required if there is any change in the existing use or occupancy classification of a building, structure or any portion thereof.

Office or Division:		MUNICIPAL ENGINEERING OFFICE		
Classification:				
Type of Transaction:		G2C – Government to Citizen		
Who may avail:				
Checklist Of Requirements		Where To Secure		
1. Approved Building Permit & Plan		Owner's Copy		
2. Duly Accomplished Certificate of Completion Form		Municipal Engineering Office		
3. As-built plans (as needed)		Engineer/Architect		
CLIENT'S STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign in client log book			1 minute	Engineer II
2. Submit requirements: section 309, paragraph 1 of the National Building Code of the Philippines	2.1 Receive and review requirements		10 minutes	Municipal Engineer
	2.2 Verification Of Requirements and Building Inspection		4 Hours	Engineer II
	2.3 Conduct Building Inspection			Building Inspectors
3. Get the of Order of Payment	3.1 Assessment and issuance of Order of Payment		20 MINUTES	Municipal Engineer Engineer II
4. Pay the required fees at the municipal treasurer's office while your documents are processed prior to the issuance of occupancy permit: section 309, paragraph 4 of the National Building Code of the Philippines		Computations Are Based on The Schedule Of Fees From The Building Code Of The Philippines		RCO-MTO



5. Endorsement to the local zoning and Bureau of Fire Protection office	5.1 Preparation of Endorsement Letter & Separation of Additional Requirements Needed		5 minutes	Municipal Engineer Engineer II
6. Return To Municipal Engineering/Building Official Office for The Approval	6.1 Approval of Permits		1 day	Municipal Engineer
7. Receive the permit	7.1 Releasing of Permits		10 minutes	Engineer II



MUNICIPAL ASSESSOR'S OFFICE



SERVICE 1: Processing Transfer of Real Property

An updated owner's copy of tax declaration is issued upon transfer of ownership of subject property from previous to the new owner or as a result of subdivision or consolidation of real property.

Office or Division:		MUNICIPAL ASSESSOR'S OFFICE		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail:	Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ▪ Deed of Conveyance (Sale, Donation, Quitclaim, etc.) ▪ Deed of Partition (if subdivided) ▪ Photocopy of Title (if titled) ▪ Copy of approved subdivision/consolidation plan (whichever is applicable) ▪ BIR Clearance (payment of capital gains tax/estate tax, etc.) ▪ DAR clearance (if agricultural) ▪ Certificate of Registration ▪ Official Receipt (transfer fee) ▪ Real Property Tax Receipt (transferred copy) 		Executed by involved parties (notarized) Executed by concerned parties (notarized) Registry of Deeds (for the original owner's copy) Lands Management Services-DENR, Region I Office Bureau of Internal Revenue Office Department of Agrarian Reform Registry of Deeds Provincial Treasurer's Office Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minute	Client
2. Present Requirements	2.1 Verifies & identifies property number for assessment		3 Minutes	Data Controller
3. Wait while a duly accomplished Field Appraisal & Assessment Sheet is encoded in the database of Real Property Assessment System and an updated owner's copy of tax declaration is printed for the owner/declarant.	3.1 Process documents 3.2 Review and approve the Tax Declaration and Field Appraisal & Assessment Sheet (FAAS)		1 Hour (May vary depending upon the volume of the transaction)	Data Controller Municipal Assessor



4. Receive updated owner's copy of tax declaration	4.1 Issue updated owner's copy of tax declaration		1 Minute	Data Controller
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SERVICE 2: Issuance of Reclassified Tax Declaration of Real Property

This service is requested by a taxpayer for purposes of declaring the predominant use of the property.

Office or Division:		MUNICIPAL ASSESSOR'S OFFICE		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail:	Real Property Owners, Tax Payers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ▪ Owner's Letter Request ▪ Latest Real Property Tax Receipt 		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minute	Client
2. Submit Requirements for Review	2.1 Review requirements submitted		3 Minutes	Municipal Assessor
3. Accompany Appraiser or office personnel to inspect and verify subject property	3.1 Inspect and verify subject property		1 Hour	Tax Mapper Municipal Assessor
4. Wait while a duly accomplished Field Appraisal & Assessment Sheet is encoded in the database of Real Property Assessment System and an updated owner's copy of tax declaration is printed for the owner/declarant.	4.1 Process documents 4.2 Review and approve the Tax Declaration and Field Appraisal & Assessment Sheet (FAAS)		1 Hour	Data Controller Municipal Assessor
5. Receive updated owner's copy of tax declaration	5.1 Issue updated owner's copy of tax declaration		1 Minute	Data Controller



SERVICE 3: Issuance of Certified True Copy of Tax Declarations and Other Certifications

This document is often requested by a taxpayer or his authorized representative who wants to secure a certified true copy of Tax Declaration (TD), and other certifications (e.g. landholdings, non improvement, latest tax declaration, etc.) for personal records or for legal purposes.

Office or Division:		MUNICIPAL ASSESSOR'S OFFICE		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government		
Who may avail:		Real Property Owners, Tax Payers and/or Representatives		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign in Client Log Book			1 Minute	Client
2. Wait while request is verified on the database of Real Property Assessment system (computer-based real property records). A copy of tax declaration and/or certification is printed.	2.1 Review requested tax declaration and/or certification.		15 Minutes (May vary depending on the number of copies)	Data Controller Tax Mapper Municipal Assessor
3. Pay the required fees at the Municipal Treasurer's Office		₱ 100.00 per copy		RCO, Treasurer's Office
4. Present the Official Receipt	4.1 Approve tax declaration and/or certification			Data Controller Municipal Assessor
5. Receive certified copy of tax declaration and/or certification	5.1 Issue tax declaration and/or certification		1 Minute	Data Controller



SERVICE 4: Annotation and/or Cancellation of Encumbrances/Mortgaged Properties

This service is often requested by a mortgagor or any concerned taxpayer to annotate or cancel annotations of bail bond, encumbrances/mortgaged property in the books of real properties at the Municipal Assessor's Office.

Office or Division:		MUNICIPAL ASSESSOR'S OFFICE		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail:	Real Property Owners and/or Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ▪ Copy of Real Estate Mortgage/Cancellation of Mortgage whichever is applicable. ▪ Notarized documents for Annotation and/or Cancellation of Encumbrance 		Bank and/or other Financial Institutions concerned		
		To be executed by property owners		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign in Client Log Book			1 Minute	Client
2. Submit documents for verification	2.1 Receive documents		1 Minute	Data Controller
3. Wait while document is verified and annotated on the Assessor's file of real property books and records.	3.1 Verify and annotate documents on records		30 Minutes	Data Controller
4. Pay the required fees at the Municipal Treasurer's Office		₱ 100.00 per copy		RCO, Treasurer's Office
5. Present the Official Receipt	5.1 Approve annotated document		1 Minute	Municipal Assessor
6. Receive annotated document	6.1 Issue annotated document		1 Minute	Data Controller



SERVICE 5: Appraisal and Assessment of New Building or Machinery

This service is often requested by a tax payer who wants to declare his newly constructed building or newly installed machinery and be issued an owner's copy of tax declaration.

Office or Division:		MUNICIPAL ASSESSOR'S OFFICE		
Classification:	Simple and/or Technical			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail:	Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ▪ Blueprint of approved building plan or photocopy of building sketch plan ▪ Building permit or occupancy permit ▪ Sworn statement of building owner (if building permit is not available) 		Office of the Building Official Office of the Building Official Executed by the building/machinery owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign in Client Log Book			1 Minute	Client
2. Accompany Assessor or Appraiser to inspect and appraise the new building or machinery	2.1 Inspect and appraise subject property		3 Hours (May vary depending on the property's size and location)	Tax Mapper Municipal Assessor
3. Wait for the processing, encoding and printing of Field Appraisal and Assessment Sheet and updated owner's copy of tax declaration.	3.1 Process data gathered from inspection and appraisal		1 Hour	Data Controller Tax Mapper
4. Wait for the review and approval of the Field Appraisal and Assessment Sheet and Tax Declaration	4.1 Review and approve Field Appraisal and Assessment Sheet and tax declaration		10 Minutes	Tax Mapper Municipal Assessor
5. Receive owner's copy of tax declaration	5.1 Issue owner's copy of tax declaration		1 Minute	Data Controller



SERVICE 6: Correction or Reassessment of Property Valuation

Reassessment of property valuation or correction of assessment is done when there is a change in physical attributes of a property (e.g. partial destruction, dilapidated structure, etc.)

Office or Division:		MUNICIPAL ASSESSOR'S OFFICE		
Classification:	Simple and/or Technical			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail:	Real Property Owners and/or Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ▪ Authorization letter (if owner is not present) ▪ Real Property Tax Receipt 		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Sign in Client Log Book			1 Minute	Client
2. Submit requirements	2.1 Receive documents		1 Minute	Data Controller
3. Accompany assessor/appraiser to inspect and verify subject property if there is a basis for correction or reassessment	3.1 Inspect and verify		3Hours (May vary depending on property location)	Tax Mapper Municipal Assessor
4. Wait while the duly accomplished Field Appraisal and Assessment Sheet is encoded in the database of Real Property Assessment System and an updated owner's copy of tax declaration is printed.	4.1 Process documents 4.2 Review and approve Field Appraisal and Assessment Sheet and Tax Declaration		40 Minutes	Data Controller Tax Mapper Municipal Assessor
5. Receive copy of tax declaration	5.1 Issue tax declaration		1 Minute	Data Controller



SERVICE 7: Verification of property location and vicinity

This service enables a taxpayer to identify ownership and location of a property.

Office or Division:		MUNICIPAL ASSESSOR'S OFFICE		
Classification:	Simple and/or Technical			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail:	Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign in Client Log Book			1 Minute	Client
2. Wait while tax mapping division identifies property location and a vicinity map is photocopied	2.1 Identify property location		1 Hour (May vary depending on the location of the property from work station)	Tax Mapper
3. Pay required fees at the Municipal Treasurer's Office		₱ 75.00 per copy		RCO, Treasurer's Office
4. Present Official Receipt	4.1 Affix signature on the photocopy of vicinity map.		1 Minute	Data Controller Tax Mapper Municipal Assessor
5. Receive document	5.1 Issue document		1 Minute	Data Controller



MUNICIPAL AGRICULTURE OFFICE



SERVICE 1: Provision of Technical Training/Class/ Demonstration on Agriculture & Fishery

The Municipal Agriculture Services Office conducts technical training/class/demonstration. These are based on the priority needs and requests of farmers, fishermen, women and youth.

Among others, training/classes and demonstrations maybe along the lines of:

- Integrated Pest Management (all Crops)
- Soil Conservation
- Rice, corn and other crops production
- Cattle Fattening/Breeding
- Swine Raising
- Fish Hatchery/Fishpond Management
- Meat, Fish and vegetable processing

Office or Division:		MUNICIPAL AGRICULTURE OFFICE			
Classification:	Technical				
Type of Transaction:	Training/Demo/Class				
Who may avail:	All farmers, fisherfolk, RICs, 4H club members, P4MP				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. RSBSA stub 2. RFFA IMC 3. Valid Identification Card					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE	
1. File letter of intent/request	1.1 Accept request/intent		3 Minutes	AT assigned in the area	
2. Submit documentary requirements	2.1 Submit request to concerned agency for funding or assistance		Subject to the availability of funds	AT assigned in the area	



SERVICE 2: Provision of technical assistance on crop and fish production

Agricultural Technologists (AT's) fielded in the agricultural barangays of the municipality can answer client queries regarding.

Office or Division: MUNICIPAL AGRICULTURE OFFICE				
Classification:	Technical			
Type of Transaction:	Technical Assistance			
Who may avail:	Farmers/Fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
RSBSA stub Valid Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign in Client Log Book.				
2. Obtain information or Technical Assistance on a. Crop Production Technology b. Pest & disease management c. Soil Conservation (organic farming) d. Water Management e. Post-Harvest Facilities f. Demonstration Trials g. Promotion & Development of Aqua-Marine Projects	2.1 Provide Technical Assistance to requesting client/link client to concerned agency		1 Hour	AT assigned in the area



SERVICE 3: Provision of high-quality seeds to RSBSA enrolled farmers

The Municipal Agriculture Services Office distribute for free, high-quality seeds to qualified farmers to ensure higher yield and increase income of farmers.

Clients may approach the Agricultural Technologist (AT) assigned to their barangay or the officer of the day in the office.

Office or Division:		MUNICIPAL AGRICULTURE OFFICE		
Classification:	Technical			
Type of Transaction:	Provision of High-Quality Seeds			
Who may avail:	RSBSA enrolled farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RSBSA stub 2. RFFA IMC 3. Valid Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign in and affix thumbmark in the Post Master list for the desired variety	1.1 Verify name, area and other details of the farmer		3 minutes	AT assigned in the area/Office of the day
2. Wait for the variety available while the AT records the lot number and verify area	1.2 Ensure that forms are properly filled-up		5 minutes	AT assigned in the area/Office of the day
3. Farmer receive the seed from the AT with documentation	1.3 Provide the planting material based on the area enrolled		3 minutes	AT assigned in the area/Office of the day



SERVICE 4: Provision of technical assistance on soil analysis

The Municipal Agriculture Services Office assistance in soil sampling/analysis services so that farmers can determine the recommended types of agricultural inputs required before planting of any crop.

Clients may approach the Agricultural Technologist (AT) assigned to their barangay.

Office or Division: MUNICIPAL AGRICULTURE OFFICE				
Classification:		Technical		
Type of Transaction:		Soil Analysis		
Who may avail:		All Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RSBSA stub 2. RFFA IMC 3. Valid Identification Card 4. Soil sample air-dried in clear and ventilated room for 3 days, labeled indicating name, farm, location, area and the crops to be planted				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Gather soil sample with the assistance of AT in the barangay	1.1 Received soil sample with proper label 1.2 Check if pulverized and air dried 1.3 Submit to the soil laboratory 1.4 Pick up result in the soil laboratory 1.5 Inform the farmer of the result		4 minutes 3 weeks to 1 month 1 hour and 5 minutes	AT assigned in the area/Office of the day
2. Pick up soil analysis result at the Municipal Agriculture Office	2.1 Issue Laboratory analysis result to farmer with farther explanation and advisory of the result		30 minutes	AT assigned in the area/Office of the day



SERVICE 5: Issuance of certification

The Municipal Agriculture Office issue certification and endorse farmers for average crop production, financial assistance, credit financing institutions and other purposes.

Office or Division: MUNICIPAL AGRICULTURE OFFICE				
Classification:	Technical			
Type of Transaction:	Certification			
Who may avail:	All Farmers, fisherfolks', RICs, 4H Club members, P4MP			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. RSBSA stub 2. RFFA IMC 3. Valid Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign in client logbook			1 minute	
2. Present request letter for action	2.1 Received request and issue order of payment		5 minutes	AT assigned in the area/Office of the day
3. Get the order of payment and pay at the Treasury Office		₱ 100.00		RCO-MTO
4. Present Official Receipt and wait for the preparation and issuance of the certification	4.1 Issue certification		8 minutes	AT assigned in the area/Office of the day



SERVICE 6: Enrollment of farmer's fields, livestock, machineries and motorboat to the PHILIPPINE CROP INSURANCE CORPORATION (PCIC)

The Municipal Agriculture Services Office assist in enrollment of farmer's field, livestock, machineries and motorboats to the PCIC so that farmers will be protected from the bad impacts of calamities and adverse weather conditions.

Clients may approach the Agricultural Technologist (AT) assigned to their barangay.

Office or Division: MUNICIPAL AGRICULTURE OFFICE				
Classification:		Technical		
Type of Transaction:		Certification		
Who may avail:		All Farmers, fisherfolks', RICs, 4H Club members, P4MP		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RSBSA stub 2. RFFA IMC 3. Valid Identification Card 4. Other supporting				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Get application form	1.1 Issue application form as prescribed by PCIC		5 minutes	AT assigned in the area/Office of the day
2. Fill up application form completely and submit to the Agriculture Office for validation/checking	2.1 Check information filled-up in the form and affixed signature		1 hour	AT assigned in the area/Office of the day
3. Photocopy application and attachment (4 copies). Submit the application form and get 1 receiving copy for file purposes	3.1 Receive, segregate application form. 3.2 Transmit all application to PCIC Laoag City		10 minutes	AT assigned in the area/Office of the day



SERVICE 7: Provision of Veterinary Services

Service Information

The Municipal Agriculture Office thru the Veterinary Section provides veterinary services for livestock, poultry and pet animals, especially dogs. Veterinary Services include consultation, vaccination (Hog Cholera, Anti-Rabies), deworming (small and large ruminants), castration, treatment and medication, etc. Clienteles may bring their livestock/poultry/pets directly to the Municipal Agriculture Office for treatment, or request that services be scheduled in their area.

Office or Division:		MUNICIPAL AGRICULTURE OFFICE Veterinary Section		
Classification:	Technical			
Type of Transaction:	Veterinary Services			
Who may avail:	All Farmers, fisherfolks', RICs, Livestock Raisers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RSBSA stub 2. Valid Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign in Client Log Book.	Logbook			1 minute
2. Give to the veterinarian the necessary information about yourself and the animal (medical history)	2.1 Interview and assessment		5 minutes	Municipal Veterinarian
	Schedule of services: a. Next day or the other day b. Most convenient to the owner c. Walk in clients d. Urgent request (calving, farrowing, debilitated and accidentally wounded animals e. Immediate response		5 minutes	Municipal Veterinarian AT assigned in the area
3. Wait while Veterinarian treats, vaccinate, deworms and/or castrates the animal. Further wait for relevant information and prescription of medicine for home	3.1 Treatment, vaccination, deworming or castration		30 Minutes	Municipal Veterinarian



<p>medication, if any. Whenever available, veterinary supplies are provided by the Municipal Veterinary Services Office, otherwise you will have to secure these on your own.</p>				
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SERVICE 8: Branding and securing certificate of ownership or transfer of large animals (cattle, carabao and horse)

Service Information

To help maintain responsible pet ownership, the Veterinary Services Section Brands and issues certificate of ownership or transfer of large animals from the time they reach the age of eight (8) months and above. This is one way of establishing the true ownership of such animal.

Office or Division:		MUNICIPAL AGRICULTURE OFFICE Veterinary Section		
Classification:	Technical			
Type of Transaction:	Branding and Securing Certificate of ownership or transfer			
Who may avail:	All Farmers, fisherfolks', RICs, Livestock Raisers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Locational Sketch 2. Valid Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign in Client Log Book.	Logbook			1 minute
2. Obtain schedule of branding. Wait for the veterinarian for the branding as scheduled	2.1 Give schedule 2.2 Prepare the certificate of Ownership or Transfer 2.3 Issue order of payment		5 minutes	Municipal Veterinarian
3. Pay the required fess at the Municipal Treasury Office		Certificate of Ownership – ₱ 60.00 Certificate of Transfer – ₱ 60.00 Service Fee – ₱ 60.00		RCO-MTO
4. Receive the Certificate of Ownership or Transfer	4.1 Issue the certificate			Municipal Veterinarian



**OFFICE OF THE MUNICIPAL PLANNING &
DEVELOPMENT COORDINATOR AND
ENFORCEMENT & ZONING OFFICER**



SERVICE 1: Provision of Technical Information

Provision technical information such as the Ecological Profile, development plans, investment plans, accomplishment reports and other vital documents to researchers, businessmen, and others who need it for academic/legal purposes.

Office or Division:		PLANNING AND DEVELOPMENT OFFICE		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business, G2G – Government to Government			
Who may avail:	Citizens, Business Owners, Government units and/or representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Request 2. Valid ID Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS/ RESPONSIBLE
1. Sign Client Log Book			1 Minute	Client
2. Submit documentary requirements	2.1 Evaluation of application and documentary requirements.		1 Minute	MPDC Staff
3. Receive document	3.1 Provide files requested for (preferably digital copy)		10 Minutes	MPDC Staff



SERVICE 2: Issuances of locational clearance for building permit

All enterprises and private persons constructing a new building or applying for expansion/renovation are required to secure a zoning clearance upon application for building permit. This should be done before the start of construction to ensure that the building/business is allowed in the chosen location as per Comprehensive Land Use Plan (CLUP).

Office or Division:		ENFORCEMENT AND ZONING ADMINISTRATION OFFICE		
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business, G2G – Government to Government			
Who may avail:	All enterprises and private persons constructing a new building or applying for expansion/renovation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished and notarized APPLICATION FORM (Authorization/SPA in the absence of the applicant)		MPDC Office – Enforcement and Zoning Administration		
2. Certificate of Non-Delinquency of Payment		Municipal Treasurer's Office		
3. Community Tax Certificate (Sedula) – both applicant and lot owner		Municipal Treasurer's Office		
4. Requirement relative to RIGHT OVER LAND		Municipal Assessor's Office		
- Certificate of Title in case registered in the name of applicant				
- Certified true copy of the latest tax declaration				
- Duly notarized Deed of Sale or Deed of Donation or Contract of Lease or Authorization to use land				
5. Barangay Clearance		Office of the Punong Barangay		
6. Project Contract and Estimated Cost duly signed by the Project Engineer/Developer and the Owner		Project Engineer		
7. Structural Analysis and Design for 2 Storey building and more		Project Engineer		
8. Blue Print of Plans & Specifications – 6 Sets		Project Engineer		
9. Vicinity Map				
10. Site Development Plan				
11. Endorsement/recommendation from the Department of Agrarian reform for the conversion of agricultural lands into other uses if the project is situated in agricultural lands.		Department of Agrarian Reform Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minute	Client



2. Submit application form and requirements	2.1 Evaluation of application and documentary requirements.		5 Minutes	Zoning Evaluation Staff Alternate Zoning Officer Zoning Officer
	2.2 Site Inspection and Verification		30 Minutes	Zoning Evaluation Staff
	2.3 Assessment of fees if complete and Issuance of Order of Payment	Refer to Annex A: Schedule of Fees	3 Minutes	Alternate Zoning Officer Zoning Officer
3. Pay the Order of Payment to the Municipal Treasurer's Office				RCO, Treasurer's Office
4. Present the Official Receipt	4.1 Received the OR.		10 Minutes	Alternate Zoning Officer Zoning Officer
	4.2 Preparation, approval and issuance of the Locational Clearance			
5. Received the approved Locational Clearance	5.1 Issue approved locational clearance		1 Minute	Zoning Evaluation Staff

ANNEX A: Schedule of FEES

TYPE OF STRUCTURAL/PROJECT COST		CLEARANCE FEE
a. Single residential structure attached or detached		
1) ₱ 100, 000 and below		₱ 288.00
2) Over ₱ 100,000 to ₱ 200,000		₱ 576.00
3) Over ₱ 200,000		₱ 720 + (1/10% of cost in excess of ₱ 200,000)
b. Apartments/Townhouses		
1) ₱ 500, 000 and below		₱ 1,440.00
2) Over ₱ 500,000 to ₱ 2 Million		₱ 2,160.00
3) Over ₱ 2 Million		₱ 3,600.00 + (1/10% of cost in excess of ₱ 2 Million regardless of the number of floors)
c. Dormitories		
1) ₱ 2 Million and below		₱ 3,600.00



2) Over ₱ 2 Million	₱ 3,600.00 + (1/10% of cost in excess of ₱ 2 Million regardless of the number of floors)
d. Institutional	
1) Below ₱ 2 Million	₱ 2,880.00
2) Over ₱ 2 Million	₱ 2,880.00 + (1/10% of cost in excess of ₱ 2 Million)
e. Commercial, Industrial and Agro-industrial Project Cost of which is	
1) Below ₱ 100,000	₱ 1,440.00
2) Over ₱ 100,000 – ₱ 500,000	₱ 2,160.00
3) Over ₱ 500,000	₱ 2,880.00
4) Over ₱ 1 Million – ₱ 2 Million	₱ 4,320.00
5) Over ₱ 2 Million	₱ 7,200.00 + (1/10% of cost in excess of ₱ 2 Million)
f. Special Uses/Special Projects (Gasoline Station, Cell Sites, Slaughter House, Treatment Plants etc.)	
1) Below ₱ 2 Million	₱ 7,200.00 + (1/10% of cost in excess of ₱ 2 Million)
2) Over ₱ 2 Million	₱ 7,200.00 + (1/10% of cost in excess of ₱ 2 Million)
g. Alteration/Expansion (Affected Areas/Cost Only)	



SERVICE 3: Issuance of zoning certification for land use reclassification/conversion and residential land titling

A zoning certification is a requirement for applying land Use Reclassification, Land Use Conversion, Preliminary Approval for Locational Clearance (PALC), residential land titling and other related requirements from other agencies.

Office or Division:		ENFORCEMENT AND ZONING ADMINISTRATION OFFICE		
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business, G2G – Government to Government			
Who may avail:	All enterprises and private persons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Ownership - Real Property Tax Declaration - Special Power of Attorney of Land Owners Authorized representative in absence of the owner		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minutes	Client
2. Submit documentary requirements	2.1 Receiving and reviewing of document presented		2 Minutes	Zoning Evaluation Staff Alternate Zoning Officer Zoning Officer
	2.2 Assessing and verifying of zoning classification and issuance of Order of Payment		2 Minutes	Alternate Zoning Officer Zoning Officer
3. Pay the Order of Payment to the Municipal Treasurer's Office		₱ 720.00 per lot	2 Minutes	RCO, Treasurer's Office
4. Present the Official Receipt	4.1 Received the OR.		10 Minutes	Alternate Zoning Officer
	4. 2 Processing, approval and issuance of Zoning Certification			Zoning Officer
5. Received the approved Zoning Certification	5.1 Issue approved Zoning Certification		1 Minute	Zoning Evaluation Staff



SERVICE 4: Issuance of zoning certification for business permits

Enterprises are required to secure a Zoning Certification upon application of Business Permit to ensure that the enterprise is allowed in the chosen location as per Comprehensive Land Use Plan (CLUP) and other relevant zoning and land use ordinances.

Office or Division:		ENFORCEMENT AND ZONING ADMINISTRATION OFFICE		
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business, G2G – Government to Government			
Who may avail:	Business Owners and/or representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Ownership or Right Overland - Real Property Tax Declaration - Lease Contract or Owners Consent if not owned		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minutes	Client
2. Submit documentary requirements	2.1 Receive the business permit application and requirement and review the conformity of business site.		2 Minutes	Zoning Evaluation Staff Alternate Zoning Officer Zoning Officer
	2.2 Processing, approval and issuance of Zoning Certification	₱ 50.00	3 Minutes	Alternate Zoning Officer Zoning Officer
3. Received the approved Zoning Certification for Business Permit	3.1 Issue approved Zoning Certification for Business Permit		1 Minute	Zoning Evaluation Staff



SERVICE 5A: Processing of Application for Preliminary Subdivision Development Plan

First stage approval/approval of preliminary subdivision plans under PD 957 (open market and medium cost housing), BP 220 (economic and socialized housing), HLURB AO No. 2 s. 1992 (industrial), and HLURB AO 21 s. 1985 (commercial) to every registered owner or developer of a parcel of land who wishes to convert the same into a subdivision project applied with the LGU.

Office or Division:		ENFORCEMENT AND ZONING ADMINISTRATION OFFICE		
Classification:	Highly Technical, Multi-Stage			
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business			
Who may avail:	Land developers/owners for residential (under PD 957 or BP 220); as well as industrial (HLURB AO No. 2 s. 1992) and commercial (HLURB AO 21 s. 1985) subdivision developments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished and notarized APPLICATION FORM (Authorization/SPA in the absence of the applicant)		MPDC Office – Enforcement and Zoning Administration Notary Public		
<ul style="list-style-type: none"> - Technical Plans - 2 sets Site Development Plan - Vicinity Map - Topographic Plan - Survey Plan 		Licensed Professionals Environmental planner, architect or civil/geodetic engineer Geodetic engineer Geodetic engineer		
2. 2 certified true copies Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT)		Registry of Deeds		
3. Certificate of Non-Delinquency of Payment		Municipal Treasurer's Office		
4. Right to use or deed of sale of right-of-way for access roads and other utilities (when applicable subject to just compensation)		Client Notary Public		
5. Zoning Certification		Enforcement and Zoning Administration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minutes	Client
2. Inquire for requirements for PSDP Application	2.1 Provide checklist of the requirements needed for the application and provide further information if needed.		10 Minutes	Zoning Evaluation Staff Alternate Zoning Officer



				Zoning Officer
3. Comply documentary requirements for PSDP Application	3.1 Evaluate the requirements as to completeness of the application		1-4 Hours	Alternate Zoning Officer Zoning Officer
	3.2 In case of incomplete documents, issue notice of delinquency (NOD)		2 Minutes	Alternate Zoning Officer Zoning Officer
4. Guide site inspection	4.1 If complete, conduct site Inspection and Verification		30 Minutes	Zoning Evaluation Staff Alternate Zoning Officer Zoning Officer
	5.1 Evaluate site suitability, compliance with minimum design standards		1-2 days	Alternate Zoning Officer Zoning Officer
5. Wait for the results of the evaluation	5.2 In case of non-compliance with design standards, issue notice of delinquency (NOD)		2 Minutes	Alternate Zoning Officer Zoning Officer
	5.3 In case of full compliance, assessment of fees and Issuance of Order of Payment	See Annex B for Schedule of Fees	3 Minutes	Alternate Zoning Officer Zoning Officer
	6. Pay the Order of Payment to the Municipal Treasurer's Office		2 Minutes	RCO, Treasurer's Office
7. Present the Official Receipt	7.1 Received the OR.		10 Minutes	Alternate Zoning Officer
	7.2 Processing and approval of PSDP			Zoning Officer



8. Receive the approved PSDP	8.1 Release PSDP with signatures (validity 180 days)		1 Minute	Zoning Evaluation Staff
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SERVICE 5B: Processing of application for subdivision development permit and/or building permit

A permit issued to every registered owner or developer of a parcel of land who wishes to convert the same into a subdivision project applied with the LGU under PD 957 (open market and medium cost housing), BP 220 (economic and socialized housing), HLURB AO No. 2 s. 1992 (industrial), and HLURB AO 21 s. 1985 (commercial).

Office or Division:		ENFORCEMENT AND ZONING ADMINISTRATION OFFICE
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business	
Who may avail:	Land developers/owners for residential (under PD 957 or BP 220); as well as industrial (HLURB AO No. 2 s. 1992) and commercial (HLURB AO 21 s. 1985) subdivision developments	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly Accomplished and notarized APPLICATION FORM (Authorization/SPA in the absence of the applicant)		MPDC Office – Enforcement and Zoning Administration Notary Public
2. Technical Plans - 2 sets Site Development Plan (or Condominium Plan) - Vicinity Map - Topographic Plan - Survey Plan		Licensed Professionals Environmental planner, architect or civil/geodetic engineer Geodetic engineer Geodetic engineer Geodetic engineer
3. Civil and Sanitary Works Design - 2 copies (geometric and structural) road design/plan - 2 copies storm drainage and sanitary sewer system - 2 copies site grading plan - 2 copies water system layout		Licensed Professionals Civil engineer Sanitary engineer or civil engineer Civil engineer Sanitary engineer or civil engineer
4. Copy of Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC)		Department of Environment and Natural Resources
5. Zoning Certificate		Department of Human Settlements and Urban Development
6. Certified True Copy of Conversion Order (if agricultural land)		Department of Agrarian Reform
7. 2 copies of project description (for projects more than 1 hectare) - Project profile indicating cost of raw land and its development, amortization schedule, sources of financing, cash flow, architectural plan, and work program - Audited financial statement for the last 3 preceding years - Certificate of Registration from SEC, Articles of Incorporation or Partnership, and Corporation By-		Client Licensed professionals Bureau of Internal Revenue Securities and Exchange Commission



Laws and Implementing Amendments (for new corporations – 3 years and below – statement of capitalization and sources of income and cash flow to support work program)				
8. Plans, specifications, bill of materials and cost estimates		Licensed professionals		
9. Traffic impact assessment (for projects 30 hectares above)		Licensed professionals		
10. Application for permit to drill and water permit (if using groundwater)		National Water Resources Board		
11. Certificate of Coverage (if using piped water supply service)		Ilocos Norte Water District		
12. 2 certified true copies Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT)		Registry of Deeds		
13. Certificate of Non-Delinquency of Payment		Municipal Treasurer's Office		
14. Right to use or deed of sale of right-of-way for access roads and other utilities (when applicable subject to just compensation)		Client Notary Public		
15. List of names of duly licensed professionals who signed the plans and other similar documents		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minutes	Client
2. Inquire for requirements for SDP Application	2.1 Provide checklist of the requirements needed for the application and provide further information if needed.		10 Minutes	Zoning Evaluation Staff Alternate Zoning Officer Zoning Officer
3. Comply documentary requirements for SDP Application	3.1 Evaluate the requirements as to completeness of the application		1-4 Hours	Alternate Zoning Officer Zoning Officer
	3. 2 In case of incomplete documents, issue notice of delinquency (NOD)		2 Minutes	Alternate Zoning Officer Zoning Officer



4. Guide site inspection	4.1 If complete, conduct site Inspection and Verification		30 Minutes	Zoning Evaluation Staff Alternate Zoning Officer Zoning Officer
5. Wait for the results of the evaluation	5.1 Evaluate site suitability, compliance with minimum design standards		Max 1 week	Alternate Zoning Officer Zoning Officer
	5.2 In case of non-compliance with design standards, issue notice of delinquency (NOD)		2 Minutes	Alternate Zoning Officer Zoning Officer
	5.3 In case of full compliance, assessment of fees and Issuance of Order of Payment	See Annex B for Schedule of Fees	3 Minutes	Alternate Zoning Officer Zoning Officer
6. Pay the Order of Payment to the Municipal Treasurer's Office			2 Minutes	RCO, Treasurer's Office
7. Present the Official Receipt	7.1 Received the OR.		10 Minutes	Alternate Zoning Officer Zoning Officer
	7.2 Processing and approval of SDP			
8. Wait for SB Endorsement	8.1 Endorse to SB for approval		3 readings (3 weeks)	Sangguniang Bayan
	8.2 In case of non-approval, issue notice of delinquency (NOD)		10 Minutes	Alternate Zoning Officer Zoning Officer
	8.3 If complete, prepare SDP		30 Minutes	Alternate Zoning Officer Zoning Officer



9. Receive the approved SDP	9.1 Release SDP with signatures (valid for 3 years)		1 Minute	Zoning Evaluation Staff
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SERVICE 6: Processing of application for Farm lot subdivision development permit and/or building permit of project

A permit issued to every registered owner or developer of a parcel of land who wishes to convert the same into a subdivision as a planned community intended primarily for agricultural activity based on HLURB BR No. 750 series of 2003.

Office or Division:		ENFORCEMENT AND ZONING ADMINISTRATION OFFICE		
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business			
Who may avail:	Land developers/owners for farmlot subdivision per HLURB BR No. 750 s. 2003			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ▪ Duly Accomplished and notarized APPLICATION FORM (Authorization/SPA in the absence of the applicant) 		MPDC Office – Enforcement and Zoning Administration Notary Public		
<ul style="list-style-type: none"> ▪ Technical Plans <ul style="list-style-type: none"> - Vicinity Map - 2 sets Final Subdivision Plan - Topographic Plan 		Licensed Professionals Geodetic engineer Environmental planner, architect or civil/geodetic engineer Geodetic engineer		
<ul style="list-style-type: none"> ▪ Clearance 		Department of Agrarian Reform		
<ul style="list-style-type: none"> ▪ Permit to drill well and water permit (if using groundwater) 		National Water Resources Board		
<ul style="list-style-type: none"> ▪ Financial Analysis indicating raw land cost, development cost, marketing, operations and other overhead costs, selling price, profit margin, amortization, interest rates, sources of funds, capital outlay and development phases 				
<ul style="list-style-type: none"> ▪ Certificate of Non-Delinquency of Payment 		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minutes	Client
2. Inquire for requirements for SDP Application	2.1 Provide checklist of the requirements needed for the application and provide further information if needed.		10 Minutes	Zoning Evaluation Staff Alternate Zoning Officer Zoning Officer
3. Comply documentary	3.1 Evaluate the requirements as to		1-4 Hours	Alternate Zoning Officer



requirements for SDP Application	completeness of the application			Zoning Officer
	3.2 In case of incomplete documents, issue notice of delinquency (NOD)		2 Minutes	Alternate Zoning Officer Zoning Officer
4. Guide site inspection	3.3 If complete, conduct site Inspection and Verification		30 Minutes	Zoning Evaluation Staff Alternate Zoning Officer Zoning Officer
5. Wait for the results of the evaluation	5.1 Evaluate site suitability, compliance with minimum design standards		Max 1 week	Alternate Zoning Officer Zoning Officer
	5.2 In case of non-compliance with design standards, issue notice of delinquency (NOD)		2 Minutes	Alternate Zoning Officer Zoning Officer
	5.3 In case of full compliance, assessment of fees and Issuance of Order of Payment	See Annex B for Schedule of Fees	3 Minutes	Alternate Zoning Officer Zoning Officer
6. Pay the Order of Payment to the Municipal Treasurer's Office			2 Minutes	RCO, Treasurer's Office
7. Present the Official Receipt	7.1 Received the OR.		10 Minutes	Alternate Zoning Officer
	7.2 Processing and approval of SDP			Zoning Officer
8. Wait for SB Endorsement	8.1 Endorse to SB for approval		3 readings (3 weeks)	Sangguniang Bayan
	8.2 In case of non-approval, issue notice of delinquency (NOD)		10 Minutes	Alternate Zoning Officer



				Zoning Officer
	8.3 If complete, prepare SDP		30 Minutes	Alternate Zoning Officer
				Zoning Officer
9. Receive the approved SDP	9.1 Release SDP with signatures (valid for 3 years)		1 Minute	Zoning Evaluation Staff



SERVICE 7A: Processing of Application for Memorial Park or Cemetery Preliminary Development Plan

First stage approval/approval issued to every registered owner or developer of a parcel of land who wishes to convert the same into a memorial park or cemetery based on HLURB BR No. 681 s. 2000.

Office or Division:		ENFORCEMENT AND ZONING ADMINISTRATION OFFICE		
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business			
Who may avail:	Land developers/owners for memorial park/cemetery development			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ▪ Duly Accomplished and notarized APPLICATION FORM (Authorization/SPA in the absence of the applicant) 		MPDC Office – Enforcement and Zoning Administration Notary Public		
<ul style="list-style-type: none"> ▪ Technical Plans <ul style="list-style-type: none"> - 2 sets Site Development Plan - Vicinity Map - Topographic Plan - Survey Plan 		Licensed Professionals Environmental planner, architect or civil/geodetic engineer Geodetic engineer Geodetic engineer Geodetic engineer		
<ul style="list-style-type: none"> ▪ Copy of Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC) 		Department of Environment and Natural Resources		
<ul style="list-style-type: none"> ▪ Zoning Certificate 		Department of Human Settlements and Urban Development		
<ul style="list-style-type: none"> ▪ Zoning Certification 		MPDC Office – Enforcement and Zoning Administration		
<ul style="list-style-type: none"> ▪ 2 certified true copies Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT) 		Registry of Deeds		
<ul style="list-style-type: none"> ▪ Certificate of Non-Delinquency of Payment 		Municipal Treasurer’s Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minutes	Client
2. Inquire for requirements for PSDP Application	2.1 Provide checklist of the requirements needed for the application and provide further information if needed.		10 Minutes	Zoning Evaluation Staff Alternate Zoning Officer Zoning Officer



3. Comply documentary requirements for SDP Application	3.1 Evaluate the requirements as to completeness of the application		1-4 Hours	Alternate Zoning Officer
	3.2 In case of incomplete documents, issue notice of delinquency (NOD)		2 Minutes	Zoning Officer
4. Guide site inspection	4.1 If complete, conduct site Inspection and Verification		30 Minutes	Zoning Evaluation Staff Alternate Zoning Officer Zoning Officer
	4.2 In case of incomplete documents, issue notice of delinquency (NOD)		2 Minutes	
5. Wait for the results of the evaluation	5.1 Evaluate site suitability, compliance with minimum design standards		1-2 days	Alternate Zoning Officer Zoning Officer
	5.2 In case of non-compliance with design standards, issue notice of delinquency (NOD)		2 Minutes	
	5.3 In case of full compliance, assessment of fees and Issuance of Order of Payment	See Annex B for Schedule of Fees	3 Minutes	
6. Pay the Order of Payment to the Municipal Treasurer's Office			2 Minutes	RCO, Treasurer's Office
7. Present the Official Receipt	7.1 Received the OR.		10 Minutes	Alternate Zoning Officer
	7.2 Processing and approval of PSDP			Zoning Officer
8. Receive the approved PSDP	8.1 Release PSDP with signatures (validity 180 days)		1 Minute	Zoning Evaluation Staff



SERVICE 7B: Processing of application for memorial park or cemetery final development plan

Final stage approval/approval issued to every registered owner or developer of a parcel of land who wishes to convert the same into a memorial park or cemetery based on HLURB BR No. 681 s. 2000.

Office or Division:		ENFORCEMENT AND ZONING ADMINISTRATION OFFICE	
Classification:	Highly Technical		
Type of Transaction:	G2C – Government to Citizen, G2B – Government of Business		
Who may avail:	Land developers/owners for memorial park/cemetery development		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"> ▪ Duly Accomplished and notarized APPLICATION FORM (Authorization/SPA in the absence of the applicant) 		MPDC Office – Enforcement and Zoning Administration Notary Public	
<ul style="list-style-type: none"> ▪ Technical Plans <ul style="list-style-type: none"> - 2 sets Final Memorial Park/Cemetery Plan - Vicinity Map - Topographic Plan - Survey Plan 		Licensed Professionals Environmental planner, architect or civil/geodetic engineer Geodetic engineer Geodetic engineer Geodetic engineer	
<ul style="list-style-type: none"> ▪ Civil and Sanitary Works Design <ul style="list-style-type: none"> - 2 copies (geometric and structural) road design/plan - 2 copies storm drainage and sanitary sewer system - 2 copies site grading plan - 2 copies centralized or combined storm and sewer system - Electrical plan - Landscaping plan 		Licensed Professionals Civil engineer Sanitary engineer or civil engineer Civil engineer Sanitary engineer Electrical engineer Landscape architect	
<ul style="list-style-type: none"> ▪ 2 copies of project description indicating market, sources of funds, statement of income, cash flow and work program 		Client	
<ul style="list-style-type: none"> ▪ 2 certified true copies Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT) 		Registry of Deeds	
<ul style="list-style-type: none"> ▪ Certified True Copy of Conversion Order (if agricultural land) 		Department of Agrarian Reform	
<ul style="list-style-type: none"> ▪ Copy of Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC) 		Department of Environment and Natural Resources	
<ul style="list-style-type: none"> ▪ Certification of Water Table 		National Water Resources Board	
<ul style="list-style-type: none"> ▪ Water permit (if using groundwater) 		National Water Resources Board	
<ul style="list-style-type: none"> ▪ DPWH Permit (if opening an access to a controlled traffic artery) 		Department of Public Works and Highways	
<ul style="list-style-type: none"> ▪ Initial Permit (to operate) 		Department of Health	



<ul style="list-style-type: none"> ▪ Zoning Certificate 		Department of Human Settlements and Urban Development		
<ul style="list-style-type: none"> ▪ Barangay Clearance 		Barangay		
<ul style="list-style-type: none"> ▪ Bill of materials and cost estimates 		Licensed professionals		
<ul style="list-style-type: none"> ▪ Certificate of Non-Delinquency of Payment 		Municipal Treasurer's Office		
<ul style="list-style-type: none"> ▪ Joint Affidavit of Undertaking 		Client/Licensed Environmental Planner		
<ul style="list-style-type: none"> ▪ List of names of duly licensed professionals who signed the plans and other similar documents 		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Sign Client Log Book			1 Minutes	
2. Inquire for requirements for FDP Application	2.1 Provide checklist of the requirements needed for the application and provide further information if needed.		10 Minutes	Zoning Evaluation Staff Alternate Zoning Officer Zoning Officer
3. Comply documentary requirements for FDP Application	3.1 Evaluate the requirements as to completeness of the application		1-4 Hours	Alternate Zoning Officer
	3.2 In case of incomplete documents, issue notice of delinquency (NOD)		2 Minutes	Zoning Officer
4. Guide site inspection	4.1 If complete, conduct site Inspection and Verification		30 Minutes	Zoning Evaluation Staff Alternate Zoning Officer Zoning Officer
5. Wait for the results of the evaluation	5.1 Evaluate site suitability, compliance with minimum design standards		Max 1 week	Alternate Zoning Officer
	5.2 In case of non-compliance with design standards, issue notice of delinquency (NOD)		2 Minutes	Zoning Officer



	5.3 In case of full compliance, assessment of fees and Issuance of Order of Payment	See Annex B for Schedule of Fees	3 Minutes	Alternate Zoning Officer Zoning Officer
6. Pay the Order of Payment to the Municipal Treasurer's Office			2 Minutes	RCO, Treasurer's Office
7. Present the Official Receipt	7.1 Received the OR. 7.2 Processing and approval of FDP		10 Minutes	Alternate Zoning Officer Zoning Officer
8. Wait for SB Endorsement	8.1 Endorse to SB for approval		3 readings (3 weeks)	Sangguniang Bayan
	8.2 In case of non-approval, issue notice of delinquency (NOD)		10 Minutes	Alternate Zoning Officer Zoning Officer
	8.3 If complete, prepare FDP		30 Minutes	Alternate Zoning Officer Zoning Officer
9. Receive the approved FDP	9.1 Release FDP with signatures (valid for 2 years)		1 Minute	Zoning Evaluation Staff

ANNEX B: Schedule of FEES

TYPE OF FEE/ STRUCTURE	FEE
a. Subdivision Projects – PD 957	
1) Preliminary Approval	
a. Processing Fee	₱ 360.00 per hectare or a fraction thereof
b. Inspection Fee	₱ 1,500.00 per hectare regardless of density
2) Final Approval	
a. Processing Fee	₱ 2,880.00 per hectare or a fraction thereof ₱ 3.00 per square meter on floor area of housing component
b. Inspection Fee	₱ 1,500.00 per hectare regardless of density
3) Alteration of Plan	Same as Final Approval of Development Permit
b. Subdivision Projects – BP 220 Socialized Housing	
1) Preliminary Approval	



a. Processing Fee	₱ 1,500.00 per hectare
b. Inspection Fee	₱ 1,500.00 per hectare
2) Final Approval	
c. Processing Fee	₱ 600.00 per hectare
d. Inspection Fee	₱ 1,500.00 per hectare
3) Alteration of Plan	Same as Final Approval of Development Permit
4) Building Permit	₱ 7.20 per hectare
c. Commercial Subdivision Projects - HLURB AO 21 s. 1985; and Industrial Subdivision Projects - HLURB AO 2 s. 1992	
1) Preliminary Approval	
a. Processing Fee	₱ 432.00 per hectare
b. Inspection Fee	₱ 1,500.00 per hectare
2) Final Approval	
a. Processing Fee	₱ 720.00 per hectare
b. Inspection Fee	₱ 1,500.00 per hectare
3) Alteration of Plan (affected areas only)	Same as Final Approval of Development Permit
d. Memorial Park	
1) Preliminary Approval	
a. Processing Fee	₱ 720.00 per hectare
b. Inspection Fee	₱ 1,500.00 per hectare
2) Final Approval	
a. Processing Fee	₱ 3.00 per square meter
b. Inspection Fee	₱ 1,500.00 per hectare
3) Alteration of Plan	Same as Final Approval of Development Permit
e. Cemetery	
1) Preliminary Approval	
a. Processing Fee	₱ 288.00 per hectare
b. Inspection Fee	₱ 1,500.00 per hectare
2) Final Approval	
a. Processing Fee	₱ 1.50 per square meter
b. Inspection Fee	₱ 1,500.00 per hectare
3) Alteration of Plan	Same as Final Approval of Development Permit
f. Columbarium	
1) Preliminary Approval	
a. Processing Fee	₱ 3,600.00 per hectare
b. Inspection Fee	₱ 1,500.00 per hectare
2) Final Approval	
a. Processing Fee	₱ 7.20 per square meter of land area ₱ 3.00 per floor ₱ 23.05 per square meter of gross floor area
b. Inspection Fee	₱ 1,500.00 per hectare
3) Alteration of Plan	Same as Final Approval of Development Permit



OFFICE OF THE MUNICIPAL TREASURER



SERVICE 1: Collection of Real Property Tax

Owner of lands, machineries and buildings have to pay real property taxes annually. Taxes are percentage of the property's taxable value. Taxable value is based on the Municipal Assessor's Schedule of Fair Market Values. Taxpayers may choose to pay on an Annual or Quarterly basis; discounts are given to those who pay in advance.

COMPUTATION OF TAX:

- ❖ Basic Real Property Tax = Assessed Value x 1%
- ❖ Additional Tax (SEF) = Assessed Value x 1%
- ❖ Interest on unpaid Real Property Tax is 2% per month but not to exceed 72%

DISCOUNTS:

- ❖ Advance Payments = 20%
- ❖ Payment made January 01-16 = 15%
- ❖ Payment made January 17 – March 31 = 10%

MODE OF PAYMENT:

- ❖ Annually
- ❖ Quarterly (No Discount)
 - a) 1st Installment – on or before March 31
 - b) 2nd Installment – on or before June 30
 - c) 3rd Installment – on or before September 30
 - d) 4th Installment – on or before December 31

Office or Division:		REAL PROPERTY TAX DIVISION		
Classification:				
Type of Transaction:		Collection of Real Property Tax		
Who may avail:		Client		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Previous Tax Receipt 2. Tax Declaration Property		Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Present the latest Official Receipt or Tax Declaration to the collecting officer	1.1 Compute the Tax due and collect payment. 1.2 Issue receipt.	1% of the Assessed Value plus additional 1% SEF. If delinquent, the penalty should not exceed 72%	3 Minutes (Time varies depending on the number of RPU's to be paid.)	LRCO I RCC III



SERVICE 2: Issuance of Community Tax Certificate

Community Tax Certificate is required when an individual or corporation acknowledges any document before a Notary Public, takes an oath of office upon election or appointment to any position in the government service and in applying for business permit.

Office or Division: TREASURY OFFICE				
Classification:				
Type of Transaction: Issuance of Community Tax Certificate				
Who may avail: Client				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Applicant should be at least 18 years old				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fill up application form for Community Tax Certificate	1.1 Collect payment. 1.2 Issue the Community Tax Certificate.	For Individuals: Basic Community Tax ₱ 5.00 plus additional ₱ 1.00 for every ₱ 1,000.00 gross income. Tax should not exceed ₱ 5,000.00 For Corporations: Basic Community Tax ₱ 500.00 plus additional ₱ 2.00 for every ₱ 5,000.00 gross income. Tax should not exceed ₱ 10,000.00	2 Minutes	Admin Aide I RCC III



SERVICE 3: Collection of Fees and Charges

Collection of fees for the issuance of official documents based on the order of payment issued by other offices and collection of charges for LGU facilities and equipment's.

Office or Division:		TREASURY OFFICE		
Classification:				
Type of Transaction:		Collection of fees and Charges		
Who may avail:		Business Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		LGU Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Present the order of payment	1.1 Collect payment. 1.2 Issue Receipt.	Depends on the kind of document being requested. For charges, it is based on contract and Municipal Ordinance	2 Minutes	LRCO I RCC III



SERVICE 4: Issuance of Business Permit For New and Renewal

The business permit is a requirement for all enterprises operating within the territorial jurisdiction of the municipality. It is a document that affirms the legitimacy of the business as well as a proof that it has complied with the mandatory requirements and paid regulatory fees and taxes due the government.

Office or Division: PERMIT AND LICENSING DIVISION				
Classification:				
Type of Transaction: Issuance of Business Permit				
Who may avail: Business Owners				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Clearance			Municipal Treasury Office	
2. Community Tax Certificate			Municipal Treasury Office	
3. Health Certificate and Sanitary Permit			Municipal Health Office	
4. FSIC			Fire Department	
5. Zoning Certification			Municipal Planning and Development Coordinator Office	
6. Police Clearance			Municipal Police Station	
7. DTI Registration			Department of Trade and Industry	
8. PhilHealth Clearance			PhilHealth Office	
9. Certificate of Registration			Bureau of Internal Revenue	
10. SSS Clearance			Social Security Office	
11. Pag-IBIG Fund			Pag-IBIG Office	
12. Gross Receipts/Capital Investment				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fill-up Application Form and pay the regulatory fees.	1.1 Assist the applicant for any query. Collect the regulatory fees	Regulatory fees: b. Mayor's Permit Fee (base on assets size) c. Governor's Permit Fee (base on the Mayor's Permit Fee) d. Garbage Fee – P200.00/P 250.00/ P 500.00 (base on the nature of Business) e. Laboratory fee 1. P 400.00 food handlers	5 Minutes	BPLO LRCO I RCC III



		2. P 200.00 Retailers f. Occupation Fee - P 100.00 g. Sanitation Inspection fee - P 150.00 h. Health Certificate - P 100.00 i. Weight & Measure Clock - P60.50 j. Vascula - P 242.00 k. Zoning Fee - P 100.00		
2. Submit the Application Form and documentary requirements for checking and assessment and pay the business tax.	2.1 Check the documentary requirements and collect the business tax.	Business Tax (Gross Receipts/Gross Sales x Tax Rate)	5 Minutes	
3. Receive the Business Permit	3.1 Record the Business Permit issued		3 Minutes	Bonifacia A. Fernandez Guillerma Y. Rivera Veronica T. Butac



SERVICE 5: Processing of retirement of business

Any operator/owner of a registered business establishment 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 or rent due to the Municipal Government shall first be paid before any business is terminated.

Office or Division: PERMIT AND LICENSING DIVISION				
Classification:				
Type of Transaction:		Processing of Retirement of Business		
Who may avail:		Business Owners		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Copy of letter of intent to close business addressed to the mayor with affixed note.				
Certification of Barangay Chairman indicating the date of closure.				Barangay
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Present the letter of intent to close business addressed to the mayor with the affixed note and barangay certification	1.1 Inspect the business establishment and assess the retirement fee		10 Minutes	BPLO
2. Pay the tax and fees required based on the assessment made.	2.1 Collect the tax and issue Certificate of Inspection	Gross Sale of the current year less Gross Sale of previous year. If the Gross Sale for current year is greater, the difference is subject to tax.	3 Minutes	RCC III
3. Present the Inspection Certificate to the Office of the Mayor	3.1			Office of the Mayor



OFFICE OF THE VICE MAYOR AND SANGGUNIANG BAYAN



SERVICE 1: Processing of new/renewal tricycle franchise

The office processes new and renewal franchise for tricycle-for-hire operating within the Municipality. Tricycle MUST be renewed every three (3) years.

Office or Division:		VM/SB Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Applicants for the grant of franchise within the territorial jurisdiction of the municipality of Bacarra		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • New Franchise <ol style="list-style-type: none"> 1. Photocopy of OR/CR 2. Stencil (motor/chassis number) 3. Barangay Clearance with OR 4. Police Clearance 5. Certification for the Inspection (Police) 6. Photocopy of Health Certificate/ID 7. Photocopy of Birth Certificate/Voter's ID 8. Attend committee meeting every Wednesday at 2:00 PM (SB Session Hall) 9. Receipt of Payment of Fees • Renewal <ol style="list-style-type: none"> 1. Items 1,2,3,4,5,6 and 7 2. Old Franchise of MTOP 3. Receipt of Payment of Fees <p>Note: Applicable to NEW applicants only or a NEW Fare Adjustment Fee was approved.</p>		<p>At your respective barangay</p> <p>Philippine National Police (PNP) Municipal Health Office</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a check list of requirements	1.1 Give checklist of requirements		1 Minute	Franchise Clerk
2. Payment of corresponding fees at the Municipal Treasurer's Office		Fees: <ol style="list-style-type: none"> a. Mayor's Permit Fee – P 200.00 b. Garbage Fee - P 100.00 c. Supervision Fee – P 100.00 d. Stickers and Plate – 100.00 		RCO, Treasury Office



		e. Health Certificate – P 100.00 f. Laboratory Fee – P 200.00 Franchise Fee and Other filling fee -P 945.00		
3. Securing of requirements from other offices and agencies				
4. Submission/verification of requirements and signing of application form for legislative approval.	4.1 Verify requirements		5 Minutes	Franchise Clerk
5. For NEW applicants, Committee Meeting (every Wednesday at 2:00 PM, SB Session Hall) * Bring Driver's License on the part of the Driver				
6. Return after two weeks for the Release of Franchise	6.1 Issue Franchise		2 Minutes	Franchise Clerk



SERVICE 2: Legislative Enactment Services

The Sangguniang Bayan under RA 7160 is authorized to approve legislative measures for private purposes such as:

- Issuance of authority to construct/install cell site (CS)
- Issuance of legislative resolution to bury remains of dead persons in private cemetery (PC)
- Issuance of legislative endorsement for the Environmental Compliance Certificate (ECC) to DENR
- Accreditation of Non-Government Organization (NGO)
- Land Conversion
 - When the land ceases to be economically feasible and sound agricultural purposes as determined by the Department of Agriculture
 - Where the land shall have substantially economic value for residential, commercial, or industrial purposes as determined by the Sanggunian (Section 20, RA 7160)

Office or Division:	VM/SB Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All applicants for the abovementioned services	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>Letter for Legislative actions and the following: NGO Accreditation (<i>New or Renewal</i>)</p> <ol style="list-style-type: none"> 1. Duly accomplished Application Form for Accreditation; 2. Board Resolution; 3. Certificate of Registration; 4. List of Current Officers and members; 5. Original Sworn Statement stating that the CSO is an independent, non – partisan organization and that it will retain its autonomy while pursuing the advancement of the peoples’ interest through its membership in a local special body, after satisfying all the requirements and set criteria, after securing a Certificate of Accreditation from the concerned Sanggunian; 6. Annual Accomplishment Report; 7. Financial Statement; 8. Profile indicating the purposes and objectives of our organization; 9. Copy of the Minutes of the Meeting of the organization; and 10. For CSOs applying to be members of the Local School or Health Board: Photocopy of profiles of at least three (3) individuals in the organization that 	



will verify their involvement in the health or education sector.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for review and legislative action	1.1 Review submitted requirement		5 Minutes	LLSA I
2. Return and receive the approved resolution of endorsement/accreditation after fifteen (15) working days of application	2.1 Issue copy of the approved resolution		3 Minutes	SB Secretary



SERVICE 3: Issuance of Certified True Copies of Municipal Council Documents

The public may request for certified true copies of Municipal Council Ordinance and Resolutions and minutes from the Sangguniang Bayan

Office or Division:		VM/SB Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All private individuals requesting a certified true copy of documents from the Sangguniang Bayan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the documents to be researched and get order of payment	1.1 Issue order or payment		10 Minutes	SB Secretary LLSA I
2. Pay the corresponding fees at the Treasury Office		P 100.00 per copy per page		RCO, Treasury Office
3. Get the document	3.1 Issue the document		1 Minute	SB Secretary LLSA I



OFFICE OF THE MUNICIPAL ACCOUNTANT



SERVICE 1: Accounting and internal audit services

The office takes charge of both accounting and internal audit services of the Local Government Unit. It certifies the availability of the budgetary allotment to which LGU expenditures and obligations may be charged.

To safeguard the use and disposition of the Municipal Government's assets and to determine its liabilities from claims, pre-audit is undertaken by the Municipal Accountant to determine that all the necessary supporting documents of vouchers are submitted.

Office or Division: Accounting Office	
Classification:	Simple
Type of Transaction:	Processing of Claims
Who may avail:	Payees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Approved Obligation Request	Concerned Office
• Approved Purchase Request/Order	Concerned Office
• Accomplished Canvass/Bid	BAC
• Accomplished Abstract of Canvass/Bid	BAC Concerned Office
• Accomplished Acceptance/Inspection	Claimant
• Certificate of Registration (Philippine Government Electronic Procurement Service)	BAC Claimant BAC
• Bidding Documents	Concerned Office
• Delivery Invoice/Sales Invoice	Concerned Office
• Job Order	Concerned Office
• Pre-post Inspection Report	Prepared by Accounting
• Report of Waste Material	Concerned Office
• Requisition & Issue Slip	Concerned Office
• Inspection & Acceptance Report	Concerned Office
• Municipal Payroll	Concerned Office
• Daily Time Record	Concerned Office
• Driver's Trip Ticket	Concerned Office
• Itinerary of Travel	Concerned Office
• Liquidation Report	Claimant
• Request for Pre-Inspection	Claimant
• Request for Post-Inspection	Claimant
• Certification of Necessary Repair	Claimant
• SALN	Claimant
• Appointment/Oath of Office/ Certificate of Assumption	Claimant
• Statement of Accounts / Bills	Claimant
• Clearance	Claimant
• Authorization to Deduct (Affidavit Form)	Engineering Dept. PMC Claimant
• Affidavit of Anti-Graft	Claimant
• Letter Request	Claimant
• Certificate of Completion	Engineering Dept.
• PMC Report	Mayor's Office



<ul style="list-style-type: none"> • Pictures – before, during and after • Statement of Work Accomplished • Program of Work • Travel Order • Certificate of Appearance • Contract of Service • Accomplishment Report • Activity Design 		Claimant Claimant Claimant Concerned Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit disbursement vouchers with supporting documents for pre audit			20 Minutes	Accounting Clerk Municipal Accountant
2. Wait for the processing and the release of pre-audited disbursement voucher and proceed to MTO for check preparation			10 Minutes	Accounting Clerk
3. MTO Staff prepares check, documents with the check forwarded to Mayor's Office for Mayor's Signature, and forward the same to accounting office for check advice.				
4. Prepare Accountant's Advice of the check, prepares journal entry for the said disbursement voucher			10 Minutes	Municipal Accountant or Admin Asst. III or RCC I
5. Forward the check and disbursement voucher to MTO for check signing and release/payment.			10 Minutes	or Accounting Clerk



SERVICE 2: Issuance of certificate of income tax withheld from employees

Government employees' income taxes are withheld pursuant to the National Internal Revenue Code. The Certificate of Compensation Payment/Tax withheld is annually given to show proof that taxes due to employees have been paid

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign Client Log Book			3 minutes	Admin. Aide VI or RCC I
2. Wait for the releasing of the document (it is prepared annually and being distributed before end of January of each year)			3 minutes	



SERVICE 3: Issuance of Certificate of Net Take Home Pay

Employees shall secure from the Municipal Accounting Office the certificate of net take home pay for whatever purpose it may serve them.

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign Client Log Book			3 minutes	RCC I
2. Wait for the processing and release of the Certificate of Net Take Home Pay			6 minutes	



MUNICIPAL BUDGET OFFICE



SERVICE 1: Issuance of Quarterly Advice of Allotment and Certifies to the Existence of Appropriation of all Disbursements

This service of the municipal Budget Office is in keeping with the recording of balance of allotments of the different offices of the Municipality of Bacarra to Automatically inform them of the remaining budget of every quarter. The issuance of the quarterly advice is given three months on first week of every quarter.

No money shall be disbursed unless the budget officer certifies to the existence of appropriation that has been legally made for the purpose.

Office or Division:		Budget Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward obligation request of all expenses incurred/to be incurred for certification			5 minutes	Municipal Budget Officer
2. Take the certified obligation and bring it to the accounting office			5 minutes	Budgeting Aide



SERVICE 2: Review and Endorsement of Barangay Budget

The municipal Budget Office is tasked to assist barangays in preparation of their annual budget. It ensures compliance with statutory contractual obligation and budgetary requirements prior to the review and approval by the Sangguniang Bayan.

With ten days (10) from the approval of the barangay budget copies of the Annual Budget shall be furnished to the Sangguniang Bayan for review through the Municipal Budget Office.

Office or Division:		Budget Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Annual Barangay Budget: • Transmittal letter of the Barangay Secretary • Budget Message of the Punong Barangay • The Authorized Expenditure Program for the Budget Year or Appropriation Ordinance • Budget of Expenditures and Sources of Financing • Barangay Development Plan or Barangay Investment Plan 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Barangay Budget for review and evaluation	1.1 Review and evaluate the documents		1 hour	Municipal Budget Officer
2. Wait for the review and recommendation of the Sangguniang Bayan				



HUMAN RESOURCE MANAGEMENT OFFICE



SERVICE 1: Appointments of Newly Hired and Promoted Employees

All who are appointed to positions found vacant in the Plantilla of Personnel would require an appointment to assume the duties and responsibilities of the position

Office or Division:		Recruitment, Selection and Processing Division		
Classification :	Highly Technical			
Type of Transaction:	Government to Government, Government to Citizen			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter addressed to the Municipal Mayor or Municipal Vice-Mayor				
2. Resume preferably CS Form 212				
3. Diploma				
4. Transcript of Record				
5. Medical Certificate CS Form 211				
6. Report of Rating/Certificate of Eligibility (verified from CSC or PRC)				
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File Application	1.1 Submit application letter with resume for new applicants/CS Form 212 for applicants for promotion to the Office of the Municipal Mayor.		5 minutes	HRMO
2. Review of Applicants & Preparation of Applicants Profile	2.1 Review applicants documents whether he/she is qualified or not		30 minutes	HRMO
	2.2 Panel interview by conduct of behavioral interview		15 minutes	
	2.3 Prepare selection line-up		5 minutes	
	2.4 Post selection line-up		15 days	
	2.5 Conduct background		2 hours	



	Investigation			
3. Assessment & Screening Process, Publication & Posting	<p>3.1 Municipal Mayor calls the Personnel Selection/Promotions Board to assess/screen applicants</p> <p>3.2 Selection/Promotions Board Secretary prepares minutes of meeting and rank list for Mayor's selection and signature of Selection/Promotions Board members</p> <p>3.3 Selected employee is informed by the HRM Office to Accomplish the required documents</p>		<p>1 hour per vacant position (length of time variable depending upon number of positions to be filled-up)</p> <p>30 minutes</p> <p>15 minutes</p>	<p>HRMO</p> <p>Municipal Selection/Promotions Board</p>
4. Processing of Documents	HRM Office personnel prepares appointment papers and process pertinent documents for signature of officials concerned		1 day	
5. Approval	Municipal Mayor signs appointment papers, HRM Office Personnel records and encodes transaction in database		3 days	



SERVICE 2: Securing Job Orders

Job orders are required on all who are to be hired by the city government on short duration not exceeding six (6) months. There is no employee-employer relationship and therefore, service rendered on this basis are not accredited as government service.

Office or Division:	Human Resource Management Office, Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet (CSC Form 212) for first timers		Human Resource Management Office, Frontline staff		
Referral from the Office of the Municipal Mayor		Office of the Municipal Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation and Processing of Job Order	1.1 Ten (10) days before scheduled work, Job Order is prepared		10 minutes	
	1.2 Frontline staff processes and records transactions and facilitates the signing of Job Order by the concerned workers		15 minutes	
2. Approval	Municipal Mayor approves Job Order		3 minutes	Municipal Mayor



SERVICE 3: Application for leave of regular and casual employees

All employees are required to file an application for leave on all absences incurred.

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished application for Leave (CSC Form 6) signed by the concerned employee's Chief of Office 2. Medical Certificate for Sick Leave of 3 days or more		HRMO Attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Leave Application Form	1.1 Submit to HR Office for recording and computation of leave credits		3 minutes	HRMO
	1.2 Signature of HRMO on certification of leave credits		1 minute	
	2.1 For Rank & File Employees 2.2 For Department Heads 2.3 For application for leave of absence of 10 days or more			
2. Receive copy of the approved Leave	2.1 Issue a copy of the approved leave			HRMO



SERVICE 4: Processing of Terminal Leave Benefits

All employees who separate/retires with accumulated leave credits are entitled to claim terminal leave credits

Office or Division:		Human Resource Management Office		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. GSIS clearance		GSIS		
2. Terminal leave application duly approved				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Intention to retire	At least one (1) year before retiring, inform the Office of the Mayor, in writing of intention to retire		1 minute	HRMO
2. Computation of Leave Credits	2.1 Total accumulated leave credits are reviewed, verified and computed by HRM Office.		1 day	HRMO
	2.2 Estimated amount of money value is submitted to Budget Office for Appropriation.		5 minutes	Municipal Budget Officer
	2.3 Upon separation/retirement, secure copy of confirmation of Leave Credits from HRM Office.		10 minutes	HRMO
	2.4 Approval of Application by Municipal Mayor		3 minutes	Municipal Mayor
3. Claim of Money Value	3.1 Prepare voucher for claim, attach confirmation of leave credits and required clearances.		5 days	Office of Retiring Employee Concerned



SERVICE 5: Securing service records, certificates of employment, leave credits, leave without pay (LWOP) etc.

Employees including those who have retired need certain certifications for various transactions as required by different agencies or offices

Office or Division:		Human Resource Management Office, Administrative Division			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen, Government to Government			
Who may avail:					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. File service records or certificates of employment or leave credits or leave without pay request	1.1 Data is researched and crosschecked against 201 file. 1.2 Printing of requested certification		15 Minutes	HRMO	
2. Received requested certification	2.1 Issue requested certification		1 minute	HRMO	



BIDS AND AWARDS COMMITTEE



SERVICE 1: Procurement Management Services

Who may avail the services- All registered and accredited supplier, contractors, and consultants.

Eligibility Requirements:

Modality	Mayor's / Business Permit	Professional License/ Curriculum Vitae (Consulting Services)	PhilGEPS		NFCC	Income/ Business Tax Return	Omnibus Sworn Statement
			Reg. No.	Platinum Membership			
A. Public Bidding							
1. Goods	/	/		/	/	/	/
2. Infrastructure	/	/		/	/	/	/
3. Consulting Services	/	/		/	/	/	/
B. Alternative Mode of Procurement							
1. Direct Contracting (Section 50)	/		/			/ (For ABC's above P 500,000.00)	
2. Shopping (Sec. 52.1 [b])	/		/				
3. Emergency Cases (Section 53.2)	/				/ (For ABC's above P 500,000.00)	/	/
4. Take over of contracts (Sec 53.3.2 for new bidders)	/	/	/		/		
5. Adjacent Contiguous (Sec. 53.4)					/		
6. Scientifically, scholarly or artistic work, exclusive technology and media services (Sec. 53.6)	/	/	/			/ (For ABC's above P 500,000.00)	
7. Highly Technical Consultant (Sec. 53.7)		/					
8. Small Value Procurement (Sec. 53.9)	/	/	/			/	/



9. Lease of Real Property or venue (Sec. 53.10)	/		/			/	(except for government agencies as lessors)
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Additional Eligibility Requirements:

PARTICULAR	REQUIREMENTS
1. For infra projects under public bidding, emergency purchase, take-over of contracts, adjacent/contiguous, and small value	PCAB License
2. For procurement of medicines, drugs, medical supplies, and other medical related items, equipment	a. License to Operate as Drug Distributor/Importer/Exporter issued by BFAD b. Certificate of simplified supplier's registration for goods and services c. Certificate of Product Registration issued by BFAD
3. For all procurement modalities	Local Registration of suppliers/contractors/consultants from BAC Secretariat.

Registration Fee and Cost of Bidding Documents:

Registration Fee of Suppliers for Projects of Small Value : P 500.00
 Value Registration Fee of Suppliers, Contractors and Consultants with Projects above ₱ 200,000.00 : P 1,000.00

Price of Bid Documents

Approved Budget for the Contract	Maximum Cost of Bidding Documents (in Philippine Peso)
500,000.00 and below	500.00
More than 500,000.00 up to 1 Million	1,000.00
More than 1 Million up to 5 Million	5,000.00
More than 5 Million up to 10 Million	10,000.00
More than 10 Million up to 50 Million	25,000.00
More than 50 Million up to 500 Million	50,000.00
More than 500 Million	75,000.00



SERVICE 2: Securing of bidding documents for Public Bidding

Office or Division:		BIDS AND AWARDS COMMITTEE		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All interested bidder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the visitor's logbook and present the requirements	1.1 Review the requirements		5 minutes	BAC Secretariat BAC Chairman
2. Wait for the issuance of the Order of Payment for the bid documents	2.2 Issue order of payment		10 minutes	
3. Pay the required fee at the Municipal Treasurer's Office.				Municipal Treasurer
4. Present the OR to BAC Secretariat and secure the bidding documents.			10 Minutes Note: Issuance of bidding documents is within 7 to 14 days from last day of posting/publication	BAC Secretariat



SERVICE 3: Securing of Request for Quotation for project above Php 50K to Php 200K

Office or Division:		BIDS AND AWARDS COMMITTEE		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Qualified bidders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the visitor's logbook and present the requirements			5 minutes	BAC Secretariat BAC Chairman
2. Secure the bidding documents.			5 Minutes Note: Issuance of bidding documents is within 3 to 7 days from last day of posting/publication	BAC Secretariat



SERVICE 4: Bidding process or Opening of Request for quotation

Office or Division:		BIDS AND AWARDS COMMITTEE		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Interested bidders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the attendance's logbook and submit the bid proposal envelopes (Original Copy, Copy 1, Copy 2) at the day of submission and opening of bids. Note: Attendance of bidders during the openings of bids is optional			3 minutes	BAC Secretariat BAC Chairman
2. Receive notification of bids and the notice of post qualification within 3 days from the opening of bids.			3 days	BAC Secretariat
3. Receive notification of the Notice of Award (for declared responsive bidder), contract signing, and receipt of Notice to Proceed within 4 days after post qualification.			4 days after post qualification	BAC Secretariat



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send Feedback	Answer the client measurement survey form and drop it at the designated drop box in front of the Information Desk at the Municipal Hall. Clients can also send feedback by just clicking the form available at the Official Facebook page, Bacarra.
How Feedbacks are processed	<p>Every Friday, the Information Desk Officer opens the drop box, compiles and records all the feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following number: +63-920-842-7856</p>
How to File a complaint	<p>Answer the client Compliant Form and drop it at the designated drop box in front of the Information Desk at the Municipal Hall.</p> <p>Complaints can also be filed via email thru lgu_bacarra@yahoo.com . Clients can also do complaint by just clicking the form available at the Official Facebook page, Bacarra.</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: +63-920-842-7856</p>
How complaints are processed	<p>The Information Desk Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Information Desk Officer shall forward it to the Mayor's Officer and then the Mayor's Office shall start the investigation and forward the complaint to the relevant office or officer for their explanation.</p> <p>The Mayor's Office staff will create a report after the investigation and shall submit it to the Local Chief Executive for appropriate action.</p> <p>The Mayor's Office Staff will give the feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: +63-920-842-7856</p>
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: complaints@arta.gov.ph : 1-ARTA (2782)</p>



LIST OF OFFICES

Office	Address	Contact Information
1. OFFICE OF THE MAYOR	Municipal Hall, Brgy. 1 Sta. Rita, Bacarra, Ilocos Norte	+63-920-842-7856
2. OFFICE OF THE VICE MAYOR AND SANGGUNIANG BAYAN	Municipal Hall, Brgy. 1 Sta. Rita, Bacarra, Ilocos Norte	+63-917-127-3262
3. MUNICIPAL BUDGET OFFICE	Municipal Hall, Brgy. 1 Sta. Rita, Bacarra, Ilocos Norte	+63-928-552-3923
4. MUNICIPAL ACCOUNTING OFFICE	Municipal Hall, Brgy. 1 Sta. Rita, Bacarra, Ilocos Norte	+63-917-558-1098
5. MUNICIPAL PLANNING AND DEVELOPMENT OFFICE	Municipal Hall, Brgy. 1 Sta. Rita, Bacarra, Ilocos Norte	+63-917-193-0047
6. MUNICIPAL TREASURER'S OFFICE	Municipal Hall, Brgy. 1 Sta. Rita, Bacarra, Ilocos Norte	+63-917-193-1143
7. MUNICIPAL CIVIL REGISTRAR'S OFFICE	Municipal Hall, Brgy. 1 Sta. Rita, Bacarra, Ilocos Norte	+63-917-193-1131
8. MUNICIPAL ASSESSOR'S OFFICE	Municipal Hall, Brgy. 1 Sta. Rita, Bacarra, Ilocos Norte	+63-917-193-0057
9. MUNICIPAL ENGINEERING OFFICE	Municipal Hall, Brgy. 1 Sta. Rita, Bacarra, Ilocos Norte	+63-917-193-0058
10. MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE	DIWA Building, Brgy. 1 Sta. Rita, Bacarra, Ilocos Norte	+63-917-193-1033
11. MUNICIPAL HEALTH OFFICE	Rural Health Unit, Brgy. 1 Sta. Rita, Bacarra, Ilocos Norte	+63-976-374-5952
12. MUNICIPAL AGRICULTURE OFFICE	Office of the Municipal Agriculturist, Brgy. 40 Buyon, Bacarra, Ilocos Norte	+63-917-193-0052
13. MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE	Municipal Hall, Brgy. 1 Sta. Rita, Bacarra, Ilocos Norte	+63-919-005-6300
14. MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE	Municipal Hall, Brgy. 1 Sta. Rita, Bacarra, Ilocos Norte	+63-917-193-0046