

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



(1) NAME OF LGU : LOCAL GOVERNMENT UNIT OF TRINIDAD, BOHOL

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: Yes No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/ Policies it Effectively Repeals/Amends
Processing of Financial Assistance to Families in Crisis Situation	DSWD memorandum Circular No.02, series of 2014	Section 2, SCOPE AND COVERAGE, 2.1 TO 2.3	Guidelines to Strengthen and Enhance the Implementation of the Assistance to Individuals in Crisis Situation (AICS)	February 17, 2014	DSWD memorandum Circular No.15, series of 2014
Availing of Public Customer Assistance for Job Endorsement	RA 7160	SECTION 16, General Welfare	None		
Issuance /Securing of Mayor's Clearance	None		Municipal Ordinance No. 14 series of 2013		
Availing of Water Service Connection with Trinidad Waterworks System (TWS)	None		Municipal Ordinance No.11, series of 2017	July 31, 2017	
Application for New Mayor's and Business Permit	None		Municipal Revenue Code		

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Application for Renewal of Mayor's and Business Permit	None		Municipal Revenue Code		
Accreditation of NGO's/PO's/CSO's	Local Government Code of 1991 (R.A. No. 7160)	Article 64, Rule XIII of the Rules and Regulations implementing the Local Government Code of 1991	None		
Issuance of Photocopy/True Copy of SB Documents	Local Government Code of 1991 (R.A. No. 7160)	Article 122, (3) (v) of the Rules and Regulations implementing the Local Government Code of 1991	None		
Issuance of Certifications and Endorsements	Local Government Code of 1991 (R.A. No. 7160)	Article 122, (3) (v) of the Rules and Regulations implementing the Local Government Code of 1991			
Request for Personnel Records	Executive Order No. 292		None		
Securing Locational Clearance	<ul style="list-style-type: none"> • Republic Act 7160 • PD 1096 • Executive Order No. 72, s. 1993 • Municipal Zoning Ordinance 	Section 447, 448 & 458	<p>Adopting a National Building Code of the Philippines (NBCP) Thereby Revising Republic Act Numbered Sixty-Five Hundred Forty-One (R.A. No. 6541)</p> <p>Providing for the Preparation and Implementation of the Comprehensive Land Use Plans of Local Government</p>	February 19, 1977	March 25, 1999

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			Units Pursuant To The Local Government Code Of 1991 And Other Pertinent Laws		
Securing Zoning Certification	<p>Republic Act 7160 PD 1096</p> <p>EO 72</p> <p>Municipal Zoning Ordinance No. 13 series of 2010 approved by the Provincial Land Use Committee of Bohol per Resolution No. 01 – 2011 dated May 20, 2011</p>	Section 447, 448 & 458	An ordinance adopting the revised zoning regulations for the municipality of Trinidad Bohol and providing for the administration, enforcement and amendment thereof and for the repeal of all ordinances in conflict therewith	May 20, 2011	
Securing Environmental Clearance	Municipal Ordinance No. 17, Series of 2009: Environment Code of the Municipality of Trinidad	Article 4, Section 11 4.06 of Mun. Ord. No. 17, Series of 2009	An Ordinance Enacting the Environment Code of the Municipality of Trinidad, Province of Bohol	December 14, 2009	
Securing Fishing Vessel License	Municipal Ordinance No. 01, Series of 2009: Fisheries Code of Trinidad	Chapter V, Sections 24, 25 & 26	Fishing Registration and Licensing and Conservation of Fisheries and Aquatic Resources Ordinance of the Municipality of Trinidad, Province of Bohol	January 26, 2009	

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Securing Garbage Collection Stickers	Municipal Ordinance No. 14, Series of 2013: Revenue Code of the Municipality of Trinidad	Article K, Section 4K.01	An Ordinance Enacting the Revised Revenue Code of the Municipality of Trinidad, Province of Bohol and Imposing Other Taxes, Fees and Charges.	January 01, 2014	
Securing Tax Clearance	None		Local Revenue Code - Chapter IV; Article A. Secretary Fees; Section 4a.01.; C		
Registration of Brand Mark – Patik	None		Local Revenue Code - Chapter Iii. Permit and Regulatory Fees; Article H.		
Payment of Real Property Tax	Local Government Code	Title II.;Chapter 1; Section 197-Section 200	None		
Calibration of Weighing Scale	Local Government Code	Book I; Chapter 1; Section 148	Market Code - Municipal Ordinance No.15, Series Of 2013; Title 4; Section 15; C Local Revenue Code - Municipal Ordinance No.14, Series Of 2013; Chapter Iii.; Article J; Section 3j.02.	December 07, 2013	
Retiring a Business	Local Government Code	Book I; Chapter I; Section 145	Local Revenue Code - Chapter Ii.; Article C; Section 2c.04.; (H)		

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Renewal of Lease of Contract	None		Market Code - Municipal Ordinance No.15, Series Of 2013; Title 6; Section 29	December 27, 2013	
Securing Community Tax Certificate	Local Government Code	Book I; Chapter I; Section 162	Local Revenue Code - Chapter VI.; Section 6a.06.		
Payment of Market Rental	None		The Trinidad Market Code of 2013 - Municipal Ordinance No.15, Series of 2013; Section 2 (A) & (B)	December 27, 2013	
Processing of Claims-Payment for Procurement Thru Public Bidding (Infra and Consulting Services)	2016 Revised IRR of Ra 9184(Government Procurement Reform Act) COA Circular 2012-001 Dtd 6-14-2012	Section 9.1.1 And 9.1.2	None		
Processing of Claims-Payment for Procurement Thru Public Bidding (Goods)	2016 Revised IRR of Ra 9184(Government Procurement Reform Act) COA Circular 2012-001 Dtd 6-14-2012	Section 9.1.3	None		
Processing of Claims-Financial Assistance to Senior Citizens, PWD, Solo Parent and AIFCS	None		Municipal Ordinance No. 5 Series of 2016(An Ordinance Providing Financial Assistance to	November 2, 2016	

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			<p>Qualified Person with Disability(PWD) within the Municipality Of Trinidad, Bohol</p> <p>Municipal Ordinance No. 06 Series of 2015 (An ordinance setting guidelines for the availment of the senior citizen benefits and privileges given by the Local Government Unit of Trinidad, Bohol</p>	<p>July 20, 2015</p>	
<p>Processing of Claims-Payrolls of Casual Plantilla, Contractual, Regular and Officials Of LGU-Trinidad, Bohol</p>	<p>RA No. 114661, otherwise known as the "Salary Standardization Law of 2019," modifies the Salary Schedule for Civilian Personnel and authorizes the grant of additional benefits#</p> <p>DBM NBC NO. 579 DTD 1-24-2020</p> <p>COA-CIRCULAR 2012</p>				

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Processing of Claims-Payrolls of Job Order and Contract of Services	CSC-DBM-COA JMC 1 Series 2017 Rules and Regulations Governing Contract of Service and Job Order Workers In The Government COA Circular 2012-001	SEC. 4.1.3			
Processing of Claims-Reimbursement of Travelling Expenses	Executive Order No. 77 Series of 2019 Prescribing the Rules and Regulations and Rates of Expenses and Allowances for Official Local And Foreign Travel Of Government Personnel COA Circular 2012-001	Sec 1.2.4			
Preparation of Accountant's Advice for Local Check Disbursements	COA Circular No. 96-007 dated May 15,1996 Prescribing the use of the Accountant's Advice of Local Check Disbursements.		None		
Issuance of Certified True Copy of Tax Declaration	Local Government Code of 1991	Book II Title II Section 200 Article 291 Chapter 1 Section 1.C.2.n	None		

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	Local Revenue Code	Chapter IV; Article I; Sec. 4I.01			
Issuance of Certification of Landholdings and Improvements	Local Government Code of 1991 Local Revenue Code	Book II Title II Section 200 Article 291 Chapter 1 Section 1.C.2.n Chapter IV; Article I; Sec. 4I.01	None		
Issuance of Sketch Plan and/or Vicinity Plan	Local Government Code of 1991 Local Revenue Code	Book II Title II Section 200 Article 291 Chapter 1 Section 1.C.2.n Chapter IV; Article I; Sec. 4I.01	None		
Issuance of Tax Declaration for The Transfer of Real Property Ownership for Land, Building and Machinery	Local Government Code of 1991 Department of Finance	Book II Title II Chapter 1 Section 198 (a); (b); (c); (d); (e) DC No. 001-2019	None		
Processing of Financial Assistance to Families in Crisis Situation	DSWD Memorandum Circular Series of 2014 No. 02	Guidelines to Strengthen & Enhance the Implementation of the Assistance to Individuals in Crisis Situations (AICS)	None		

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Processing of Certificate of Indigency	DSWD Memorandum Circular No.11 Series of 2019	Revised Guidelines on the Implementation of Assistance to Individuals in Crisis Situation	None		
Processing of Documents for Referral to Other Agencies	DSWD Administrative Order No.07 Series of 2012	Guidelines for Local Government Units' Social Welfare and Development Service Delivery System (Amending Administrative Order No. 82 series of 2003, Standards on Social Welfare and Development Service Delivery System in the Local Government Units)	None		
Processing of Senior Citizens and Persons with Disability Cash Assistance During Special Occasion	None		An ordinance Setting Guidelines for the Availment of the Senior Citizen benefits & privileges given by the Local Government Unit. An Ordinance providing Financial Assistance to Qualified PWD with the Municipality	July 20, 2016 November 02, 2016	

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Issuance of Building Permits	National Building Code of the Philippines (PD1096) Rule III- Permits & Inspections	Section 304 – Issuance of Building Permits	None		
Issuance of Ancillary and Accessory Permits	National Building Code of the Philippines (PD1096) Rule III- Permits & Inspections	Section 301.2a – Ancillary Permits Section 301.2b – Accessory Permits Section 302 – Application of Permits	None		
Technical Assistance in The Preparation of Engineering Plans & Program of Works	Local Government Code of 1991 – Book III – Local Government Units	Article 7 – The Engineer Section 477b.1-5	None		
Annual Budget Preparation and Submission	Title V, Book II of Republic Act 7160	Sections 354, 318,317,316,315, 475,476,Article 411, IRR of RA 7160	Local Budget Circular no. 112, dated June 10, 2016 - Budget Operation Manual for Local Government Units 2016 edition	Take effect on FY 2017	Local Budget Memorandum issued yearly
Review the Barangay Annual/Supplemental Budget	Republic Act No. 7160 Local Government Code	Section 333 (a) R.A. No. 7160	None		
Issuance of Obligation Request	COA GAAM	COA Circular 2012-001	None		
BREQS-Batch Request Entry System	None		Mun. Ordinance No. 2007-004		

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Registration of Birth	None		Mun. Ordinance No. 2013-14 Revenue Code	December 27, 2013	
Registration of Death	None		Mun. Ordinance No. 2013-14 Revenue Code	December 27, 2013	
Registration of Marriage	None		Mun. Ordinance No. 2013-14 Revenue Code	December 27, 2013	
Application for Marriage License	None		Mun. Ordinance No. 2013-14 Revenue Code	December 27, 2013	
Issuance of Certifications of All Vital Events (Birth, Death and Marriage)	None		MUN. ORDINANCE NO. 2013-14 Revenue Code	December 27, 2013	
Filing of Petition Under R.A.9048, 10172	R.A. 9048 R.A. 10172		None		
Delayed Registration of Birth, Death, Marriage	None		MUN. ORDINANCE NO. 2013-14 Revenue Code	December 27, 2013	

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Legitimation	R.A. 9858				
General Out-Patient Consultation	Republic Act 7160 "Local Government Code of 1991"	Article VIII of Republic Act 7160 "Local Government Code of 1991"	None		
Maternal Health Services- Prenatal/ Natal/ Post Natal And Family Planning	Republic Act 7160 "Local Government Code of 1991"	Article VIII of Republic Act 7160 "Local Government Code of 1991"	None		
Child Health Services- Well Child & Sick Children Management	Republic Act 7160 "Local Government Code of 1991"	Article VIII of Republic Act 7160 "Local Government Code of 1991"	None		
Child Health Service- Immunization Services	Republic Act 7160 "Local Government Code of 1991"	Article VIII of Republic Act 7160 "Local Government Code of 1991"	None		
Securing Health/ Medical Certification	Republic Act 7160 "Local Government Code of 1991"	Article VIII of Republic Act 7160 "Local Government Code of 1991"	None		
Pre-Marriage Orientation and Counselling	Republic Act 7160 "Local Government Code of 1991" Family Code	Article VIII of Republic Act 7160 "Local Government Code of 1991"			
Availing Laboratory Services	Republic Act 7160 "Local Government Code of 1991"	Article VIII of Republic Act 7160 "Local Government Code of 1991"	None		

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Securing Sanitary Permit and Health Card	Republic Act 7160 "Local Government Code of 1991" Sanitation Code of the Philippines	Article VIII of Republic Act 7160 "Local Government Code of 1991"	None		
Pursuing Sanitation- Related Complaints	Republic Act 7160 "Local Government Code of 1991" Sanitation Code of the Philippines	Article VIII of Republic Act 7160 "Local Government Code of 1991"			
Provision of Production Support Materials	RA 7607 known as the Magna Carta of Small Farmers RA 7160 known as the Local Government Code of 1991	Section 8 (5) Avail of and distribute farm inputs and services Chapter II Section 17 (b)(2)(i) Extension and on-site research services and facilities related to agriculture and fishery activities which include dispersal of livestock and poultry, fingerlings, and other seeding materials for	None		

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		aquaculture; palay, corn, and vegetable seed farms; medicinal plant gardens; fruit tree, coconut, and other kinds of seedling nurseries; demonstration farms			
Provision of Technical Assistance on Crops, Livestock & Fisheries	RA 8435 known as the Agriculture & Fisheries Modernization Act of 1997	Section 88. The delivery of Agriculture and Fisheries Extension Services shall be multidisciplinary and shall involve the farmers, fisherfolk, and their organizations, and those engaged in food and non-food production and processing, including the private and public sectors Section 90. The LGUs shall be responsible for delivering direct agriculture and fisheries extension services.	None		
Upgrading of Large Animal Breed Thru Artificial Insemination	RA 7160 known as the Local Government Code of 1991	Article 12, Section 482 (b) (3) (v) Coordinate with government agencies and	None		

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		non- governmental organizations which promote agricultural productivity through appropriate technology compatible with environmental integrity;			
Crop/Livestock Insurance of Farmers Under PCIC Program	RA 8175 known as the Revised Charter of the Philippine Crop Insurance Corporation Act of 1995	Section 2...to develop and support an adequate agricultural insurance program as a mechanism for managing the risks inherent in agriculture and stabilizing the financial fluctuations suffered by the agricultural producers in case of loss on crops, including agricultural facilities and related infrastructures...	None		
Issuance of Animal Inspection Certificate	RA 8435 known as the Agriculture & Fisheries Modernization Act of 1997	Section 90. The LGUs shall be responsible for delivering direct agriculture and fisheries extension services.	None		
Slaughterhouse Services	RA 9296	Section 3. The LGUs to regulate construction,	None		

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	<p>RA 10611 known as the Food Safety Act of 2013</p> <p>DA Administrative Order No. 21 Series of 2010</p>	<p>management, and operation of slaughterhouses, meat inspection, meat transport and post abbatoir control, monitor, and evaluate and collect fees and charges...</p> <p>Section 15...The LGUs shall be responsible for food safety in food businesses such as but not limited to, activities in slaughterhouses, dressing pants...</p> <p>Section 4. 4.10.2 The province, city and municipality, through an appropriate revenue ordinance may impose fees/charges related to but not limited to the following</p>			
Provision of Government Facilities and Equipment-Trinidad Cultural Center	Section 17 of the local government code of 1991 (RA 7160)	Formulate measures to ensure the delivery of basic services and provision of facilities	None		

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Provision of Government Facilities and Equipment-Municipal Training Center	Section 17 of the local government code of 1991 (RA 7160)	Formulate measures to ensure the delivery of basic services and provision of facilities	None		
Provision of Government Facilities and Equipment-Heavy Equipment (8-Wheelers Dump Truck)	Section 17 of the local government code of 1991 (RA 7160)	Formulate measures to ensure the delivery of basic services and provision of facilities	None		
Provision of Government Facilities and Equipment-Heavy Equipment (10-Wheelers Dump Truck)	Section 17 of the local government code of 1991 (RA 7160)	Formulate measures to ensure the delivery of basic services and provision of facilities	None		
Provision of Government Facilities and Equipment-Heavy Equipment (Road Grader)	Section 17 of the local government code of 1991 (RA 7160)	Formulate measures to ensure the delivery of basic services and provision of facilities	None		
Provision of Government Facilities and Equipment-Heavy Equipment (Backhoe)	Section 17 of the local government code of 1991 (RA 7160)	Formulate measures to ensure the delivery of basic services and provision of facilities	None		

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Provision of Government Facilities and Equipment-Heavy Equipment (Road Roller)	Section 17 of the local government code of 1991 (RA 7160)	Formulate measures to ensure the delivery of basic services and provision of facilities	None		
Provision of Government Facilities and Equipment-Heavy Equipment (Bulldozer)	Section 17 of the local government code of 1991 (RA 7160)	Formulate measures to ensure the delivery of basic services and provision of facilities	None		
Provision of Government Facilities and Equipment-Heavy Equipment (Boom Truck)	Section 17 of the local government code of 1991 (RA 7160)	Formulate measures to ensure the delivery of basic services and provision of facilities	None		
Provision of Government Facilities and Equipment-Chainsaw	Section 17 of the local government code of 1991 (RA 7160)	Formulate measures to ensure the delivery of basic services and provision of facilities	None		
Provision of Government Facilities and Equipment-Tractor	Section 17 of the local government code of 1991 (RA 7160)	Formulate measures to ensure the delivery of basic services and provision of facilities	None		

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Provision of Government Facilities and Equipment-Tourist Bus	Section 17 of the local government code of 1991 (RA 7160)	Formulate measures to ensure the delivery of basic services and provision of facilities	None		
Emergency Response	R.A. 10121 – Philippine Disaster Risk Reduction and Management Act of 2010	Section 12 of RA 10121	Municipal Ordinance No. 06 Series of 2014- An Ordinance creating the Municipal Disaster Risk Reduction Management Office (MDRRMO)	December 01, 2014	
Hazard Certification	.A.10121 – Philippine Disaster Risk Reduction and Management Act of 2010	Section 12.2.3 of RA 10121	December 01, 2014		
Public Service	.A.10121 – Philippine Disaster Risk Reduction and Management Act of 2010	Section 12.5 of RA 10121	Municipal Ordinance No. 06 Series of 2014- An ordinance creating the Municipal Disaster Risk Reduction Management Office (MDRRMO)	December 01, 2014	
Online Enrollment & Admission Services	None		None		
Payment of School Fees	RA 10930	UNIFAST LAW	TMC Student Manual Art.1 Sec. 10	JUNE 4, 2019	
Withdrawal from Subject/Curriculum	None		TMC Student Manual	JUNE 4, 2019	

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			<p>Article 1: Academic Policies</p> <p>Sec.3.4 The students may officially withdraw from subject/s and course even after the close of the enrollment period</p>		
Dropping from The Class	None		<p>TMC Student Manual</p> <p>ART. 1 ACADEMIC POLICIES</p> <p>Sec.3.5 A student will be dropped automatically when the number of unexcused absences exceed 20% of the prescribed number of class periods for the given term</p>	JUNE 4, 2019	
Adding, Dropping and Changing (ADC) Of Subjects	None		<p>TMC Student Manual</p> <p>Art. 1 Academic Policies</p> <p>Sec.3.2 The school through the School Registrar allows adding, dropping and</p>	JUNE 4, 2019	

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			changing of subjects during enrollment period		
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(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: PROCESSING OF FINANCIAL ASSISTANCE TO FAMILIES IN CRISIS SITUATION

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Medical certificate or medical abstract with date of issuance, complete name, signature and license number of the attending physician (1 photocopy, bring one original for verification);	DSWD MC, 02-2014	1. Client presents the needed requirement to the Mayor's office	None	10 minutes	None
2. Hospital bill or Statement of Account (outstanding balance) with complete name and signature of the billing clerk (1 photocopy, bring original for verification)		2. Client proceeds to the MSWD Office and submit the noted requirement/s for interview and assessment		20 minutes	None

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3. Prescription or laboratory request (cost/price specified) with date of issuance, complete name, signature and license number of the attending physician (1 photocopy, bring original for verification)		3. Client waits while the voucher is being processed in the MBO, Accounting Office, Treasurer's Office		30 minutes	None
4. Death Certificate / Funeral Contract of Service duly signed (1 photocopy, bring original for verification)					
TOTAL				1 hour	None

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GOVERNMENT SERVICE: AVAILING OF PUBLIC CUSTOMER ASSISTANCE FOR JOB ENDORSEMENT

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Application letter	RA 7160 SECTION 16, General Welfare	1. Prepare request for job endorsement and present the same to office of the Mayor	None	5 minutes	None
2. Complete Biodata or curriculum Vitae		2. Attach Application letter and complete Bio-data or curriculum vitae for verification		3 minutes	None
3. Barangay Clearance		3. Client to present Barangay Clearance secured from concerned Barangay and Police Clearance from the PNP		1 day	None
4. Police Clearance					
TOTAL				1 day and 8 minutes	None

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GOVERNMENT SERVICE: ISSUANCE /SECURING OF MAYOR'S CLEARANCE

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Original and Photocopy of Barangay Clearance	Municipal Ordinance No. 14 series of 2013	1. Present Original and Photocopy of Barangay Clearance	None	2 minutes	None
2. Original and photocopy of Police Clearance		2. Present Original and photocopy of Police Clearance (with OR)			
3. Original and Photocopy of Court Clearance		3. Client to present Original and Photocopy of Court Clearance (with OR)			
4. Community Tax Certificate		4. Client to bring Community Tax Certificate		2 minutes	none
		5. Requesting client pays the /Certification / Clearance Fee at the Municipal Treasurer's Office		5 minutes	PhP 55.00
		6. Requesting client to present the official receipt as proof of payment to the mayor's Office		1 day	None
TOTAL				PhP 55.00	1 day and 16 minutes

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GOVERNMENT SERVICE: AVAILING OF WATER SERVICE CONNECTION WITH TRINIDAD WATERWORKS SYSTEM (TWS)

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter of intent from Client, 1 copy	Municipal Ordinance No.11, series of 2017	1. Submit Letter of Intent to the Mayor's Office	Municipal Ordinance No.11, series of 2017	15 minutes	None
2. Application form/ water service Contract, 2 original copies		2. Client/ Applicant to attend basic orientation to be aware of his/her rights and responsibilities		1 hour	None
3. Payment of Application Fee		3. Client /applicant to Fill-up application form/ water service contract and submit to mayor's Office		5 minutes	None
		4. Wait for the ocular inspection		30 minutes	None
		5. Client /applicant to Pay the application fee and other charges at the Municipal treasurer's Office		5 minutes	PhP 500.00
		6. Client/ applicant to lay out his/her pipeline and submit the same to TWS		1 day	None

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		7. Client/ applicant waits for the schedule of pipes and water installation to be notified by the Office of the Mayor		2 working days	None
TOTAL				3 days, 1 hour and 55 minutes	Php 500.00

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GOVERNMENT SERVICE: APPLICATION FOR NEW MAYOR'S AND BUSINESS PERMIT

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
For New Business Registration:	Municipal Revenue Code	1. Client to Fill up Business Application Form and let the Assessment Clerk assess the Business	None	1 hour	None
1. Proof of Business Registration (DTI/SEC/CDA registration)		2. Applicant to secure:			
2. Basis of computing taxes, fees and charges		Fire Safety Certificate			PhP 500.00
3. Occupancy Permit		Sanitary Permit			PhP 120.00
4. Contract of Lease (if lease)		Business Clearance			PhP 150.00
5. Barangay Clearance (for business applicants which do not need occupancy permits)		Garbage Fee			PhP 400.00
		Inspection Fee			PhP 105.00
		Sanitary Inspection Fee			PhP

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		Business Sticker			PhP 100.00
		Mayor's Permit			PhP 150.00
		3. Client to get the Certifications and Permits from the concerned Offices with the Official Receipt on hand		1 day	None
		4. Applicants to endorse the documents / certificate / permits to Licensing Office			
TOTAL				1 day and 1 hour	PhP 1,775.00

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GOVERNMENT SERVICE: APPLICATION FOR RENEWAL OF MAYOR'S AND BUSINESS PERMIT

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Basis of computing taxes, fees and charges	Municipal Revenue Code	1. Client to Fill up Business Application Form and let the Assessment Clerk assess the Business	None	1 hour	None
2. Barangay Clearance		2. Applicant to secure:			
		Fire Safety Certificate			PhP 500.00
		Sanitary Permit			PhP 120.00
		Business Clearance			PhP 150.00
		Garbage Fee			PhP 400.00
		Inspection Fee			PhP 105.00
		Sanitary Inspection Fee			PhP
		Business Sticker			PhP 100.00
		Mayor's Permit		PhP 150.00	
		3. Client to get the Certifications and Permits from the concerned Offices with the Official Receipt on hand		1 hour	None
		4. Applicants to endorse the documents / certificate / permits to Licensing Office			
TOTAL				1 day and 1 hour	PhP 1,775.00

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GOVERNMENT SERVICE: ACCREDITATION OF NGO'S/PO'S/CSO'S

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LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Duly accomplished application form, 1 copy	Article 64, Rule XIII of the Rules and Regulations implementing the Local Government Code of 1991	1. Explain to the client the requirements and give the application form	None	5 minutes	None
2. Copy of the association's/organization's supporting documents, 1 copy original or photocopy		2. Receive the required documents and check for completeness		5 minutes	None
		3. Upon instruction of the Committee Chair on Rules, include in the Calendar of Business		5 minutes	None
		4. Prepare the certification or resolution of accreditation		1 hour	None
		5. Release the certification or resolution of accreditation		5 minutes	none

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TOTAL	None	1 hour and 20 minutes
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GOVERNMENT SERVICE: ISSUANCE OF PHOTOCOPY/TRUE COPY OF SB DOCUMENTS

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LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Duly filled up request form, 1 copy	Article 122, (3) (v) of the Rules and Regulations implementing the Local Government Code of 1991	1. Receive the duly filled up request form	None	10 minutes	PHP 50.00/page, Php 15.00 for every additional copy
2. Official receipt (if required), 1 copy		2. Check the receipt/s and release the documents		5 minutes	none
TOTAL				15 minutes	PHP 50.00/page, Php 15.00 for every additional copy

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GOVERNMENT SERVICE: ISSUANCE OF CERTIFICATIONS AND ENDORSEMENTS

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Barangay Clearance/certification, 1 original copy	Article 122, (3) (v) of the Rules and Regulations implementing the Local Government Code of 1991	1. Receive the request and evaluate the requested document	None	3 minutes	None
2. Official receipt (if required)		2. Preparation of the requested document		5 minutes	PhP 50.00
		3. 3. Check the Official receipt and release the document		3 minutes	none
TOTAL				11 MINUTES	PhP 50.00

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: REQUEST FOR PERSONNEL RECORDS

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Authorization Letter from the employee concerned (existing and separated) if he/she is not personally requesting the document, 1 original copy	None	1. INQUIRE AND FILLING UP OF REQUEST FORM. Approach any of the MHRMDO staff and inquire about the document/s you want to request.	None	5 minutes	None
2. Accomplished Request Form, 1 original copy		2. PAYMENT OF REQUIRED FEES. Pay the required fees at the MTO. Ask for an Official Receipt (OR), attached it to the filled-up Request Form and submit the same to any of the MHRMO staff.		5 minutes	PhP 55.00
3. Official Receipt		3. RECEIVING OF FILLED-UP REQUEST FORM.		5 minutes	None

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



		The attending MHRMDO staff receives the filled-up Request Form, pull-out the 201 File and forward the same to the MHRMDO.			
		<p>4. APPROPRIATE ACTIONS OF THE MAYOR</p> <p>The Mayor signs the requested documents/s or makes some remarks if it needs some verification. The Mayor's Office staff forwarded the document to the MHRMD Office for release.</p>		1 day	None
		<p>5. RELEASING OF THE REQUESTED DOCUMENT</p> <p>The client / requesting party claims the document requested.</p>		5 minutes	None
TOTAL				1 day and 20 minutes	PhP 55.00

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: SECURING LOCATIONAL CLEARANCE

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Filled-up Application Form for Locational Clearance (1 copy)	Republic Act 7160 PD 1096 Executive Order No. 72, s. 1993 Municipal Zoning Ordinance	1. Submission, Evaluation & Computation	None	20 minutes	None
2. Vicinity Map / Location Map (1 copy)		2. Review of application & Assessment		15 minutes	None
3. Photocopy of Tax Declaration/Title / Deed of Sale (1 copy)		3. Payment of Required Fees		5 minutes	*Mayor's Certification fee PhP 55.00 *Application Fee PhP 55.00

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



					*Will vary according to type, classification, and building cost
4. Photocopy of latest Tax Payment (1 copy)		4. Scheduling of Site Inspection		5 minutes	None
5. Duly notarized Affidavit of Consent if the applicant is not the owner of the lot (1 copy)		5. Actual Site Inspection		3 hours	None
6. Residence Certificate of applicant or authorized representative		6. Preparation of Locational Clearance		5 minutes	None
7. Certificate of Non-Coverage (CNC) of non-critical projects. (Ex. Galingan) (1 copy)		7. Process documents for LCE Approval		2 days	None
8. Environmental Compliance Certificate (ECC) for critical projects		8. Release of approved Locational Clearance		5 minutes	None

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



TOTAL	2 days, 3 hours and 50 minutes	<p>*Mayor's Certification fee PhP 55.00</p> <p>*Application Fee PhP 55.00</p> <p>*Will vary according to type, classification, and building cost</p>
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ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: SECURING ZONING CERTIFICATION

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Vicinity Map (1 copy)	Republic Act 7160 PD 1096 EO 72 Municipal Zoning Ordinance No. 13 series of 2010 approved by the Provincial Land Use Committee of Bohol per Resolution No. 01 – 2011 dated May 20, 2011	1. Proceed to MPDC Office & request for zoning certification	None	5 minutes	None
2. Real Property Tax Declaration / Title / Deed of Sale (1 copy)		2. The customer sits down & wait while the MPDC staff is referring to CLUP the zoning land use		10 minutes	None
		3. Proceed to MTO for the required fees		5 minutes	Php 50.00

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



		4. MPDC Staff prepares the certification duly reviewed & signed by the MPDC		10 minutes	None
		5. Proceed to MPDC Office & request for zoning certification		5 minutes	None
TOTAL				35 minutes	PhP 55.00

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: SECURING ENVIRONMENTAL CLEARANCE

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Tax Declaration/Land Title	Municipal Ordinance No. 17, Series of 2009: Environment Code of the Municipality of Trinidad	1. Submission, Evaluation & Computation	None	10 minutes	None
2. Barangay Certification / Clearance		2. Payment of Required Fees		5 minutes	PhP 55.00
3. Inspection Report from Bantay Lasang		3. Preparation of Environmental Clearance		5 minutes	None
4. Official Receipt of payment from the		4. Release of approved Environmental Clearance		5 minutes	None
TOTAL				25 minutes	PhP 55.00

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: SECURING FISHING VESSEL LICENSE

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Application for Fishing License	Municipal Ordinance No. 01, Series of 2009: Fisheries Code of Trinidad	1. Submission, Evaluation & Computation	None	5 minutes	None
2. Fishing Vessel Registration		2. Inspection & Photo documentation		30 minutes	None
3. Application for Fisherfolk Registration		3. Payment of Required Fees		5 minutes	Non-Motorized-Php 50.00 Motorized (10HP & below)-Php 100.00 Motorized (10.1HP – 16HP)-Php 175.00 Motorized (16.1HP & above-Php 300.00

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



4. Boat Registration Clearance for Fishing Vessel		4. Preparation of Fishing Vessel License		5 minutes	None
5. Certificate of Vessel Number		6. Release of approved Fishing Vessel License		5 minutes	None
6. Official receipt				5 minutes	None
TOTAL				50 minutes	Non-Motorized-Php 50.00 Motorized (10HP & below)-Php 100.00 Motorized (10.1HP – 16HP)-Php 175.00 Motorized (16.1HP & above)-Php 300.00

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: SECURING GARBAGE COLLECTION STICKERS

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Official Receipt of payment from the Municipal Treasurer's Office	Municipal Ordinance No. 14, Series of 2013: Revenue Code of the Municipality of Trinidad	1. Payment of Required Fees	None	5 minutes	Php 20.00
		2. Issuance of Garbage Collection Stickers		5 minutes	None
TOTAL				10 minutes	Php 20.00

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: SECURING TAX CLEARANCE

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Copy/Photocopy of the latest Real Property Tax Declaration	Municipal Revenue Code	1. Submit Letter Of Intent (LOI) And Fill Up The Application Form.	None	5 minutes	PhP 50.00/ page
2. Copy or photocopy of Business Permit		2. Verification & Printing Of Certificate/ Clearance For Real Property & Business.		10 minutes	None
		3. Approval Of The Clearance/ Certification.		5 minutes	None
		4. Release Of Clearance/ Certification.		5 minutes	None
TOTAL				25 minutes	PhP 50.00

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: REGISTRATION OF BRAND MARK – PATIK

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Design brand	Municipal Revenue Code	1. Submit The Design Of The Brand Mark.	None	15 minutes	PhP 50.00
* Make sure that the said design is different from the others.		2. Approval Of The Registration Of The Brand Mark.		5 minutes	None
1. Community Tax Certificate (CEDULA)		3. Approval Of The Brand Mark.		1 day	None
2. Certificate of Ownership of Large Cattle		4. Release The Approved Registration Of Brand Mark.		5 minutes	None
TOTAL				1 day and 25 minutes	PhP 50.00

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: PAYMENT OF REAL PROPERTY TAX

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Copy of the latest real property tax declaration	Local Government Code	1. Ask For Your Tax Bill.	None	15 minutes	None
2. Copy or photocopy of latest Real Property Tax payment/Official Receipt, if any		2. Payment, Issuance And Release Of Receipts.		15 minutes	AV x 1% x 1 year x 2 (Basic & SEF)
TOTAL				30 minutes	AV x 1% x 1 year x 2 (Basic & SEF)

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: CALIBRATION OF WEIGHING SCALE

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Mayor's / Business Permit for the current year	Local Government Code Municipal Revenue Code Market Code	1. Testing Of Weighing Scale.	None	5 minutes	None
		2. Approval And Payment Of Fees.		5 minutes	Weighing Scale Capacity x quantity
		3. Release The Approved Weighing Scale.		5 minutes	None
TOTAL				15 minutes	Weighing Scale Capacity x quantity

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: RETIRING A BUSINESS

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter of Intent (LOI) for retirement of business	Local Government Code Municipal Revenue Code	1. Fill Up And Submit Application Form.	None	5 minutes	None
2. Application form for business retirement		2. Payment Of Fees.		5 minutes	PhP 55.00
3. Sworn Statement of the gross sales/receipts for the current calendar year within 30 days following the closure and upon termination of the business		3. Approval Of The Application Form.		1 day and 5 minutes	None
4. Mayors Permit of the last year Renewed		4. Release Of The Approved Application Of Retirement Of Business.		5 minutes	None

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



TOTAL	1 day and 20 minutes	PhP 55.00
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ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: RENEWAL OF LEASE OF CONTRACT

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Updated payment of Market Rental	Municipal Revenue Code Market Code	1. Submission Of Requirements	None	25 minutes	None
2. Copy or photocopy of Business Permit		2. Contract Signing		5 days	None
3. Photocopy of Community Tax Certificate		3. Notarization Of Documents.		1 day	None
		4. Released Of Documents.		5 minutes	none
TOTAL				5 days and 35 minutes	None

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: SECURING COMMUNITY TAX CERTIFICATE

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Information Sheet (Inclusive of complete name, complete address, date and place of birth, civil status)	Local Government Code Municipal Revenue Code	1. Fill Out The Application Sheet At The Counter And Present Accomplished Form. Present Proof Of Income For Employed Individuals Or As Per Assessments For Business Establishments	None	3 minutes	COMMUNITY TAX CERTIFICATE-INDIVIDUAL BASIC COMMUNITY TAX – P 5.00 ADDITIONAL COMMUNITY TAX – not to exceed P 5,000.00 -Gross Receipt or Earnings from Business during the preceding year

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				<p>P 1.00 for every P 1,000.00</p> <p>-Salaries or Gross Receipt or Earnings derived from exercise of</p> <p>Profession – P 1.00 for every P 1,000.00</p> <p>-Income from Real Property – P 1.00 for every P 1,000.00</p> <p>COMMUNITY TAX CERTIFICATE – CORPORATION</p> <p>BASIC COMMUNITY TAX – P 500.00</p> <p>ADDITIONAL COMMUNITY TAX</p>
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ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



					<p>- Not to exceed P 10,000.00</p> <p>-Assessed Value of Real Property owned in the Philippines.</p> <p>P2.00 for every P5, 000.00</p> <p>-GROSS RECEIPTS including dividend earnings derived from business in the Philippines during the preceding year P2.00 for every P5, 000.00</p>
2. For employed, proof of income (Form W2)		2. Pay The Required Amount As Per Computed/ Assessed Value		2 minutes	None
3. For business, appropriate proof of income and/or assessment		3. Have The Individual Affix His/Her Signature And Thumb Mark At The Ctc Prior To Release		1 minute	None

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<p>TOTAL</p>	<p>6 minutes</p>	<p>COMMUNITY TAX CERTIFICATE-INDIVIDUAL</p> <p>BASIC COMMUNITY TAX – P 5.00</p> <p>ADDITIONAL COMMUNITY TAX – not to exceed P 5,000.00</p> <p>-Gross Receipt or Earnings from Business during the preceding year</p> <p>P 1.00 for every P 1,000.00</p> <p>-Salaries or Gross Receipt or Earnings derived from exercise of</p>
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ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



		<p>Profession – P 1.00 for every P 1,000.00</p> <p>-Income from Real Property – P 1.00 for every P 1,000.00</p> <p>COMMUNITY TAX CERTIFICATE – CORPORATION</p> <p>BASIC COMMUNITY TAX – P 500.00</p> <p>ADDITIONAL COMMUNITY TAX – Not to exceed P 10,000.00</p> <p>-Assessed Value of Real Property owned in the Philippines.</p>
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ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



		<p>P2.00 for every P5, 000.00</p> <p>GROSS RECEIPTS including dividend earnings derived from business in the Philippines during the preceding year</p> <p>P2.00 for every P5, 000.00</p>
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ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: <u>PAYMENT OF MARKET RENTAL</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Official receipt from previous quarter	DSWD MC 2014-02	1. Verification & Update Of Monthly Rental Payment.	None	5 minutes	None
		2. Payment & Issuance Of Official Receipts.		5 minutes	Monthly Rental x 1st Quarter - 20% discount
TOTAL				10 minutes	Monthly Rental x 1st Quarter - 20% discount

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: PROCESSING OF CLAIMS-FINANCIAL ASSISTANCE TO SENIOR CITIZENS, PWD, SOLO PARENT AND AIFCS

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Case Summary, 1 original copy	<p>Municipal Ordinance No. 5 Series of 2016 (An Ordinance Providing Financial Assistance to Qualified Person with Disability (PWD) within the Municipality Of Trinidad, Bohol</p> <p>Municipal Ordinance No. 06 Series of 2015 (An</p>	1. Visit the MSWD Office	<p>Municipal Ordinance No. 5 Series of 2016 (An Ordinance Providing Financial Assistance to Qualified Person with Disability (PWD) within the Municipality Of Trinidad, Bohol</p> <p>Municipal Ordinance No. 06 Series of 2015 (An ordinance setting guidelines for the availment of the senior citizen benefits and privileges given by</p>	15 minutes	None

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	ordinance setting guidelines for the availment of the senior citizen benefits and privileges given by the Local Government Unit of Trinidad, Bohol		the Local Government Unit of Trinidad, Bohol		
2. Certificate of Eligibility, 1 original copy					
3. Valid ID, 1 photocopy					
4. Certificate of Indigency, 1 original copy					
5. Obligation request slip, 1 original copy and 1 duplicate copy					
TOTAL				15 minutes	None

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: PROCESSING OF CLAIMS-PAYMENT FOR PROCUREMENT THRU PUBLIC BIDDING (GOODS)

SERVICE INFORMATION

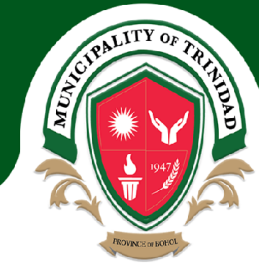
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Approved Annual Procurement Plan, 1 photocopy	COA CIRCULAR 2012-001 DTD 6-14-2012 COA CIRCULAR 2012-001 DTD 6-14-2012 2016 REVISED IRR OF RA 9184	1. Submit all the required documents to the General Service Office		1 hour and 15 minutes	None
2. Approved Contract supported by the following documents, 1 original copy: • Invitation to Apply for Eligibility to Bid					

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



<ul style="list-style-type: none"> • Results of Eligibility Check/Screening • Bidding Documents enumerated under Sec. 17.1 of 2016 Revised IRR of RA9184 • Minutes of Pre-Bid Conference (for ABC 1m and above) • Bidders Technical and Financial Proposal • Minutes of Bid Opening • Abstract of Bids (As Read and As Calculated) • Post Qualification Report • BAC Resolution Declaring the winning bidder • Notice of Post Qualification • BAC Resolution recommending approval and approval of the HOPE of the Resolution of the BAC 					
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ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



<p>recommending award of contract</p> <ul style="list-style-type: none"> • Approved Purchase Order • Performance Security • Detailed Breakdown of ABC • Detailed breakdown of contract cost 					
<p>3. Advertisement of invitation to bid/request, 1 original copy:</p> <ul style="list-style-type: none"> • Newspapers clippings of advertisement (ABC 10m and above for goods) • Printout copy of advertisement posted in PHILGEPS • Certification from Head of BAC Secretariat on the posting of advertisement in 3 conspicuous places • Printout copy of advertisement posted in agency website, if any 					

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



4. Documentary requirements under, 23.1 and 25.2a for goods of the 2016 Revised IRR of RA9184, 1 original copy							
5. Minutes of Pre-procurement conference for projects costing 2m and above for goods, 1 original copy							
6. Bid Form							
7. Checklist of eligibility requirements with corresponding supporting documents as enumerated in the checklist, 1 original copy							
8. Checklist of Technical and Financial Requirements with corresponding supporting documents as enumerated in the checklist, 1 original copy							
9. Bid Evaluation Report, 1 original copy							

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



10. Post Qualification Evaluation report, 1 original copy							
11. Printout copy of posting of Approved Purchase Order/ Contract of award in the PHILGEPS, 1 original copy							
<p>12. For LGUs, as per COA Memorandum No.2014-014 dtd 4-22-2010, authorization by the local sanggunian for LCE to enter into contract in case of, 1 original copy:</p> <p>Reenacted budget: for new contracts entered into by LCE</p> <p>Regular enacted budget: for projects in generic terms and for purchase of goods and services which are neither specified nor encompassed within the regular personal services and MOOE</p>							

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



13. Evidence of invitation of three observers in all the stages of the procurement pursuant to Sec 13.1 of Revised IRR of RA9184, 1 original copy							
14. Request for purchase of requisition of supplies, materials and equipment duly approved by proper authority, 2 original copies							
15. Certificate of Exclusive Distributorship, if applicable, 1 original or photocopy							
16. Samples and brochures/photographs, if applicable, 1 original copy							
17. Dealers/supplier's invoices showing quantity, description, unit and total value of purchased goods duly signed by the dealer or his/her authorized representative and indicating receipt by the							

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



proper agency official of items delivered, 1 original copy					
18. Result of Test analysis, if any, 1 original copy					
19. Tax Receipts from the Bureau of customs/BIR indicating the exact specifications and/or serial number of the equipment procured by the government as proof of payment of all taxes and duties due on the same equipment, supplied or sold to the government, 1 original copy					
20. Inspection and Acceptance Report prepared by the department/Agency property inspector and signed by the Head of Agency or his/her authorized representative, 2 original copies					

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



21. Acknowledgement Receipt for Equipment (ARE), 2 original copies							
22. Inventory Custodian Slip for items with serviceable life of more than one year but small enough to be considered as PPE, 2 original copies							
23. Invoice Receipt for Transfer of Properties, 1 original copy							
24. Warranty Security for a min period of 3months, in case of supplies, or a min period of 1year in the case of non-expendable supplies after acceptance by the procuring entity of the delivered supplies, 1 original copy							
25. Request for purchase of supplies, materials and equipment duly approved by proper authorities, 2 original copies							

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



26. Obligation request slip, 1 copy original copy and 1 duplicate					
TOTAL				1 hour and 15 minutes	NONE

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



3. GOVERNMENT SERVICE: PAYMENT OF ADVANCES TO CONTRACTORS ON PROGRESS BILLING FOR THE PROCUREMENT THRU PUBLIC BIDDING (FOR INFRA AND CONSULTING SERVICES)

SERVICE INFORMATION

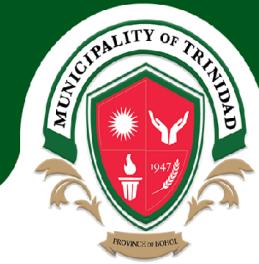
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Approved Annual Procurement Plan	COA CIRCULAR 2012-001 DTD 6-14-2012 COA CIRCULAR 2012-001 DTD 6-14-2012 2016 REVISED IRR OF RA 9184	1. Prepare and submit Letter request for advance/progress billing payment to the HOPE	None	2 hours and 10 minutes	None
2. Approved Contract supported by the following documents, 1 original copy: Invitation to Apply for Eligibility to Bid					

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



Results of Eligibility Check/Screening					
Bidding Documents enumerated under Sec. 17.1 of 2016 Revised IRR of RA9184					
Minutes of Pre-Bid Conference (for ABC 1m and above)					
Bidders Technical and Financial Proposal					
Minutes of Bid Opening					
Abstract of Bids (As Read and As Calculated)					
Post Qualification Report					
BAC Resolution Declaring the winning bidder					
Notice of Post Qualification					

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



<p>BAC Resolution recommending approval and approval of the HOPE of the Resolution of the BAC recommending award of contract</p> <p>Notice of Award</p> <p>Performance Security</p> <p>Program of Works and Detailed estimates</p> <p>Notice to Proceed, indicating date of receipt by the contractor</p> <p>Detailed Breakdown of ABC</p> <p>Copy of the Approved PERT/CPM Network Diagram and Detailed computation of contract Time</p>					
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ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



Detailed breakdown of contract cost					
<p>3. Copy of advertisement of invitation to bid/request, 1 original copy:</p> <p>Newspapers clippings of advertisement(ABC 15Mand above for infra, 10m and above for goods and 5m for consulting services</p> <p>Printout copy of advertisement posted in PHILGEPS</p> <p>Certification from Head of BAC Secretariat on the posting of advertisement in 3 conspicuous places</p> <p>Printout copy of advertisement posted in agency website, if any</p>					

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4. Documentary requirements under sec 23.1 and 25.2b for infra, 23.1 and 25.2a for goods, and 24.1 and 25.c for consulting services, of the 2016 Revised IRR of RA9184, 1 original copy					
5. Minutes of Pre-procurement conference for projects costing above 5m for infra, 2m and above for goods and 1m and above for consultancy services, 1 original copy					
6. Bid Form, 1 original copy					
7. Checklist of eligibility requirements with corresponding supporting documents as enumerated in the checklist, 1 original copy					
8. Checklist of Technical and Financial Requirements with corresponding					

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



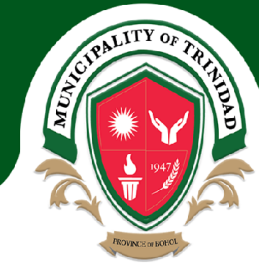
supporting documents as enumerated in the checklist, 1 original copy					
9. Bid Evaluation Report, 1 original copy					
10. Ranking of shortlisted bidders for consulting services, 1 original copy					
11. Post Qualification Evaluation report, 1 original copy					
12. Printout copy of posting of Notice of Award, Notice to Proceed and Contract of award in the PHILGEPS, 1 original copy					
13. For LGUs, as per COA Memorandum No.2014-014 dtd 4-22-2010, authorization by the local sanggunian for LCE to enter into contract in case of, 1 original copy:					

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<p>Reenacted budget:for new contracts entered into by LCE</p> <p>Regular enacted budget: for projects in generic terms and for purchase of goods and services which are neither specified nor encompassed within the regular personal services and MOOE</p>					
<p>14. Evidence of invitation of three observers in all the stages of the procurement pursuant to Sec 13.1 of Revised IRR of RA9184, 1 original copy</p>					
<p>15. Request for purchase of requisition of supplies, materials and equipment duly approved by proper authority, 2 original copies</p>					
<p>16. Letter request from contractors for</p>					

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advance/progress billing payment, 1 original copy					
17. Statement of work accomplished/Progress Billing, 1 original copy					
18. Inspection Report by agency's Authorized engineer, 2 original copy					
19. Result of Test Analysis, if applicable					
20. Statement of time elapsed, 1 original copy					
21. Monthly Certificate of payment, 1 original copy					
22. Contractors' affidavit on payment of laborers and materials, 1 original copy					
23. Pictures, before, during and after construction of items of work especially the embedded items, 1 original copy					
24. Vouchers of all previous payments, 1 photocopy					

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25. Certificate of Acceptance and completion, 1 original copy					
26. Breakdown-labor, materials and overhead, equipment, 1 original copy					
27. Obligation request slip, 1 original copy and 1 duplicate					
TOTAL				2 hours and 10 minutes	None

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GOVERNMENT SERVICE: PROCESSING OF CLAIMS-PAYROLLS OF CASUAL PLANTILLA, CONTRACTUAL, REGULAR AND OFFICIALS OF LGU-TRINIDAD, BOHOL

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Daily Time Record, 1 original copy	COA-CIRCULAR 2012 DTD 6-14-12 COA-CIRCULAR 2012 DTD 6-14-12 COA-CIRCULAR 2012 DTD 6-14-12 COA-CIRCULAR 2012 DTD 6-14-12	1. Submit monthly DTR with accomplishment report of every month	None	2 days	None
2. Accomplishment Reports, 1 original copy					

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3. Contract/Job Order, 1 original copy					
4. Obligation request slip, 1 original copy and 1 duplicate copy					
TOTAL				2 days	None

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GOVERNMENT SERVICE: PROCESSING OF CLAIMS-PAYROLLS OF JOB ORDER AND CONTRACT OF SERVICES

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Daily Time Record, 1 original copy	CSC-DBM-COA JMC 1 SERIES 2017 RULES AND REGULATIONS GOVERNING CONTRACT OF SERVICE AND JOB ORDER WORKERS IN THE GOVERNMENT COA CIRCULAR 2012-001 CSC-DBM-COA JMC 1 SERIES 2017 RULES	1. Submit DTR with accomplishment report for the period of 1-15 and 16-30 of every month	None	1 days and 10 minutes	None

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	<p>AND REGULATIONS GOVERNING CONTRACT OF SERVICE AND JOB ORDER WORKERS IN THE GOVERNMENT</p> <p>COA CIRCULAR 2012-001</p> <p>CSC-DBM-COA JMC 1 SERIES 2017 RULES AND REGULATIONS GOVERNING CONTRACT OF SERVICE AND JOB ORDER WORKERS IN THE GOVERNMENT</p>				
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	<p>COA CIRCULAR 2012-001</p> <p>CSC-DBM-COA JMC 1 SERIES 2017 RULES AND REGULATIONS GOVERNING CONTRACT OF SERVICE AND JOB ORDER WORKERS IN THE GOVERNMENT</p> <p>COA CIRCULAR 2012-001</p>				
2. Accomplishment Reports, 1 original copy					
3. Contract/Job Order, 1 original copy					

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4. Obligation request slip, 1 original copy and 1 duplicate copy					
TOTAL				1 days and 10 minutes	None

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GOVERNMENT SERVICE: PROCESSING OF CLAIMS-REIMBURSEMENT OF TRAVELLING EXPENSES

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Hotel room/lodging bills with official receipts if travelling allowance being claimed includes hotel/lodging rates, 1 original copy	EXECUTIVE ORDER NO. 77 SERIES OF 2019 PRESCRIBING THE RULES AND REGULATIONS AND RATES OF EXPENSES AND ALLOWANCES FOR OFFICIAL LOCAL AND FOREIGN TRAVEL OF GOVERNMENT PERSONNEL	1. Prepare and submit DV/PCV of travel together with the supporting documents to the Accounting office	None	5 minutes	None

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	<p>COA CIRCULAR 2012-001</p> <p>EXECUTIVE ORDER NO. 77 SERIES OF 2019 PRESCRIBING THE RULES AND REGULATIONS AND RATES OF EXPENSES AND ALLOWANCES FOR OFFICIAL LOCAL AND FOREIGN TRAVEL OF GOVERNMENT PERSONNEL</p> <p>COA CIRCULAR 2012-001</p> <p>EXECUTIVE ORDER NO. 77</p>				
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	<p>SERIES OF 2019 PRESCRIBING THE RULES AND REGULATIONS AND RATES OF EXPENSES AND ALLOWANCES FOR OFFICIAL LOCAL AND FOREIGN TRAVEL OF GOVERNMENT PERSONNEL</p> <p>COA CIRCULAR 2012-001</p> <p>EXECUTIVE ORDER NO. 77 SERIES OF 2019 PRESCRIBING THE RULES AND</p>				
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	<p>REGULATIONS AND RATES OF EXPENSES AND ALLOWANCES FOR OFFICIAL LOCAL AND FOREIGN TRAVEL OF GOVERNMENT PERSONNEL</p> <p>COA CIRCULAR 2012-001</p> <p>EXECUTIVE ORDER NO. 77 SERIES OF 2019 PRESCRIBING THE RULES AND REGULATIONS AND RATES OF EXPENSES AND ALLOWANCES</p>				
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	<p>FOR OFFICIAL LOCAL AND FOREIGN TRAVEL OF GOVERNMENT PERSONNEL</p> <p>COA CIRCULAR 2012-001</p> <p>EXECUTIVE ORDER NO. 77 SERIES OF 2019 PRESCRIBING THE RULES AND REGULATIONS AND RATES OF EXPENSES AND ALLOWANCES FOR OFFICIAL LOCAL AND FOREIGN TRAVEL OF</p>				
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	<p>GOVERNMENT PERSONNEL</p> <p>COA CIRCULAR 2012-001</p> <p>EXECUTIVE ORDER NO. 77 SERIES OF 2019 PRESCRIBING THE RULES AND REGULATIONS AND RATES OF EXPENSES AND ALLOWANCES FOR OFFICIAL LOCAL AND FOREIGN TRAVEL OF GOVERNMENT PERSONNEL</p> <p>COA CIRCULAR 2012-001</p>				
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2. Hotel room/lodging bills with official receipts if travelling allowance being claimed includes hotel/lodging rates, 1 original copy		2. Submit the checked DV/PCV of travel to the Budget Office		8 hours	None
3. Hotel room/lodging bills with official receipts if travelling allowance being claimed includes hotel/lodging rates, 1 original copy					
4. Hotel room/lodging bills with official receipts if travelling allowance being claimed includes hotel/lodging rates, 1 original copy					
5. Hotel room/lodging bills with official receipts if travelling allowance being claimed includes hotel/lodging rates, 1 original copy					
6. Hotel room/lodging bills with official receipts if					

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travelling allowance being claimed includes hotel/lodging rates, 1 original copy					
TOTAL				1 days and 5 minutes	None

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GOVERNMENT SERVICE: ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Service Slip (1) Copy	Municipal Revenue Code	1. Get priority number and inform the receiving clerk regarding the request.	None	5 minutes	None
2. Official Receipt (1) Copy Original		2. The client fills up the service slip and pays the certification fee. Submit the filled-up service slip and Official Receipt to the receiving clerk.		25 minutes	Cert. Fee Php 55.00/copy & Php 5.00 for every additional copy
3. Tax Clearance (1) Copy Original		3. The client receives the copy of the Tax Declaration.		5 minutes	None
TOTAL				35 minutes	PhP 55.00/ copy & Php 5.00 for every additional copy

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GOVERNMENT SERVICE: ISSUANCE OF CERTIFICATION OF LANDHOLDINGS AND IMPROVEMENTS

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Service Slip (1) Copy	Municipal Revenue Code	1. Get priority number and inform the receiving clerk regarding the request.	None	5 minutes	None
2. Official Receipt (1) Copy Original		2. The client fills up the service slip and pays the certification fee. Submit the filled-up service slip and Official Receipt to the receiving clerk.		25 minutes	Cert. Fee Php 55.00/copy & Php 5.00 for every additional copy
		3. The client receives the Certification.		5 minutes	None
TOTAL				35 minutes	Php 55.00/ copy & Php 5.00 for every additional copy

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GOVERNMENT SERVICE: ISSUANCE OF SKETCH PLAN AND/OR VICINITY PLAN

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Service Slip (1) Copy	Municipal Revenue Code	1. Get priority number and inform the receiving clerk regarding the request.	None	5 minutes	None
2. Official Receipt (1) Copy Original		2. The client fills up the service slip and pays the certification fee. Submit the filled-up service slip and Official Receipt to the receiving clerk.		40 minutes	Cert. Fee Php 110.00/copy & Php 5.00 for every additional copy
3. Tax Clearance (1) Copy Original		3. The client receives the sketch plan/vicinity plan.		5 minutes	None
TOTAL				50 minutes	Cert. Fee Php 110.00/copy & Php 5.00 for every additional copy

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GOVERNMENT SERVICE: ISSUANCE OF TAX DECLARATION FOR THE TRANSFER OF REAL PROPERTY OWNERSHIP FOR LAND, BUILDING AND MACHINERY

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Service Slip (1) Copy	Local Government Code DOF- Department Circular No. 001-2019 Municipal Revenue Code	1. Get priority number and inform the receiving clerk regarding the request.	None	5 minutes	None
2. Certified True Copy of Original Certificate of Title (OCT) or Transfer of Certificate of Title (1) Copy Certified; (1) Photocopy		2. The client fills up the service slip and pays the certification fee. Submit the filled-up service slip and Official Receipt to the receiving clerk.		5 minutes	Processing Fee Php75.00 Verification Fee Php50.00

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					½% of 1% of M.V. or ½% of 1% of Consideration
3. Copy of the Notarized Deed of Conveyance (1) Copy Certified; (1) Photocopy		3. The Client is advised to follow up the requested document after 7 days.		6 days, 3 hours and 5 minutes	None
4. Electronic Certificate Authorizing Registration (eCAR) (1) Copy Original; (1) Photocopy		4. The client receives the new approved Tax Declaration.		5 minutes	None
5. Copy of Transfer Tax Receipt and Verification Fee on real property ownership (1) Copy Original; (1) Photocopy					
6. Tax Clearance or Official Receipt (1) Photocopy					
7. Special Power of Attorney (SPA), if the declaration is made by duly authorized representative (1) Copy Original					
8. Blueprint of the Building Plan (1) Blueprint Copy					

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9. Certificate of Occupancy (1) Copy Original					
10. Sworn Statement of Machine Cost (1) Copy Original; (1) Duplicate Copy					
11. Certificate of Operation (1) Photocopy					
12. Other requirements as may be duly authorized under the Ordinance or the Citizen's Charter of the LGU (1) Photocopy					
TOTAL				6 days, 3 hours and 20 minutes	Processing Fee Php75.00 Verification Fee Php50.00

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GOVERNMENT SERVICE: PROCESSING OF FINANCIAL ASSISTANCE TO FAMILIES IN CRISIS SITUATION

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Medical certificate or medical abstract with date of issuance, complete name, signature and license number of the attending physician (1 photocopy, bring one original for verification);	DSWD MC 2014-02	1. Client presents the needed requirement to the Mayor's office	None	10 minutes	None
2. Hospital bill or Statement of Account (outstanding balance) with complete name and signature of the billing clerk (1 photocopy, bring original for verification		2. Client proceeds to the MSWD Office and submit the noted requirement/s for interview and assessment		20 minutes	None
3. Prescription or laboratory request (cost/price specified) with date of issuance, complete name,		3. Client waits while the voucher is being processed in the MBO, Accounting Office, Treasurer's Office		30 minutes	None

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signature and license number of the attending physician (1 photocopy, bring original for verification)					
4. Death Certificate / Funeral Contract of Service duly signed(1 photocopy, bring original for verification)					
TOTAL				1 hour	None

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GOVERNMENT SERVICE: PROCESSING OF CERTIFICATE OF INDIGENCY

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Barangay Certificate of Indigency (1 original)	None	1. Client submits the needed requirement to the MSWD Office for recording purposes.	None	5 minutes	None
		2. Client is interviewed.		20 minutes	None
TOTAL				25 minutes	None

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GOVERNMENT SERVICE: PROCESSING OF DOCUMENTS FOR REFERRAL TO OTHER AGENCIES

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Valid ID of the claimant (3 photocopy; bring original ID for verification)	DSWD Memorandum Circular No.11 Series of 2019	1. The client presents the needed requirements for checking.	None	10 minutes	None
2. Barangay Certificate of Indigency of the Claimant (1 original, 2 photocopy)				20 minutes	None
3. Supporting documents (all of the following, whichever is applicable): a.) For medical assistance: Medical Certificate or Medical					

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<p>Abstract with date of issuance, complete name, signature and license number of the attending physician; Final Hospital Bill or Statement of Account (Outstanding Balance) with complete name and signature of the Billing Clerk; and Prescription or Laboratory requests (cost/price specified) with date of issuance, complete name, signature and license number of the attending physician (1 original, 2 photocopy); if in case claimant was dog-bitten, client must also submit Barangay Blotter (1 original, 2 photocopy);</p>					
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<p>b.) For educational assistance: validated School ID of the student-beneficiary (3 copies); Certificate of Enrollment or Registration (1 original, 2 photocopy); and School Assessment or Billing (1 original);</p>					
<p>c.) For burial assistance: Funeral Contract of Service/Final Bill (1 original, 2 photocopy); and Death Certificate (1 original or certified true copy by LCR, 2 photocopy);</p>					
<p>d.) For transportation assistance: Police Blotter or Certification (if client is victim of</p>					

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<p>pick-pocket, illegal recruitment, etc.) , or other supporting document/s such as, but not limited to, justification of the Social Worker, Medical Certificate, Death Certificate, and/or Court Order or Subpoena</p>					
TOTAL				30 minutes	None

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GOVERNMENT SERVICE: PROCESSING OF SENIOR CITIZENS AND PERSONS WITH DISABILITY CASH ASSISTANCE DURING SPECIAL OCCASION

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Senior Citizen's ID or PWD ID (1 photocopy; bring original ID for verification)	SENIOR CITIZEN: MUNICIPAL ORDINANCE NO. 06, SERIES OF 2015 PWD: MUNICIPAL ORDINANCE NO. 05, SERIES OF 2016	Client submits the needed requirement to the Municipal Front Desk Personnel.	None	10 minutes	None
		Client proceeds to the MSWD Office and submits the noted requirement/s for interview and assessment.		10 minutes	None
		Client waits while the voucher is being processed in the MBO, Accounting Office, and Treasurer's Office.		40 minutes	None
TOTAL				1 hour	None

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GOVERNMENT SERVICE: ISSUANCE OF BUILDING PERMITS

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Five (5) copies Application form	PD 1096 – NBCP Sect. 302.1 PD 1096 – NBCP Sect. 302.2.a PD 1096 – NBCP Sect. 302.2.b PD 1096 – NBCP Sect. 302.3 Sect. 302.4 Sect. 302.5 Sect. 302.5.a Sect. 302.5.c	1. Submission of Building Permit Applications with complete supporting documents at the Office of the Building Official	PD 1096 – NBCP Sect. 302. - Application for Permits	30 minutes	None

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	Sect. 302.5.d Sect. 302.5.e PD 1096 – NBCP Sect. 302.12				
2. In case the applicant is the registered owner of the lot:		2. Review of Assessment at Mayor's Office		5 minutes	None
a. One (1) Certified true copy of OCT/TCT and/or Tax Declaration b. One (1) Current Real Property Tax		3. Payment of Assessment Fees at Treasurer's Office		5 minutes	Mayor's Certification - PhP 100.00 Filing Fee - PhP 100.00 Building: <ul style="list-style-type: none"> • Excavation • Line & Grade • Sanitary/Plumbing • Occupancy <i>(Depends on what kind of building structures</i> <i>Example:</i> <i>Residential:</i> <i>20 m² -50 m² - 2.40/m²</i>

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					<p>50m² - 100m² - 4.00/m² 100m² -150 m² -6.00/m² Above 150m² - 7.20/m² Commercial: Up to 500 m² - 23.00/m² 500m² - 600m² - 22.00/m² 600m² - 700m² - 20.50/m²</p> <p>Inspection Fee - PhP 50.00</p>
c. Receipt (Tax Clearance)		4. Request for Fire Safety Inspection Certificate at Municipal Fire Marshall.		10 minutes	Computation of Payment based on their existing laws (Fife Code of the Philippines)
3. In case the applicant is not the registered owner of the lot:		5. Inspection of Building Construction		4 hours	None
a. One (1) Certified true copy of OCT/TCT and/or Tax Declaration		6. Approval of Building Permit Applications		10 minutes	None

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b. One (1) Current Real Property Tax Receipt (Tax Clearance)		7. Release of the Building Permit		5 minutes	None
c. One (1) Duly notarized copy of Contract of Lease, or Deed of Absolute Sale, Written Consent of the owner/heirs					
4. Five (5) sets of complete Detailed Building Plans duly signed & sealed by licensed professionals					
5. One (1) copy Locational Clearance/Zoning					
6. One (1) copy Fire Safety Inspection Certificate					
TOTAL				PhP 250.00 + approved assessment fees for applied building structures	5 hours and 5 minutes

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GOVERNMENT SERVICE: ISSUANCE OF ANCILLARY AND ACCESSORY PERMITS

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Five (5) copies of Application form	PD 1096 – NBCP Sect. 302.1 PD 1096 – NBCP Sect. 302.2.a PD 1096 – NBCP Sect. 302.2.b PD 1096 – NBCP Sect. 302.3 PD 1096 – NBCP Sect. 302.12	1. Submission of Building Permit Applications with complete supporting documents at the Office of the Building Official		30 minutes	None

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2. In case the applicant is the registered owner of the lot:		2. Review of Assessment at Mayor's Office		5 minutes	None
a. One (1) Certified true copy of OCT/TCT and/or Tax Declaration		3. Payment of Assessment Fees at		5 minutes	Mayor's Certification - PhP 100.00 Filing Fee - PhP 100.00 <i>(Depends on what kind of Ancillary/Accessory permit to be applied: Example: Electrical: Residential: 5outlets/ lights – PhP 180.00 Excess – 1.50/outlet Commercial: 5outlets/ lights – PhP 230.00 Excess – 2.00/outlet Inspection Fee – PhP 50. 00</i>

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b. One (1) Current Real Property Tax Receipt (Tax Clearance)		4. Request for Fire Safety Inspection Certificate at Municipal Fire Marshall.		10 minutes	Computation of Payment based on their existing laws (Fife Code of the Philippines)
3. In case the applicant is not the registered owner of the lot:		5. Inspection of Construction site based applied ancillary/ Accessory permit		4 hours	None
a. One (1) Certified true copy of OCT/TCT and/or Tax Declaration		6. Approval of Ancillary/ Accessory Permit Applications		10 minutes	None
b. One (1) Current Real Property Tax Receipt (Tax Clearance)		7. Release of the Ancillary/ Accessory Permit		5 minutes	None
c. One (1) Duly notarized copy of Contract of Lease, or Deed of Absolute Sale, Written Consent of the owner/heirs					

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4. Five (5) sets of complete Detailed Plans duly signed & sealed by licensed professionals					
5. One (1) Fire Safety Inspection Certificate					
TOTAL				5 hours and 5 minutes	Total - PhP 250.00 + approved assessment fees for applied Ancillary or Accessory permit

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GOVERNMENT SERVICE: TECHNICAL ASSISTANCE IN THE PREPARATION OF ENGINEERING PLANS & PROGRAM OF WORKS

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
None	Local Government Code of 1991 – Book III – Local Government Units	1. Visit the Office of the Municipal Engineer and request for technical assistance in the preparation of Engineering Designs and Program of works of your proposed project.	None	POW - Small amount-1 day; POW - Large amount-3 days DED & POW- 7 days	None
		2. Make a follow-up of the request for technical assistance's approval after the agreed timetable has been elapsed.		10 minutes	None
		3. Release of approved requests' technical assistance's (DED & POWs)		5 minutes	None
TOTAL				POW - Small amount-1 day and 15 minutes;	None

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	POW - Large amount-3 days and 15 minutes	
	DED & POW-7 days	

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GOVERNMENT SERVICE: ANNUAL BUDGET PREPARATION AND SUBMISSION

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Local Budget Preparation Form 1, 2 original copies	Title V, Book II of RA 7160 ,section 318 and Local Budget Circular no. 112, dated June 10, 2016 - Budget Operation Manual for Local Government Units 2016 edition	1. Received the issuance of Budget Call of LCE	Local Budget Circular no. 112, dated June 10, 2016 - Budget Operation Manual for Local Government Units 2016 edition	1 day	None
2. Local Budget Preparation Form 2, 2 original copies		2. Prepare Budget proposals using the different Local Budget preparation forms		30 days	None
3. Local Budget Preparation Form 2a, 2 original copies		3. Submit the Budget Proposal to the Municipal Budget Office, attach with the different requirements as required		31 days	None

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4. Local Budget Preparation Form 3, 2 original copies		4. Attend, participate and defend budget proposal of concern department		48 days	None
5. Local Budget Preparation Form 3a, 2 original copies					
6. Local Budget Preparation Form 4, 2 original copies					
7. Local Budget Preparation Form 5, 2 original copies					
8. Local Budget Preparation Form 6, 2 original copies					
9. Local Budget Preparation Form 7, 2 original copies					
10. Project Procurement Management Plan (PPMP), 2 original copies					
11. Project Proposal/POW/Cost Estimates, 2 original copies					

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12. Work and Financial Plan, 2 original copies					
13. Gender and Development Plan, 1 original copy					
14. Local Disaster Risk Reduction Management Plan, 1 original copy					
15. Local Climate Change Action Plan, 1 original copy					
16. Peace and Order Plan, 1 original copy					
17. Local Nutrition Action Plan, 1 original copy					
18. Annual Cultural Development Plan, 1 original copy					
19. Indicative Annual Procurement Plan, 1 original copy					
20. List of PPAs for Senior Citizens and Person with Disabilities, 1 original copy					

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21. List of PPAs for the Local Council for the Protection of Children, 1 original copy					
22. List of PPAs to Combat Acquired Immune Deficiency Syndrome (AIDS) , 1 original copy					
23. List of PPAs to Address the Problem of Illegal Drugs, 1 original copy					
TOTAL				110 days	None

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GOVERNMENT SERVICE: REVIEW THE BARANGAY ANNUAL/SUPPLEMENTAL BUDGET

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Transmittal Letter, 3 Sets (1 original copy, 2 certified photocopies)	Section 333 (a) R.A. No. 7160, and Barangay Budget Operations Manual 2018 edition	1. Submit the 3 sets of Barangay Annual /Supplemental Budget	None	25 days and 3 minutes	None
2. Appropriation Ordinance, 3 Sets (1 original copy, 2 certified photocopies)		2. The barangay officials concern will report to the Office of the Municipal Budget Officer to verify and comply the deficiency/ies		1 day	None
3. Brgy Budget Pre Form 01, 3 Sets (1 original copy, 2 certified photocopies)		3. Resubmit the 3 sets of Barangay Annual /Supplemental Budget		24 days	None
4. Brgy Budget Pre Form 02, 3 Sets (1 original copy, 2 certified photocopies)					
5. Brgy Budget Pre Form 2a, 3 Sets (1 original copy, 2 certified photocopies)					

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



6. Brgy Budget Pre Form 03, 3 Sets (1 original copy, 2 certified photocopies)					
7. Brgy Budget Pre Form 04, 3 Sets (1 original copy, 2 certified photocopies)					
8. Annual Investment Plan, 3 Sets (1 original copy, 2 certified photocopies)					
9. BDC Resolution (AIP) , 3 Sets (1 original copy, 2 certified photocopies)					
10. Brgy Council Resolution(AIP) , 3 Sets (1 original copy, 2 certified photocopies)					
11. ABYIP -SK , 3 Sets (1 original copy, 2 certified photocopies)					
12. SK Resolution, 3 Sets (1 original copy, 2 certified photocopies)					
13. SK Annual Budget, 3 Sets (1 original copy, 2 certified photocopies)					

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14. 5% BDRRM Fund Work & , 3 Sets (1 original copy, 2 certified photocopies)					
15. Financial Plan, 3 Sets (1 original copy, 2 certified photocopies)					
16. BDRRM resolution, 3 Sets (1 original copy, 2 certified photocopies)					
17. BDC Resolution, 3 Sets (1 original copy, 2 certified photocopies)					
18. Brgy Council Resolution, 3 Sets (1 original copy, 2 certified photocopies)					
19. GAD PLAN, 3 Sets (1 original copy, 2 certified photocopies)					
TOTAL				50 days and 3 minutes	None

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: ISSUANCE OF OBLIGATION REQUEST

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
A. Salaries & Wages, other personnel benefits	COA Circular 2012-001	1. Present Disbursement Voucher/Payroll with complete attachment of requirements	None	15 minutes	None
Approved Payroll, 1 original copy and 1 photocopy		2. For signature of the Requesting Department/Office		10 minutes	None
Daily time record, 1 original copy and 1 photocopy		3. Forward the Disbursement Vouchers /Payroll to Accounting Office		10 minutes	None
3Accomplishment Report, 1 original copy and 1 photocopy					
B. Cash Advances for Local Travel					
Disbursement Voucher, 1 original copy and 1 photocopy					
Approved Travel Order, 1 original copy and 1 photocopy					
Duly approved itinerary of travel, 1 original copy and 1 photocopy					

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C. Payment of Supplies, Materials, equipment & other disbursement					
Disbursement Voucher/Petty Cash Voucher, 1 original copy and 1 photocopy					
Approved Purchase Request, 1 original copy and 1 photocopy					
Approved Purchase Order, 1 original copy and 1 photocopy					
Approved Request for Quotation, 3 different quotations					
Approved PPMP/APP, 1 certified photocopy					
TOTAL				35 minutes	None

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: BREQS-BATCH REQUEST ENTRY SYSTEM

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Clients copy of birth, death and marriage	MOA	1. Client files an application for his/her requests.	Mun. Ordinance 2007-004	2 minutes	None
		2. Submit filled up form to MCR staff		5 minutes	None
		3. Payment of filing fee		5 minutes	PhP 200.00
		4. Pay PSA Fee at MCR office		2 minutes	PhP 155.00
		5. Wait for schedule of Release		2 minutes	None
TOTAL				15 minutes	PhP 355.00

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: REGISTRATION OF BIRTH

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Certificate of Live birth (COLB) (duly filled up)	None	1. Submission Of Certificate Of Live Birth (Colb)	Mun. Ordinance 2007-004	5 minutes	None
		2. 2.Payment Of Fees		7 minutes	PhP 20.00
		3. Wait For Owner;S Copy Of Colb		2 minutes	None
TOTAL				14 minutes	PhP 20.00

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: REGISTRATION OF DEATH

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Certificate of Death	MOA	1. Presentation Of Certificate Of Death To MCR Office	Mun. Ordinance 2007-004	5 minutes	None
		2. Payment Of Fees		10 minutes	PhP 30.00
		3. Wait For Approval And Release Of Certificate Of Death		5 minutes	None
TOTAL				20 minutes	PhP 30.00

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: <u>REGISTRATION OF MARRIAGE</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Certificate of Marriage	NONE	1. Presentation Of Certificate Of Marriage	Mun. Ordinance 2007-004	5 minutes	None
		2. Wait For Approval And Release Of Document's To The Client		5 minutes	None
TOTAL				10 minutes	None

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: APPLICATION FOR MARRIAGE LICENSE

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. At least 18 years of age and above	None	1. Presentation Of All Requirements	Mun. Ordinance 2007-004	5 minutes	None
2. For age between 18-21 parental consent is needed		2. Payment Of Necessary Fees		15 minutes	PhP 300.00- Resident applicant PhP 350.00-Non resident applicant PhP1,000.00 - Foreigner applicant
3. For age between 21-25 parental advice is needed		3. Wait For Release Of Client's Copy And For Solemnizing Officer		10 minutes	None
4. Marriage counselling certificate for age below 25		4. Issuance Of Marriage License (10 Days) After Posting		2 minutes	None
5. Family planning certificate for age above 25 and up					
6. PSA copy of birth					
7. CENOMAR for both parties					

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



8. For previously married applicant judicial decree of annulment and or if deceased spouse, death certificate of the deceaseds					
TOTAL			32 minutes	PhP 300.00-Resident applicant PhP 350.00-Non resident applicant PhP1,000.00 - Foreigner applicant	

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: ISSUANCE OF CERTIFICATIONS OF ALL VITAL EVENTS (BIRTH, DEATH AND MARRIAGE)

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Requester owner or his/her representative with authorization and ID	None	1. Client Fill Up The Request Form	Mun. Ordinance 2007-004	10 minutes	None
		2. Payment Of Fees		12 minutes	PhP 75.00
		3. Wait For Release Of Document		3 minutes	None
TOTAL				25 minutes	PhP 75.00

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: FILING OF PETITION UNDER R.A.9048, 10172

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
For CCE:	R.A. 9048/10172	1. Presentation Of PSA Issued Problem Document With Its Supporting Docs	None	5 minutes	None
1. PSA copy of birth/Death/Marriage		2. Payment Of Fees		10 minutes	PhP 1,000.00 - CCE PhP 3,000.00-CFN & 10172
2. Baptismal Certificate		3. Sign The Petition And Have The Document Notarized		1 hour	None
3. Marriage Contract of Parents		4. Bring Back Petition To MCR And Come Back After 15 Working Days		5 minutes	None
4. Police Clearance					
5. Voter's Registration Record					
6. Earliest School Record					
Additional Requirement for R.A.10172 and CFN					

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



1. Medical Record					
2. Certificate of Employment					
3. Medical Certification from MHO					
4. NBI Clearance					
5. Publication from Newspaper					
TOTAL				1 hour and 20 minutes	PhP 1,000.00 - CCE PhP 3,000.00- CFN & 10172

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: DELAYED REGISTRATION OF BIRTH, DEATH, MARRIAGE

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. PSA Negative Certification	None	1. Submission Of Necessary Requirements	Mun. Ordinance 2013-14	5 minutes	None
2. Baptismal Certificate		2. Payment Of Fees		10 minutes	PhP 500.00
3. Voter's Certification		3. Wait For Release Of Document		20 minutes	None
4. Marriage /contract if married					
5. Barangay Certification					
6. Affidavit of 2 disinterested person					
TOTAL				35 minutes	PhP 500.00

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: LEGITIMATION

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Birth Certificate of the child	R.A. 9858	1. Presentation Of The COLB Of The Child And The Requirements	Mun. Ordinance No. 2013-14	5 minutes	None
2. Marriage contract		2. Payment Of Fees		10 minutes	PhP 500.00
3. CENOMAR of both parents		3. Wait For Release Of Document		10 minutes	None
4. Marriage /contract if married					
5. Affidavit of minority if mother is minor at the time of birth					
6. Affidavit of acknowledgement if father wasn't able to sign at the back of COLB of the child.					
TOTAL				25 minutes	PhP 500.00

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: GENERAL OUT-PATIENT CONSULTATION

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. 1 Patient's ID Card Per Patient Aged 6 years old and above	Republic Act 7160 "Local Government Code of 1991"	1. Client gets priority number at Triage Area	Republic Act 7160 "Local Government Code of 1991"	5 minutes	None
2. 1 Philhealth Member Data Record (MDR)		2. Client fills up service request form and Health Declaration Form			
3. 1 Mother and Child Book per Pregnant and Children 0-5 years old		3. Client will answer the necessary question asked by the Triage Staff			
4. 1 Senior Citizen ID Card per Senior Citizen		4. Client waits for priority number being called			
5. 1 PWD ID Card per Person with Disability		5. Client complies with the treatment and management advice of the service providers		40 minutes	None
6. 1 NHTS/ CCT ID Card per Family		Proceeds to pharmacy for issuance of medication and signs the issuance logbook			

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		Proceeds to Laboratory for Laboratory services			
		Proceeds to Higher Level facility if referred			
TOTAL				45 minutes	None

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: MATERNAL HEALTH SERVICES- PRENATAL/ NATAL/ POST NATAL AND FAMILY PLANNING

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. 1 Patient's ID Card per Patient	Republic Act 7160 "Local Government Code of 1991	1. Pregnant Client gets priority number at Triage Area	None	5 minutes	None
2. Pregnant- Home Based Maternal Record/ Mother and Child Book		2. Pregnant client fills up service request form and Health Declaration Form			
3. Philhealth ID Card/ MDR		3. Pregnant client will answer the necessary question asked by the Triage Staff			
		4. Pregnant Client waits for priority number being called.		30 minutes	None
		5. Pregnant Client complies with the treatment and management advice of the service providers			
		Proceeds to pharmacy for issuance of medication and signs the issuance logbook			

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



		Proceeds to Laboratory for Laboratory services			
		Proceeds to Higher Level facility if referred			
		6. Clients Fills up Client Satisfaction Survey		2 minutes	None
		7. Client exits from the facility		3 minutes	None
TOTAL				40 minutes	None

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: CHILD HEALTH SERVICES- WELL CHILD & SICK CHILDREN MANAGEMENT

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. 1 Patient's ID Card per Patient for 6-18 years old	Republic Act 7160 "Local Government Code of 1991"	1. Parent/ Guardian/ Client gets priority number at Triage Area and presents the Mother and child Book/ ECCD Card	Republic Act 7160 "Local Government Code of 1991"	2 minutes	None
2. 1 Mother and Child Book/ ECCD Card per patient for 0-5 years old		2. Parent/ Guardian/ Client fills up service request form and Health Declaration Form			
3. 1 Philhealth ID Card per family		3. Pregnant client will answer the necessary question asked by the Triage Staff			
		4. Parent/ Guardian/ Client waits for priority number being called.		3 minutes	None
		5. Parent/ Guardian/ Client complies with the treatment and management advice of the service providers			
		Proceeds to pharmacy for issuance of medication and signs the issuance logbook			

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		Proceeds to Laboratory for Laboratory services			
		6. Parent/ Guardian/ Client Fills up Client Satisfaction Survey		20 minutes	None
		7. Parent/ Guardian/ Client exits from the facility			
TOTAL				None	25 minutes

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: CHILD HEALTH SERVICE- IMMUNIZATION SERVICES

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. 1 Mother and Child Book/ ECCD Card per patient for 0-5 years old	Republic Act 7160 "Local Government Code of 1991"	1. Parent/ Guardian/ Client gets priority number at Triage Area and presents the Mother and child Book/ ECCD Card	None	2 minutes	None
2. 1 Philhealth ID Card per family		2. Parent/ Guardian/ Client fills up service request form and Health Declaration Form			
		3. Pregnant client will answer the necessary question asked by the Triage Staff			
		4. Parent/ Guardian/ Client waits for priority number being called.			
		5. Parent/ Guardian/ Client complies with the treatment and management advice of the service providers		23 minutes	None
		6. Parent/ Guardian/ Client Fills up Client Satisfaction Survey			
		7. Parent/ Guardian/ Client exits from the facility			
TOTAL				25 minutes	None

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: SECURING HEALTH/ MEDICAL CERTIFICATION

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. 1 Patients ID Card per patient	Republic Act 7160 "Local Government Code of 1991"	1. Client gets priority number at Triage Area	Republic Act 7160 "Local Government Code of 1991"	2 minutes	None
2. 1 Original copy of Official Receipts of Corresponding fees		2. Client fills up service request form and Health Declaration Form			
3. 1 photocopy of each Results of diagnostic examination as follows: <ul style="list-style-type: none"> • CBC • Urinalysis • Fecalysis • Chest Xray • Drug Test (for teachers/ drivers license) 		3. Client will answer the necessary question asked by the Triage Staff.			

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Neurological examination (for teacher applicants)					
		4. Client waits for priority number being called.			
		5. Client submits all the required documents to the Reception staff.		10 minutes	None
		6. Client secures Official Receipt of the corresponding fees at the Municipal Treasurer's Office.			
		7. Client Proceeds to the Physician for Physical Examination.			
		8. Clients Fills up Client Satisfaction Survey			
		9. Client exits from the facility		25 minutes	<ul style="list-style-type: none"> • Employment Purposes- PhP 25.00 • School Purposes- PhP 10.00 • Insurance- PhP 100.00 • Naturalization/ Adoption/ Legitimization PhP 100.00 • Annulment PhP 100.00 • Foreign Purposes PhP 150.00

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					<ul style="list-style-type: none"> • Medico-legal P 150.00 • Others PhP 60.00
TOTAL				27 minutes	<ul style="list-style-type: none"> • Employment Purposes- PhP 25.00 + P 50.00 (PE) = PhP 75.00 • School Purposes- PhP 10.00 = PhP 50.00 (PE)= PhP 60.00 • Insurance Purposes- PhP 100.00 + PhP 50.00 (PE)= PhP 150.00 • Naturalization/Adoption/ Legitimization PhP 100.00 + PhP 50.00 (PE)= PhP 150.00 • Annulment PhP 100.00 + PhP 50.00 (PE)= PhP 150.00 • Foreign Purposes PhP 150.00 + PhP 50.00 (PE)= PhP 150.00

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	<ul style="list-style-type: none">• Medico-legal PhP 150.00 + PhP 50.00 (PE)= PhP 150.00• Others PhP 60.00 + PhP 50.00 (PE)= PhP 110.00
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ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: PRE-MARRIAGE ORIENTATION AND COUNSELLING

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. 1 Valid ID per participants	Republic Act 7160 "Local Government Code of 1991" Family Code	1. Couples proceed to the Municipal Health Office Triage Area	None	2 minutes	None
2. Official Receipt of Corresponding Fee		2. Couples fills up service request form and Health Declaration Form			
3. PMOC Inventory Form		3. Couples will answer the necessary question asked by the Triage Staff.			
		4. Couples secures Official Receipt from the Treasurer's Office		15 minutes	Php 150.00
		5. Couples proceeds to the Counselling Area and fills up the PMOC Inventory Form provided by the PMOC Secretariat.			
		6. Couples participates during the sessions.			

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		7. Couples Fills up Client Satisfaction Survey		15 minutes	None
		8. Couples receive the PMOC Certificate.		4 hours	None
		9. Couples exits from the facility			
TOTAL				4 hours and 37 minutes	P 150.00/ couple

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: AVAILING LABORATORY SERVICES

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. 1 Patients ID Card per patient	Republic Act 7160 "Local Government Code of 1991"	1. Client gets priority number at Triage Area and present the Laboratory Request Form	None	2 minutes	None
2. 1 Original copy of Official Receipts of Corresponding fees		2. Client fills up service request form and Health Declaration Form			
3. Laboratory Request Form from MHO		3. Client will answer the necessary question asked by the Triage Staff.			
		4. Client waits for priority number being called.		3 minutes	None
		5. Client secures Official Receipt of the corresponding fees at the Municipal Treasurer's Office.			
		6. Client proceeds to the Laboratory for collection of specimen and waits for the result			
		7. Client Proceeds to the Physician for consultation.			

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		8. Client complies with the treatment and management advice of the service provider/s		None	1.HEMATOLOGY: CBC PhP 100.00 Hematocrit PhP 60.00 Hemoglobin PhP 50.00 Platelet Count PhP 100.00 Peripheral Smear PhP 130.00 Bleeding Time PhP 60.00 Clotting Time PhP 60.00 ESR PhP 60.00
		Proceeds to pharmacy for issuance of medication and signs the issuance logbook			
		Proceeds to Laboratory for Laboratory services			
		Proceeds to Higher Level facility if referred			
		9. Clients Fills up Client Satisfaction Survey			

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					<p>Prothrombin Time PhP 100.00</p> <p>Retic Count PhP 60.00</p> <p>Differential Count PhP 60.00</p> <p>RBC Count PhP 60.00</p> <p>WBC Count PhP 60.00</p> <p>Red Cells Indices PhP 120.00</p> <p>2. CLINICAL CHEMISTRY:</p> <p>Capillary Blood Sugar Determination PhP 100.00</p>
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					<p>3. BLOOD BANKING:</p> <p>ABO Blood Typing PhP 120.00</p> <p>RH Typing PhP 120.00</p> <p>HBsAg PhP 200.00</p> <p>4. CLINICAL MICROSCOPY:</p> <p>U/A PhP 60.00</p> <p>S/E PhP 60.00</p> <p>Occult Blood Urine PhP 50.00</p>
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					Occult Blood Stool PhP 50.00 Pregnancy Test PhP 100.00 Urobilinobin PhP 70.00 5. BACTERIOLOGY: Sputum Exam for AFB PhP 160.00 Skin Slit Smear Exam for AFb PhP 50.00 Gram Staining PhP 200.00
		10. Client exits from the facility		16 minutes	None
TOTAL				45 minutes	1.HEMATOLOGY:

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		CBC PhP 100.00
		Hematocrit PhP 60.00
		Hemoglobin PhP 50.00
		Platelet Count PhP 100.00
		Peripheral Smear PhP 130.00
		Bleeding Time PhP 60.00
		Clotting Time PhP 60.00
		ESR PhP 60.00
		Prothrombin Time PhP 100.00

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		<p>Retic Count PhP 60.00</p> <p>Differential Count PhP 60.00</p> <p>RBC Count PhP 60.00</p> <p>WBC Count PhP 60.00</p> <p>Red Cells Indices PhP 120.00</p> <p>2. CLINICAL CHEMISTRY:</p> <p>Capillary Blood Sugar Determination PhP 100.00</p>
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		<p>3. BLOOD BANKING:</p> <p>ABO Blood Typing PhP 120.00</p> <p>RH Typing PhP 120.00</p> <p>HBsAg PhP 200.00</p> <p>4. CLINICAL MICROSCOPY:</p> <p>U/A PhP 60.00</p> <p>S/E PhP 60.00</p> <p>Occult Blood Urine PhP 50.00</p>
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		<p>Occult Blood Stool PhP 50.00</p> <p>Pregnancy Test PhP 100.00</p> <p>Urobilinobin PhP 70.00</p> <p>5. BACTERIOLOGY:</p> <p>Sputum Exam for AFB PhP 160.00</p> <p>Skin Slit Smear Exam for AFb PhP 50.00</p> <p>Gram Staining PhP 200.00</p>
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ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: SECURING SANITARY PERMIT AND HEALTH CARD

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Chest Xray Reading	Republic Act 7160 "Local Government Code of 1991" Sanitation Code of the Philippines	1. Client proceed to the Municipal Health Office Triage Area	None	2 minutes	Sanitary Permit Fee - PhP 100.00 Health Certificate Fee - PhP 36.50 / person Sanitary Inspection Fees: Food Establishments - Ph.P 150.00 (Carenderia, Restaurant, Bakery, meat & fish vendors, Sari-sari stores)
2. Stool Exam Result		2. Client fills up service request form and Health Declaration Form			
3. Official Receipt of the following fees applicable		3. Client answer the necessary question asked by the Triage Staff.			
		4. Client proceeds to the Treasurer's Office to secure Official Receipt		5 minutes	
		5. Client waits for the issuance of Health cards and Sanitary Permit.		1 hour	
		6. Client Fills up Client Satisfaction Survey		5 minutes	

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		7. Client receives the Health Cards and Sanitary Permits, signs the logbook.		8 minutes	<p>Industrial Establishments – PhP 250.00</p> <p>(rice mill, machine repair shops)</p> <p>Commercial Establishments – PhP 250 (Hardware, wholesale retailers, Importer, exporter, cellphone Repair shops)</p>
TOTAL				1 hour and 20 minutes	<p>Sanitary Permit Fee - PhP 100.00</p> <p>Health Certificate Fee - PhP 36.50 / person</p> <p>Sanitary Inspection Fees:</p> <p>Food Establishments - Ph.P 150.00 (Carenderia,</p>

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



	<p>Restaurant, Bakery, meat & fish vendors, Sari-sari stores)</p> <p>Industrial Establishments – PhP 250.00</p> <p>(rice mill, machine repair shops)</p> <p>Commercial Establishments – PhP 250 (Hardware, wholesale retailers, Importer, exporter, cellphone Repair shops)</p>
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ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: PURSUING SANITATION- RELATED COMPLAINTS

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Written Complaint	Republic Act 7160 "Local Government Code of 1991" Sanitation Code of the Philippines	1. Client proceed to the Municipal Health Office Triage Area	None	2 minutes	None
		2. Client fills up service request form and Health Declaration Form			
		3. Client answers the necessary question asked by the Triage Staff			
		4. Client gives the written compliant and answers the interview by the Sanitary Inspector.		2 hours and 25 minutes	
		5. Client Fills up Client Satisfaction Survey			
TOTAL				2 hours and 27 minutes	None

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: PROVISION OF PRODUCTION SUPPORT MATERIALS

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
None	None	1. The client will approach any office staff for availability of production support material/s needed.	None	3 minutes	none
		2. Upon receiving the production support materials, the client will be asked to sign the masterlist/ acknowledgement receipt		3 minutes	none
		3. Client will be asked to sign the logbook specifying the needed materials and to affix the contact number for reservation & reference.		5 days	None
TOTAL				5 days 6 minutes	None

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: PROVISION OF TECHNICAL ASSISTANCE ON CROPS, LIVESTOCK & FISHERIES

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Client maybe required to purchase supplemental biologics/ pesticide/ materials needed to render the requested services	None	1. The client will approach any office staff for the technical services needed	None	3 minutes	None
		2. Client will be asked to sign the service request slip		3 minutes	None
		3. Client will be instructed on what to do before arrival of the concern technician		30 minutes	None
		4. Client shall wait for the arrival of the technician to render the requested services		2 hours	None
TOTAL				2 hours and 36 minutes	None

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: UPGRADING OF LARGE ANIMAL BREED THRU ARTIFICIAL INSEMINATION

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Chute "ipitan"	None	1. The client will approach any office staff for artificial insemination and other related services	None	3 minutes	None
		2. Client will be asked to sign the service request slip		3 minutes	None
		3. Client will be instructed on what to do before arrival of the technician		30 minutes	None
		4. Client shall wait for the arrival of the technician to render the requested services		4 hours	None
TOTAL				4 hours and 36 minutes	None

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: CROP/LIVESTOCK INSURANCE OF FARMERS UNDER PCIC PROGRAM

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
None	None	1. The client will approach any office staff for the type of insurance program to be applied.	None	3 minutes	None
		2. Client will be asked to fill up the insurance application form.		10 minutes	None
		3. Client will be instructed to secure a copy of his/her insurance application for future reference.		5 minutes	None
TOTAL				18 minutes	None

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: ISSUANCE OF ANIMAL INSPECTION CERTIFICATE

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Official Receipt	None	1. The client will approach any office staff for issuance of the animal health certificate needed for transport/ shipment of animal	None	3 minutes	None
		2. Client will be asked to fill up the service request slip.		10 minutes	None
		3. Client must wait and accompany the livestock technician in inspecting the animal		1 hour	None
		4. Client shall proceed and pay the corresponding price to the Mun. Treasurers Office		5 minutes	PhP 200.00-Cattle per head PhP 50.00-25 heads of Fowls and Chicken below PhP 75.00-26-50 heads of Fowls and Chicken

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



					<p>Php 100.00-51-100 heads of Fowls and Chicken</p> <p>PhP 150.00-Above 100 heads of Fowls and Chicken</p> <p>PhP 50.00-Hogs or Pigs (per head)</p> <p>PhP 50.00-Goat, Sheep, Dog & other animal(per head)</p> <p>PhP 50.00-Fighting Cock (per head)</p>
		5. The client will bring the Official Receipt and handover the same to the assisting MAO staff		5 minutes	None
		6. Client shall wait and receive the requested animal health inspection certificate.		3 minutes	none

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



<p>TOTAL</p>	<p>1 hour and 26 minutes</p>	<p>PhP 200.00-Cattle per head</p> <p>PhP 50.00-25 heads of Fowls and Chicken below</p> <p>PhP 75.00-26-50 heads of Fowls and Chicken</p> <p>Php 100.00-51-100 heads of Fowls and Chicken</p> <p>PhP 150.00- Above 100 heads of Fowls and Chicken</p> <p>PhP 50.00-Hogs or Pigs (per head)</p> <p>PhP 50.00-Goat, Sheep, Dog</p>
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ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



		& other animal(per head) PhP 50.00- Fighting Cock (per head)
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ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: SLAUGHTERHOUSE SERVICES

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Animal/s to be slaughtered shall be already in placed in the slaughterhouse holding pen for at least 8 hours prior to its slaughtering for inspection & observation purposes.	None	1. Client shall present the required documents to the Meat Inspector (MI) prior to storing of animal in the holding pen.	None	5 minutes	PhP 362.00-Cattle/ Carabao PhP 165.00 hog
1. Barangay Certification		2. Client shall wait for at least 8 hours and approval of the meat inspector		1 day	None
2. Certificate of Ownership/Transfer		3. Client or the accredited butcher shall proceed the slaughtering process		4 hours	None
3. Permit to Transport/Shipping (if needed)					
4. Official Receipt					
TOTAL				1 day, 4 hours and 5 minutes	PhP 362.00-Cattle/ Carabao PhP 165.00 hog

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: PROVISION OF GOVERNMENT FACILITIES AND EQUIPMENT-TRINIDAD CULTURAL CENTER

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter Request, 1 original copy	Municipal Ordinance No. 14, series of 2013 dated December 27, 2013; and Municipal Ordinance No. 06, series of 2018 dated April 16, 2018.	1. Present the approved letter request to the receiving clerk who issues Facility/Equipment Request Form and accomplish the form.	None	5 minutes	None
2. Facility / Equipment Request Form, 2 original copies		2. Pay the corresponding prescribed fee at the Municipal Treasurer's Office and presents the accomplished request form.		15 minutes	Venue – PhP 1,000.00 8:00am - 5:00pm beyond eight (8) hours additional charge of PhP 125.00/ hour

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



					Sound System - PhP 200.00/hour including consumption of electricity Electricity - P8.00/kwh (no sound system)
		3. Present the Official Receipt of payment together with the Facility/Equipment Request Form and Approved Letter Request.		5 minutes	None
TOTAL				25 minutes	PhP 1,325.00 with sound system PhP 1,000.00 plus PhP 8.00/kwh electricity for no sound system

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: PROVISION OF GOVERNMENT FACILITIES AND EQUIPMENT-MUNICIPAL TRAINING CENTER

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter Request, 1 original copy	Municipal Ordinance No. 14, series of 2013 dated December 27, 2013; and Municipal Ordinance No. 06, series of 2018 dated April 16, 2018.	1. Present the approved letter request to the receiving clerk who issues Facility/ Equipment Request Form and accomplish the form.	None	5 minutes	none
2. Facility /Equipment Request Form, 2 original copies		2. Pay the corresponding prescribed fee at the Municipal Treasurer's Office and presents the accomplished request form.		15 minutes	Venue - PhP 750/day Kitchen - PhP 250.00/ day Tables - PhP 15.00 ach if rented and brought outside the Training Center

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



					Chairs - PhP 3.50 each if rented and brought outside the Training Center Room Accomodation - PhP 200.00 with beddings PhP 150.00 without beddings
		3. Present the Official Receipt of payment together with the Facility/ Equipment Request Form and Approved Letter Request.		5 minutes	None
TOTAL				25 minutes	Venue - PhP 750/day Kitchen - PhP 250.00/ day Tables - PhP 15.00 ach if rented and brought outside the Training Center Chairs - PhP 3.50 each if rented and brought outside the Training Center Room Accomodation - PhP 200.00 with beddings PhP 150.00 without beddings

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: PROVISION OF GOVERNMENT FACILITIES AND EQUIPMENT-HEAVY EQUIPMENT (8-WHEELERS DUMP TRUCK)

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter Request, 1 original copy	Municipal Ordinance No. 14, series of 2013 dated December 27, 2013; and Municipal Ordinance No. 06, series of 2018 dated April 16, 2018.	1. Present the approved letter request to the receiving clerk who issues Facility/ Equipment Request Form and accomplish the form.	None	5 minutes	None
2. Facility / Equipment Request Form, 2 original copies		2. Pay the corresponding prescribed fee at the Municipal Treasurer's Office and presents the accomplished request form.		15 minutes	PhP 4,000.00/8 hours. PhP 500.00/ hour or any fraction thereof in excess of 8 hours.

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		3. Present the Official Receipt of payment together with the Facility/ Equipment Request Form and Approved Letter Request.		5 minutes	None
TOTAL				25 minutes	PhP 4,000.00/8 hours. PhP 500.00/ hour or any fraction thereof in excess of 8 hours.

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: PROVISION OF GOVERNMENT FACILITIES AND EQUIPMENT-HEAVY EQUIPMENT (10-WHEELERS DUMP TRUCK)

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter Request, 1 original copy	Municipal Ordinance No. 14, series of 2013 dated December 27, 2013; and Municipal Ordinance No. 06, series of 2018 dated April 16, 2018.	1. Present the approved letter request to the receiving clerk who issues Facility/ Equipment Request Form and accomplish the form.	None	5 minutes	None
2. Facility / Equipment Request Form, 2 original copies		2. Pay the corresponding prescribed fee at the Municipal Treasurer's Office and presents the accomplished request form.		15 minutes	PhP 8,000.00/per 8 hours. PhP 1,000.00/ hour or any fraction thereof in excess of 8 hours.

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		3. Present the Official Receipt of payment together with the Facility/ Equipment Request Form and Approved Letter Request.		5 minutes	None
TOTAL				25 minutes	PhP 8,000.00/per 8 hours. PhP 1,000.00/ hour or any fraction thereof in excess of 8 hours.

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: PROVISION OF GOVERNMENT FACILITIES AND EQUIPMENT-HEAVY EQUIPMENT (ROAD GRADER)

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter Request, 1 original copy	Municipal Ordinance No. 14, series of 2013 dated December 27, 2013; and Municipal Ordinance No. 06, series of 2018 dated April 16, 2018.	1. Present the approved letter request to the receiving clerk who issues Facility/ Equipment Request Form and accomplish the form.	None	5 minutes	None
2. Facility / Equipment Request Form, 2 original copies		2. Pay the corresponding prescribed fee at the Municipal Treasurer's Office and presents the accomplished request form.		15 minutes	PhP 4,000.00/ hour
		3. Present the Official Receipt of payment together with the Facility/ Equipment Request Form and Approved Letter Request.		5 minutes	none
TOTAL				25 minutes	PhP 4,000.00/ hour

GOVERNMENT SERVICE: PROVISION OF GOVERNMENT FACILITIES AND EQUIPMENT-HEAVY EQUIPMENT (BACKHOE)

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter Request, 1 original copy	Municipal Ordinance No. 14, series of 2013 dated December 27, 2013; and Municipal Ordinance No. 06, series of 2018 dated April 16, 2018.	1. Present the approved letter request to the receiving clerk who issues Facility/ Equipment Request Form and accomplish the form.	None	5 minutes	None
2. Facility / Equipment Request Form, 2 original copies		2. Pay the corresponding prescribed fee at the Municipal Treasurer's Office and presents the accomplished request form.		15 minutes	PhP 2,500.00/hour
		3. Present the Official Receipt of payment together with the Facility/Equipment Request Form and Approved Letter Request.		5 minutes	None
TOTAL				25 minutes	PhP 2,500.00/ hour

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: PROVISION OF GOVERNMENT FACILITIES AND EQUIPMENT-HEAVY EQUIPMENT (ROAD ROLLER)

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter Request, 1 original copy	Municipal Ordinance No. 14, series of 2013 dated December 27, 2013; and Municipal Ordinance No. 06, series of 2018 dated April 16, 2018.	1. Present the approved letter request to the receiving clerk who issues Facility/ Equipment Request Form and accomplish the form.	None	5 minutes	None
2. Facility / Equipment Request Form, 2 original copies		2. Pay the corresponding prescribed fee at the Municipal Treasurer's Office and presents the accomplished request form.		15 minutes	PhP 2,500.00/ hour
		3. Present the Official Receipt of payment together with the Facility/Equipment Request Form and Approved Letter Request.		5 minutes	None
TOTAL				25 minutes	PhP 2,500.00/ hour

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: PROVISION OF GOVERNMENT FACILITIES AND EQUIPMENT-HEAVY EQUIPMENT (BULLDOZER)

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter Request, 1 original copy	Municipal Ordinance No. 14, series of 2013 dated December 27, 2013; and Municipal Ordinance No. 06, series of 2018 dated April 16, 2018.	1. Present the approved letter request to the receiving clerk who issues Facility/Equipment Request Form and accomplish the form.	None	5 minutes	None
2. Facility / Equipment Request Form, 2 original copies		2. Pay the corresponding prescribed fee at the Municipal Treasurer's Office and presents the accomplished request form.		15 minutes	PhP 2,500.00/ hour
		3. Present the Official Receipt of payment together with the Facility/Equipment Request Form and Approved Letter Request.		5 minutes	None
TOTAL				25 minutes	PhP 2,500.00/ hour

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: PROVISION OF GOVERNMENT FACILITIES AND EQUIPMENT-HEAVY EQUIPMENT (BOOM TRUCK)

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter Request, 1 original copy	Municipal Ordinance No. 14, series of 2013 dated December 27, 2013; and Municipal Ordinance No. 06, series of 2018 dated April 16, 2018.	1. Present the approved letter request to the receiving clerk who issues Facility/Equipment Request Form and accomplish the form.	None	5 minutes	None
2. Facility / Equipment Request Form, 2 original copies		2. Pay the corresponding prescribed fee at the Municipal Treasurer's Office and presents the accomplished request form.		15 minutes	PhP 2,500.00/ hour
		3. Present the Official Receipt of payment together with the Facility/Equipment Request Form and Approved Letter Request.		5 minutes	None
TOTAL				25 minutes	PhP 2,500.00/ hour

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: PROVISION OF GOVERNMENT FACILITIES AND EQUIPMENT-CHAINSAW

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter Request, 1 original copy	Municipal Ordinance No. 14, series of 2013 dated December 27, 2013; and Municipal Ordinance No. 06, series of 2018 dated April 16, 2018.	1. Present the approved letter request to the receiving clerk who issues Facility/Equipment Request Form and accomplish the form.	None	5 minutes	None
2. Facility / Equipment Request Form, 2 original copies		2. Pay the corresponding prescribed fee at the Municipal Treasurer's Office and presents the accomplished request form.		15 minutes	PhP 100.00/small trunk PhP 200.00/large trunk
		3. Present the Official Receipt of payment together with the Facility/Equipment Request Form and Approved Letter Request.		5 minutes	None
TOTAL				25 minutes	PhP 100.00/small trunk PhP 200.00/large trunk

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: PROVISION OF GOVERNMENT FACILITIES AND EQUIPMENT-TRACTOR

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter Request, 1 original copy	Municipal Ordinance No. 14, series of 2013 dated December 27, 2013; and Municipal Ordinance No. 06, series of 2018 dated April 16, 2018.	1. Present the approved letter request to the receiving clerk who issues Facility/Equipment Request Form and accomplish the form.	None	5 minutes	None
2. Facility / Equipment Request Form, 2 original copies		2. Pay the corresponding prescribed fee at the Municipal Treasurer's Office and presents the accomplished request form.		15 minutes	Excluding Fuel & Oil: Disc Plow - PhP 700.00/ hour Harrow - PhP 600.00/hour

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		3. Present the Official Receipt of payment together with the Facility/Equipment Request Form and Approved Letter Request.		5 minutes	None
TOTAL				25 minutes	Excluding Fuel & Oil: Disc Plow - PhP 700.00/ hour Harrow - PhP 600.00/hour

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: PROVISION OF GOVERNMENT FACILITIES AND EQUIPMENT-TOURIST BUS

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter Request, 1 original copy	Municipal Ordinance No. 14, series of 2013 dated December 27, 2013; and Municipal Ordinance No. 06, series of 2018 dated April 16, 2018.	1. Present the approved letter request to the receiving clerk who issues Facility/Equipment Request Form and accomplish the form.		5 minutes	None
2. Facility / Equipment Request Form, 2 original copies		2. Pay the corresponding prescribed fee at the Municipal Treasurer's Office and presents the accomplished request form.		15 minutes	PhP 8,000.00/ day (12 hours) an additional amount of P500.00/hour
		3. Present the Official Receipt of payment together with the Facility/Equipment Request Form and Approved Letter Request.		5 minutes	None
TOTAL				25 minutes	PhP 8,000.00/ day (12 hours) an additional amount of P500.00/hour

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: EMERGENCY RESPONSE

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Completely and properly filled-up Purchase Request (PR) with PPMP, 2 original copies	Section 12 of RA 10121	1. Present the completely and properly filled-up Purchase Request.	Section 12 of RA 10121	15 minutes	None
2. Requisition and Issue Slip (RIS), 2 original copies		2. Check and acknowledge the supplies issued.		10 minutes	None
TOTAL				25 minutes	None

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: HAZARD CERTIFICATION

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Name of Caller	Section 12.2.3 of RA 10121	1. Contact or call Operation Center (OpCen)	Section 12.2.3 of RA 10121	2 minutes	None
2. Location and type of Incident		2. Provision of assistance		5 minutes	None
3. Number and status of victim/s					
4. Assistance needed					
TOTAL				7 minutes	None

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: PUBLIC SERVICE

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Barangay certification	R.A. 10121 – Philippine Disaster Risk Reduction and Management Act of 2010	1. Submit barangay certification indicating types of hazard	Section 12.5 of RA 10121	5 minutes	None
2. Site assessment report		2. Guide the assessment team for ocular inspection		1 day	None
3. Official receipt for certification		3. Submit certification receipt		5 minutes	PhP 55.00
TOTAL				1 day and 10 minutes	PhP 55.00

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: ONLINE ENROLLMENT & ADMISSION SERVICES

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Form 138-A / High School Card	TMC Student Manual, Revised 2019	1. 1.To the resident/ continuing students, secure grade slip from the Department Head for evaluation. For new students, proceed to Step 2.	TMC Student Manual, Revised 2019	5 minutes	None
2. Certificate of good moral character		2. Proceed to the information table and secure enrolment form. Fill-up the enrolment form.		5 minutes	None
3. PSA-Issued Birth Certificate(original)		3. Proceed to the area where subject offerings are posted		5 minutes	None
4. PSA-Issued Marriage Contract for female (original)		4. Proceed to Student Affairs Office (SAO) for encoding of basic information and the issuance of student ID number for new students and validation of ID for resident students		10 minutes	None
5. 1x1 ID Pictures (4 pcs.)		5. Go to your respective department head for initial evaluation and tabulation			
6. 1 long Brown Envelop		6. Proceed to the Guidance Counselor for her signature.		3 minutes	None

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



7. 1 Colored Folder <ul style="list-style-type: none"> • AB- green • BSIT-red • BSOA-yellow • Education-blue • BSCRIM-violet 		7. Proceed to the School Registrar for approval and issuance of study load.		2 minutes	None
TOTAL				40 minutes	None

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: PAYMENT OF SCHOOL FEES

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Assessment Form	TMC Student Manual, Revised 2019	1. 1.The student pays the total amount due at the cashiers office which is at least (25%) of the semesters tuition fee as reflected in the study load.	TMC Student Manual, Revised 2019	5 minutes	The total amount due varies according to the chosen course
		2. The student asks for admission slip at the respective issuing offices/ BOT Members		10 minutes	None
TOTAL				15 minutes	The total amount due varies according to the chosen course

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: WITHDRAWAL FROM SUBJECT/CURRICULUM

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter of Withdrawal: • with written permission from the parent/s, signed by the department head	TMC Student Manual, Revised 2019	1. Withdrawal may be done even after the close of enrollment period upon the recommendation of the department head	TMC Student Manual, Revised 2019	5 minutes	None
2. Approval from the School Registrar		2. Proceed to the Office of the Administrator for his/her approval		10 minutes	None
3. Approval from the School Administrator		3. Proceed to the Office of the Registrar for approval and record purposes		5 minutes	None
TOTAL				20 minutes	None

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: DROPPING FROM THE CLASS

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. ADC Form	TMC Student Manual, Revised 2019	1. Secure the ADC Form at the Registrar's Office	TMC Student Manual, Revised 2019	5 minutes	None
2. Official receipt for ADC		2. Proceed to the Municipal Treasurer's Office- Window 2 for the assessment and payment of fees		5 minutes	PhP 50.00
		3. Proceed to the Office of the Registrar for approval and record purposes		5 minutes	None
TOTAL				15 minutes	PhP 50.00

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



GOVERNMENT SERVICE: ADDING, DROPPING AND CHANGING (ADC) OF SUBJECTS

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. ADC Form	TMC Student Manual, Revised 2019	1. Secure the ADC Form at the Registrar's Office	TMC Student Manual, Revised 2019	5 minutes	None
2. Official receipt for ADC		2. Proceed to the Municipal Treasurer's Office- Window 2 for the assessment and payment of fees		5 minutes	PhP 50.00
		3. Proceed to the Office of the Registrar for approval and record purposes		5 minutes	None
TOTAL				15 minutes	PhP 50.00