

MUNICIPALITY OF SAN FRANCISCO

Province of Cebu

CITIZEN'S CHARTER

2021 (1st Edition)



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Foreword

“Public Service reserves Town’s Trust”. In behalf of the Local Government of San Francisco, I am honored to present this “Citizen’s Charter”, a document that will definitely enhance our efforts of improving the delivery of services to our people.

This Citizen’s Charter – A Guidebook for Municipal Government Frontline Services is a response to the mandate of RA 9485, otherwise known as “The Anti Red-Tape Act of 2007”, as amended by Republic Act 11032, otherwise known as the “Ease of Doing Business and Efficient Government Delivery Act of 2018”. This is to improve the efficiency in the delivery of public services anchored on the principles of transparency, accountability, integrity and the proper management of public affairs and public property.

Improving the efficiency in the delivery of public services offers immeasurable advantages both to the local government and the public. It also offers a wide range of benefits for the people of San Francisco, the tourism and business community, highly esteemed visitors (both foreign and domestic), the neighboring towns and many other stakeholders. The advantages and benefits may come in many forms, such as satisfied (public) customers, generate wide public participation in governments programs and projects, generate income and employment, increased ability to finance desired programs, projects, and activities, and many endless improved possibilities.

Lastly, This Citizen’s Charter, being one of the components that the law intends to achieve, serves as a comprehensive guide purposely to properly inform our clients and ensure transparency in the delivery of services of the LGU offices. Its form and contents being produced into handbook document, LGU website publication and billboards will allow our clients to be well-informed of our services, thereby creating Culture of Good Governance.

The foregoing reasons considered, it can be surmised that this guidebook is not only timely and a necessity but also endeavors in reviving the true meaning of the handbook ‘public service is a public trust’. Indeed, the public deserves better if not the best service.

Congratulations to the Local Government of San Francisco on a job well done and for spearheading the circulation of this handbook!

Kudos to all San Franciscohanon!

ALFREDO A. ARQUILLANO, JR.
Municipal Mayor



Message

I am extending my heartfelt thanks to the LGU's different offices particularly the department heads in establishing a more responsive and citizen-friendly governance of the Municipality of San Francisco through compliance with the CSC and DILG's call in formulating a Citizen's Charter.

We have complied the mandate of RA 9485, otherwise known as "The Anti Red Tape Act of 2007", as amended by Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018". Our local government is required to expedite action on all transactions as well as to upgrade our frontline services dealing with the public. It seeks to cut bureaucratic red tape and clean up transactions in the government. To carry this into effect, complying the Citizens Charter enables the public to have close monitoring to our service providers. Clients are already guided with the information and instructions on how to avail the various services of our respective offices, the names of the officials and employees to approach, mechanism for grievances and feedbacks, to give opportunity for the public to give their comments and suggestions.

In all, our Citizen's Charter will serve as a tool to guide, inform and educate the public of our services and to make our governance easier for both client and service provider.

May our Citizen's Charter serve its purpose to provide and encourage a more effective and efficient delivery of services, a more responsive and citizen-friendly governance and focused on the commitment towards its citizen in respects of Standards of Services.

ALY A. ARQUILLANO
Municipal Vice Mayor



Municipal Profile

TOWN'S DESCRIPTION

San Francisco is a town composed of two islands – Pacijan Island, the bigger island, and Tulang Diot, the smaller one. Pacijan Island has Lake Danao, an inland eight-shape lake with an area of 685 hectares and within has two islets – bearing the legendary names Esyong and Esyang, abundant of “tilapia”, nipa palms that are made into shingles for roofing and the solisoli grass that provide the local artisans the raw materials they need for weaving handicrafts in varieties such as handbags, mats, and other souvenir items for sale in the market and tourists.

This town forms part of the Camotes Group of Islands collectively called Camotes (composed of four towns namely: San Francisco, Poro, Tudela, and Pilar), located north of Mainland Cebu, with coordinates 10.646° N and 124.382° E as displayed on a GPS. The town has an area of 10,596.88 hectares, meets the town of Poro as both is bridged by a causeway, and is approximately 38 nautical miles (70.38 kilometers) from Cebu City.

The Municipality of San Francisco is classified as a 3rd class municipality with an estimated annual income of ONE HUNDRED EIGHTY-ONE MILLION NINE HUNDRED THIRTY-TWO THOUSAND EIGHT HUNDRED TWO PESOS (P181, 932,802.00) for the year 2020. It has a population of 55,180 per 2015 census. Households of estimated 12,000 as of 2020.

The municipality belongs to the 5th District of Cebu. It consists of fifteen barangays namely: Cabonga-an (due north), Sta. Cruz (northeast), Northern Poblacion, Southern Poblacion, and San Isidro (east), Unidos (southeast), Santiago (south), Himensulan (southwest), Consuelo and Union (west), Esperanza (northwest), Sonog (north), and Campo, Montealegre and Western Poblacion are situated in the middle.

The major livelihoods of the people are coconut and crop production, and fishing. Just recently, tourism starts to boom due to its acquired beautiful, glistening and enameled white sand beaches that stretched along the western and northern coasts of the island.

The bests and the most frequently visited are those in Santiago, Himensulan, Esperanza, and Tulang Diot. There are also discovered beautiful caves and the enchanting Lake Danao which is a national major winner for inland bodies of water. This lake is celebrated with songs and stories. A little distance from Lake Danao like a watchful sentinel is Mount Timobo, a plateau which is made up of manganese, and is visited by tourists and pilgrims during the Holy Week as there are life-size statues of the Way of the Cross established by the Late Ramon “Manong Amon” Durano, Sr.

San Francisco in Camotes Island, can be reached via Roro Boats from the port of Danao City, and via Fast Crafts from the ports of Pier 1, Cebu City and Mactan Yacht Club, Lapulapu City.



THE HISTORY



The town of San Francisco started as a barrio called SULANGAN (as documented taken from a letter of the town's leaders to the Alcalde Mayor of Cebu, dated February 23, 1852)) or SUANGAN as what is commonly spoken in the dialect of the local people, and once a part of Poro which was established ahead or earlier as a town. The place was named "Sulangan" or "Suangan" was because of the plentiful sawong plants in the surrounding forests in which sticky juices were extracted for lighting houses at night for there was no kerosene before.

There's a story that the name of the town was taken from a spiritual kind of light that came in the person of Francisco, a saintly local believed to have lived a life of outstanding goodness and possessed the virtues that could not be equaled. After his death, the residents then changed the name Sulangan to San Francisco in his honor.

There is also a theory from the religious people that the town of San Francisco was named after San Francisco de Javier. During the Spanish era, an image of this Saint was brought from Spain. The Spaniards intended San Francisco de Javier to be the Patron Saint of the town but this image was wrongfully sent to the Municipality of Pilar,

and the latter's image of Patron Saint Joseph was brought to the town of Sulangan. This is why they said, Saint Joseph became the Patron Saint of the town of San Francisco, and San Francisco de Javier became the Patron Saint of the town of Pilar. Despite efforts to correct this mistake, the images, the people say, would always find their way back to the churches where they were originally brought. God's will as the religious group would say because the three connected

municipalities of San Francisco, Poro, and Tudela have Saint Joseph, Sto. Niño and the Immaculate Conception as their respective Patron Saints- the Holy Family.

Possibly, the earliest written reference of Pacijan (San Francisco) is by Pigaffeta. The Italian chronicler narrated that the ships of Magellan in 1521, waited for the ship of the King of Mazaua near the Islands of Pacijan, Poro (composed of Poro and Tudela) and Ponson (Pilar) in route to Cebu. The Magellan expedition passed by the Camotes Sea and certainly, the first circumnavigation of the world threaded through Pacijan waters.

The possible second-earliest extant written reference of the town that is now San Francisco comes from Miguel de Loarca, a Spanish chronicler in his *Relacion de Las Yslas Filipinas* (1582). In his account, he talked about the islands of Pacijan and Poro and refers to them as "Islets of Camotes". If his estimate was nearly accurate, it can be safely deduced that in the late 1600s, there were less than three hundred residents in Pacijan, as there were only about three hundred "Indians" for both Pacijan and Poro. By the final decade of the sixteenth century, Camotes was an encomienda of Cebu City. This encomienda would give tributes to the encomendero (Cebu City) which in turn, was obliged to impart to the locals of Camotes the Christian Doctrine. Tributes of the encomienda would come in forms of their land's produce.

As narrated by the elderly people, Camotes Islands got its name because there was once a Spaniard who happened to meet local people in the islands bringing camote. This Spaniard as told had asked these people the name of their place but the latter were not able to understand and thought the Spaniard was asking what they were bringing, and thus answered camote. This is why this group of islands as told is named Camotes.

In 1638, Mandaue became a Parish under the patronage of San Jose by the Jesuits. Poro became a visita (a small settlement of Christians with a small chapel called ermita with no resident priest) of Mandaue before it became a Parish itself and was regularly visited by the parish priest of the cabecera or matrix or parish to which it was aggregated (Galende 398). By the same token, Sulangan became a visita of Poro also before its establishment as a Parish. This can be proven by the existing rock causeway for as the old folks say this was constructed by the people of Sulangan for their convenience in going to Poro to hear mass for they were once threading across a swamp in order to reach the cabezera. Every time they went there for mass, they voluntarily bring with them boulders until such time the causeway was finished and had reached the town of Poro.

The Jesuits had then established a mission in Sulangan. The Jesuit's devotion to San Jose possibly explains why both Mandaue and San Francisco have San Jose as their Patron. In 1674, the encomienda system was abolished in the Philippines.

In a letter dated February 23, 1852 to Ramon Limos Y Mansa, the Alcalde Mayor of Cebu, the Cabezas de Barangay and the Principales (the indigenous elite of the town) led by Felipe Estrera made a petition for its separation from the Cabezera of Poro. Other signatories were Balbeno Muaña (Cabeza de Barangay), Domingo Barreda (Cabeza de Barangay), Narciso Formentera (Cabeza de Barangay), Boloño Luchavez (Cabeza de Barangay), Bernardo Gonzaga (Cabeza de Barangay), Macario Muaña (Cabeza de Barangay), and Pedro Luchavez (Teniente).

(This two pages are Xeroxed copies of the original letter)



Valga para el sello 4.º de oficio en los años de 1851 y 52.



Nota 29 de Marzo de 1850

En vista de las razones expuestas por los principales de la visita de Paríjan campear-
sian del pueblo de Poro, y de lo informado
sobre el particular por el Abogado Decayon
de la provincia de Cuba, vengo a conformar
con el precedente dictamen del Sr. Mayor
querido de gobierno en acuerdo a que dicha vi-
sita unida a la de Camijay, se unija en pue-
blo denominándose: S. Francisco de Asís con su
gobernadorillo independiente del de su matriz, a
la cual queda sujeto en lo espiritual.

Comuníquese al Sr. D. Superior, para su conocimiento y fines que convengan y al Ab-
calle mayor de la provincia para su con-
plimiento, previniéndole que proceda desde lue-
go a la eleccion del Gobernadorillo y de los
otros Jueces Mayores que proporcione en su
ciudad informase y fho. archive.

prova
Com. J. de la A. de la P.
Camijay

In the letter of petition shown, it was not suggested by the signatories or much less, specified a name for their town. It is not certain whether or not they had prior or later formal or informal communication with the Office of the Alcalde Mayor of Cebu regarding the name of the town. What is certain is that the Spanish Authorities approved of it being named after San Francisco de Asis.

The Ereccion de los Pueblos de Cebu contains a letter written in Spanish of the official approval to the request of the leaders of Sulangan for the establishment of a town apart from Poro. This was on March 29, 1852, that the visita of Sulangan got its petition approved by the concerned authorities. In the letter of approval, it was made known that the town be named after San Francisco de Asis.

The town of San Francisco was considered created or established on March 29, 1852 based on the letter of approval to the petition for no other document can be found to show the exact official establishment of the town.

(Letter of approval from the Alcalde Mayor de la Provincia de Cebu for the separation of the town of San Francisco from the town of Poro)

The Parish of San Jose in San Francisco was unofficially created in 1858. Four years later when the Parish of San Francisco de Javier of Pilar was established in 1859, San Francisco followed suit and it was on February 3, 1863 that the Parish of San Jose of the town of San Francisco was established separate from Poro through a Superior Decree. Unlike the cases of some towns wherein the Diocesan Decree would be given three years after the Superior Decree had been approved, the Parish of San Jose of the town of San Francisco was confirmed under the Patronage of San Jose by a Diocesan Decree on June 25, 1863, that same year when it was separated from Poro and the first Parish Priest is Rev. Fr. Silvestre "Lope" Martinez. The town's feast falls on March 19 of every year.

It was told that the original families who settled in Sulangan were the families of Pedro (Gacot) Formentera, Pedro (Lambay) Luchavez, and Valentin Nudalo.

The Islands of Camotes were constantly attacked by Moro Pirates before to get their products and properties by force, and to kidnap people for sale as slaves in all parts of Mindanao. The natives of Sulangan (San Francisco) really tried their best to protect their place. This story can be proven due to the existence of the so called "Bantayan sa Hari" (a watch stone fort) on the cliff of the shore of Barangay San Isidro where Kawaling, (a person known for his bravery and extraordinary powers) watched for the coming invaders. The old folks said Kawaling built four watch stone forts in the four strategic areas of his village. One in Canhiog (now Barangay San Isidro) which is still existing, one in Pacijan (now Barangay Unidos) in which remnants can still be found wherein as old people say Kawaling's brother Balong used as his watchtower to assist his brother watch for the coming enemies, one in Puertobello and one in Pag-ambakan in Barangay Santiago. The two last mentioned stone forts are not anymore existing maybe due to devastating forces of nature and human interventions especially fortune hunters.

Kawaling's skull is now being kept and taken cared of by his descendants in Barangay Unidos. They are offering prayers for his soul every "All Souls Day".

Remnant of the past Spanish colonization in the Philippines can be found in Northern Poblacion called "cota" wherein said was used as camp by the Spaniards, and can be found in Northern Poblacion, wherein said was also used as watch stone fort for the invading Moro Pirates.

The "Bandera" remnant found in Bandera Hill of Barangay San Isidro is said to be where Americans had established the American Flag after they had conquered the Japanese Soldiers who were in control of Camotes Islands during World War II.

In the history of the different leaderships of the town, from Sulangan being a barrio to the Town of San Francisco, the following held the honor of being the Cabeza de Barangay (as of the record stipulated in the letter of petition dated February 23, 1852), namely: Felipe Estrera (Cabeza de Barangay), Balbeno Muaña (Cabeza de Barangay), Domingo Barreda (Cabeza de Barangay), Narciso Formentera (Cabeza de Barangay), Boloño Luchavez (Cabeza de Barangay), Bernardo Gonzaga (Cabeza de Barangay), Macario Muaña (Cabeza de Barangay).

The aforementioned leaders were followed by Apolonio Navarro, Paulino Luchavez, Simeon Olofernes, Cepriano Arquillano, Margarito Arquillano, Sr., Macario Parama, Nemesio Boragay, Dionisio Maranga, and Narciso Parama who held the honors as Capitan.

Three persons held the honors of having served as Presidente, namely: Narciso Parama, Lucio Arquillano, and Eusebio Formentera.

Those who held the honors and were elected as Municipal Mayors are Ricardo L. Maningo who was followed by his son Margarito N. Maningo, then Abel P. Borrromeo. Margarito N. Maningo again made it in the history of politics as he had beaten Borrromeo in the elections, then was succeeded by his Vice Mayor Elena P. Maningo since Margarito N. Maningo was removed from the office as he was convicted of the cases filed against him. Although he appealed his cases in the higher courts and

was granted absolute and unconditional pardon by former President Ferdinand E. Marcos, and thus was issued order by the MLGCD now DILG to return to office, still he was not able to considering of the strong forces of politics in the Camotes Islands. After the 1st EDSA Revolution, Silvino D. Limosnero acted as OIC-Municipal Mayor in 1985 after the EDSA Revolution, then right after his filing of his certificate of candidacy as municipal mayor for the 1988 elections, Lorenzo C. Tanza acted as the next OIC-Municipal Mayor until January 1988. Alfredo S. Arquillano, Sr. then won as Municipal Mayor during the 1988 elections and started his administration on February 1988, but he was not able to finish his 1st term for he died on August 28, 1991. He was succeeded by Vice Mayor Luciano L. Arias from August 29, 1991 until June 30, 1992. After the 1992 elections, Aly A. Arquillano the son of Alfredo S. Arquillano, Sr. had won and seated as municipal mayor. Aly A. Arquillano had his three terms or nine (9) years as mayor from July 1, 1992 up to June 30, 2001, and then he was followed by his elder brother Alfredo A. Arquillano, Jr. on July 1, 2001 up to June 30, 2010, and then came back Aly A. Arquillano on July 1, 2010 to June 30, 2019. Again Alfredo A. Arquillano came back as Mayor from July 1, 2019 up to present.



I. Mandate:

- a. Supervision and Control of All Programs, Projects Services and Activities of the Municipal Government of San Francisco, Cebu.
- b. Enforcement of All Laws and Ordinance Relative to the Governance of the Municipality and Exercise of Corporate Powers.

II. Vision:

The Municipality of San Francisco is the eco-wellness tourism hub in Central Visayas Region with a healthy, empowered, responsible and environmentally-conscious people living in a climate change and disaster-resilient environment, having a sustainable and self-sufficient economy guided by development-oriented and community-focused government officials.

III. Mission:

The Municipality of San Francisco with strong desire to serve its constituents shall take the lead in promoting socio economic activities, ensure food security, forging a local development partnership and linkages, mobilizing all available resources, building a culture of safety and prevention through strong political will and unified efforts.

IV. Service Pledge:

We, the Municipal Officials and Employees of the Local Government of San Francisco are committed to institutionalize the Ease of Doing Business and Efficient Government Service Delivery pursuant to Republic Act No. 11032 of 2018.

Pursuant to the mandates of the law, we particularly commit to:

1. Provide quality public service, ecologically balance environment and decent public service assistance to every individual;
2. Engage into capacitation efforts for the Local Government Offices to re-design its systems and procedures to lessen processing time and reduce regulatory burden for both business and non-business transacting clients;
3. Implement simplifies requirements that will reduce red-tape and expedite government actions to the clients for business and non-business related transactions;
4. Attend to applicants or requesting parties who are within the premises of the LGU offices prior to the end of official working hours and during lunch break;
5. Establish an effective feedback mechanism in order to facilitate complaints and take appropriate actions to further improve the LGU's service delivery;
6. We finally pledge to continue to soar high to be a MODEL of EXCELLENCE in public service.

LIST OF SERVICES

OFFICE AND SERVICE NAME	Page Number
Title: Citizen's Charter Handbook 2021 Edition (<i>Cover Page</i>)	1
Citizen's Charter Handbook 2021 Edition	2
Foreword	3
Message	4
Municipal Profile	5
History	6-10
Mandate; Vision; Mission; Service Pledge	11
List of Services	12-17
<u>MUNICIPAL MAYOR'S OFFICE</u>	18
External Services	
1. Issuance of Endorsement/Recommendation Letter	19
2. Issuance of Mayor's Clearance	20-21
3. Issuance of Mayor's Permit	22
4. Issuance of Permit for Income/Non-income generating activities	23
5. Issuance of Special Permit	24
6. Filing of Complaints/Recommendation/Feedback	25
MAYOR'S OFFICE - BUSINESS PERMIT & LICENSING DIVISION	26
External Services	
7. Standard steps for a Newly Started Business	27
8. Standard Steps for the Renewal of Existing Business Permits	28
MAYOR'S OFFICE - SAN FRANCISCO PUBLIC MARKET	29
External Services	
9. Basic Processes and Services on Stall and Table Rental	30
10. Parking Fees and Charges	31
11. Fees and Charges for the Bagsakan Center	32
MAYOR'S OFFICE – MUN. DISASTER RISK REDUCTION & MGT.	33
External Services	
12. Community Preparedness towards Resiliency	34
13. Issuances of Certificate for Cutting of Hazardous Trees	35
14. Trauma/Medical Response	36
15. Public Service and Announcement through Nutriskwela Radyo Kalampusan.	37
Internal Services	38
16. Submission of Utilization/Reports to Accounting Office/OCD/DILG/	

PDRRMO	39
MAYOR'S OFFICE - MUNICIPAL TOURISM OFFICE	40
External Services	
17. Assistance on Department of Tourism Accreditation	41-42
18. Handling of Tourist's/Client's Complaints	43
MAYOR'S OFFICE - PUBLIC EMPLOYMENT SERVICE OFFICE(PESO)	44
External Services	
19. PESO Employment and Information System (PEIS)	45
20. TUPAD – Program (Tulong Panghanapbuhay sa Ating Disadvantaged/Displaced Workers)	46
21. Certificate of Unemployment	47
22. Skills and Livelihood Training	48
23. Job Referral and Placement	49
24. Career Advocacy Coaching	50
25. Labor Market Information (LMI)	51
26. Job Fair	52
27. Overseas Workers Welfare Administration (OWWA) Programs	53
Internal Services	54
28. Submission of Reports and Requesting of Seminars to DOLE Office	55
MAYOR'S OFFICE - GENERAL SERVICES OFFICE (GSO)	56
External Services	
31. Provision of Equipment/Item for Community Services	57
Internal Services	58
32. Issuance of Office Supplies and Materials	59
33. Purchase of Office Supplies and Canvassing	60
34. Request for Repair and Maintenance	61
MAYOR'S OFFICE - HUMAN RESOURCE MANAGEMENT OFFICE	62
External Services	
35. Submission of Application for a Job Vacancy in the LGU	63
Internal Services	64
36. Issuance of Appointment to Newly-hired and promoted employee/s	65
37. Issuance of Appointment (Job Order)	66
38. Processing of Application for Leave of Absence	67
38. Issuance of Service Record, Certificates of Employment/ Leave Credits/ Copies of Personnel Records and others	68

MAYOR'S OFFICE - SAN FRANCISCO KONTRA DROGA OFFICE (SAKODO) 69
Internal Services

- | | |
|--|-------|
| 39. Submission of ADAC/BADAC Functionality Compliance and Barangay Drug Clearing Program Compliance to DILG, PDEA, PNP and other member of the Oversight Committee | 70-71 |
|--|-------|

MAYOR'S OFFICE - SAN FRANCISCO WATER SYSTEM (SFWS) 72
External Services

- | | |
|---|----|
| 40. Application SFWS Connection for New Applicant/s | 73 |
| 41. Issuance of Bills Payments to SFWS Members | 74 |

SANGGUNIAN BAYAN OFFICE 75
External Services

- | | |
|--|-------|
| 42. Review of Appropriation Ordinances (AOs) of the 15 Barangays of the Municipality by the Sangguniang Bayan (Barangay Annual Budget) | 76-77 |
| 43. Review of Appropriation Ordinances (AOs) of the 15 Barangays of the Municipality by the Sangguniang Bayan (Barangay Supplemental Budget) | 78 |
| 44. Review of the Sangguniang Kabataan Annual/Supplemental Budgets of the Municipality by the Sangguniang Bayan | 80-81 |
| 45. Review of the Barangay Ordinances (Revenue Code, Regulatory and Other Ordinances) | 82-83 |
| 46. Issuance of Requested Copies of Official Records, Documents (Resolution and Ordinances) | 84 |
| 47. Accreditation of Associations and/or Organizations | 85-87 |
| 48. Renewal of Accreditation of Associations and/or Organizations | 88-89 |
| 49. Resolution Granting Endorsement/Viability Clearance to Developments | 90-91 |
| 50. Application of Tricycle Franchise | 92-95 |

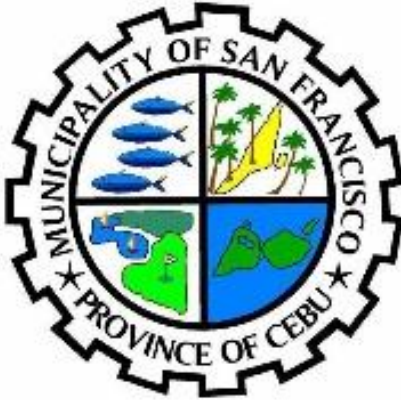
MUNICIPAL TREASURER'S OFFICE 96
External Services

- | | |
|--|---------|
| 50. Issuance of Real Property Tax (RPT) Clearance | 97 |
| 52. Assessment of Real Property Tax | 98 |
| 53. Issuance of Community Tax Certificate (CTC) | 99 |
| 54. Issuance of Police Clearance Fee | 100 |
| 55. Rental Fees for the Use of All Heavy Equipment | 101-102 |
| 56. Rental Fees for the Use of Tents owned by the Municipality | 103 |
| 57. License Fee and Application of Business Permit for Butchers | 104-105 |
| 58. Application of Permit for Cockfighting and Fees | 106 |
| 59. Fees for the Sealing and Licensing of Weights and Measures | 107-108 |
| 60. Large Cattle Registration and Transfer Fees | 109 |
| 61. Permit Fees on Bicycles | 110 |
| 62. Registration and Application Fees for the Accreditation of Barangay Micro-Business Enterprise (BMBE) | 111 |
| 63. Polluters Fee | 112 |

Internal Services	113
64. Submission of Electronic Statement of Receipts and Expenditures (eSRE) Report	114
65. Submission of the GSIS Remittances	115
66. Submission of the Home Development Mutual Fund (HDMF)	116
67. Submission of the PhilHealth Remittances	117
68. Submission of Remittances to Cebu Provincial Office	118
69. Submission of Payments/ Remittances to Bureau of Internal Revenue (BIR)	119
MUNICIPAL ASSESSOR'S OFFICE	120
External Services	
70. Appraisal & Assessment of Real Properties (Buildings and Machinery)	121
71. Securing Assessor's Certification of with/without Improvements	122
72. Preparation of Tax Declaration for Transfer of Ownership	123
MUNICIPAL BUDGET OFFICE	124
Internal Services	
73. Local Budget Preparation and Processes	125-129
74. Budget Execution for Payment of Goods and Services	130
75. Budget Execution for Travel and Claims/Advances	131
76. Budget Execution for Payment of Services (Job Order)	132
77. Budget Execution for Payment of First Salary	133
78. Budget Execution for release of Cash Assistance to Individuals in Crisis Situations (AICS)	134
79. Budget Execution for Claims for Terminal Leave Benefits	135
MUNICIPAL CIVIL REGISTRAR'S OFFICE	136
External Services	
80. Registration of Death Certificate	137-138
81. Registration of Birth Certificate	139-140
82. Registration of Marriage Certificate	141
83. Issuance of Local Birth Certificate	142
84. Issuance of Local Death Certificates	143
85. Issuance of Local Marriage Certificates	144
86. Application for Marriage License	145
87. Issuance of certified copy of Birth, Death, Marriage Certificates	146
88. PSA BREQS for Birth, Death, Marriage and CENOMAR	147
MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES	148
External Services	
89. Basic Processes and Services for the Issuance of Certificate	149-150
90. Distribution of Seedlings	151

MUNICIPAL AGRICULTURE'S OFFICE	152
External Services	
91. Processing, Licensing and registration of Fishing Vessels	153
92. Processing of Fishing Permit	154
93. Issuance of Shipping Permit for Livestock and Poultry	155
94. Inspection and Screening of Livestock at Municipal Abattoir	156
95. Slip Issuance for unregistered Dog and Cat	157
MUNICIPAL SOCIAL WELFARE DEVELOPMENT OFFICE	158
External Services	
96. Aid to Individual & Families in Crisis (AIFCS)	159-160
97. Pre-marriage Orientation and Counseling	161
98. Issuance of Identification Cards	162-163
99. Issuance of Certificate of Indigency, Social Case Summary, Referral Letter for Ferry Passes and Referral Letter for other Government and Non-Government Agencies	164-165
100. Women and Children Protection Unit Services	166
101. Social Pension for Indigent Senior Citizens Program	167
102. After Care and Reintegration Program of CICL for Diversion and Disposition	168
103. Disaster Response	169
MUNICIPAL ENGINEER'S OFFICE	170
External Services	
104. Ocular Inspection of Government Projects	171-172
MUNICIPAL ENGINEER – OFFICE OF THE BUILDING OFFICIAL	173
External Services	
105. Issuance of Building Permit	174-175
106. Issuance of other Ancillary Permits	176-177
107. Issuance of Certificate of Occupancy	178-179
MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR	180
External Services	
108. Issuance of Zoning Clearance for Business Permits	181-184
109. Issuance of Zoning Clearance for Building Permits	185-189
110. Provision of Data/Information (Statistical & Non-Statistical)	190-192
OFFICE OF THE MUNICIPAL ACCOUNTANT	193
External Services	
111. Processing of documents for the payment of Bidded Transaction	194-195
112. Processing of documents for the payment of Financial Assistance	196-197
113. Processing of documents for the other Miscellaneous Disbursement	198-199
114. Receipt of Barangay Accounts and Reports	200-201
Internal Services	202
115. Processing of Cash Advances for Travel	203
116. Securing of Employee's Certification for various purposes	204

MUNICIPAL RURAL HEALTH UNIT	205
External Services	
117. Ambulance Services	206
118. Availment of Anti-Tuberculosis and Anti-Leprosy Drug and Medicines	207
119. Availment of Family Planning Services	208
120. Availment of Generation Consultation	209
121. Availment of Immunization Services	210
122. Availability of Laboratory Examination	211
123. Sanitary Related Services	212
124. Post Mortem Examination of Remain	213
125. Request for Water Sampling	214
126. Sanitation Toilet	215
127. Securing Sanitary Permit (To Operate Business)	216-217
FEEDBACK AND COMPLAINTS MECHANISM	218
LIST OF OFFICES	219



OFFICE OF THE MUNICIPAL MAYOR

External Services



1. Issuance of Endorsement/Recommendation Letter

Recommendation/Endorsement is given to individuals and organizations to support their intentions for a purpose.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent/Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Letter of Intent/Request	1. Receive letter and evaluate/review	None	2 Minutes	Admin. Aide
	1.1 Prepare Endorsement/Recommendation Letter	None	5 Minutes	Admin. Aide
	1.2 Approve and Sign the endorsement/recommendation letter by the Municipal Mayor	None	5 Minutes	Municipal Mayor
2. Receive the Endorsement/Recommendation Letter	2. Release the Endorsement/Recommendation Letter	None	1 Minute	Admin. Aide
Total		None	13 mins.	



2. Issuance of Mayor's Clearance

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

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Barangay Concerned		
Police Clearance		San Francisco Police Station		
Community Tax Certificate		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File request and submit complete requirements	1. Receive request with complete requirements fund advice client to pay the required fees at the Municipal Treasurer's Office	None	2 minutes	Administrative Aide
2. Pay Required fees at the Municipal Treasurer's Office and present the Official Receipt at the Office of the Mayor	2. Issuance of Official Receipt	P 100.00 for the clearance plus P 30.00 for the documentary stamp		Collection Clerk
	2.1. Prepare Mayor's Clearance and forward to the Mayor for approval	None	5 Minutes	Administrative Aide
	2.2. Approval of Mayor's Clearance	None	5 minutes	Municipal Mayor

3. Claim approved Mayor's Clearance	3. Record, file for office copy and release Mayor's Clearance to the client	None	2 minutes	Administrative Aide
	Total	130.00	17 mins.	



3. Issuance of Mayor's Permit

The Office of the Mayor issues Mayor's Permit to individuals and business establishments in the municipality as one of the requirements in putting up their business, building constructions and other related services.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2B –Government to Business G2C – Government to Citizen			
Who may avail:	Business Establishments and Building Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Office of the Mayor		
Official Receipt		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Letter of Request for evaluation	1. Receive documents and check all documents needed and advice client to pay the required fees at the Municipal Treasurer's Office	None	2 minutes	Administrative Aide
2. Pay required fees at the Municipal Treasurer's Office/Business Permit and Licensing Office and present the Official Receipt at the office of the Mayor	2. Issuance of Official Receipt	Please refer to the computation of the BPLO and MEO		Revenue Collection Clerk BPLO MEO
	2.2. Prepare Mayor's Permit and forward to the Mayor for approval	None	1 minute	Administrative Aide
	2.3 Approval of Mayor's Permit	None	1 minute	Municipal Mayor
3. Claim approved Mayor's Permit	3. Record, file an office copy and release approved Mayor's Permit	None	1 minute	Administrative Aide
	Total		8 mins.	



4. Issuance of Permit for Income/Non-income generating activities.

The Office of the Mayor issues permits to individuals and organizations to provide support for the needs of the requestor.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C –Government to Citizen / G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Office of the Barangay		
Endorsement Letter		Barangay Concerned/Sectoral Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Barangay Certification	1. Receive and evaluate submitted documents	None	2 minutes	Administrative Aide
	1.1. Prepare Activity Permit and forward to the Mayor for approval	None	5 minutes	Administrative Aide
	1.2 Approval of the Activity Permit	None	1 minute	Municipal Mayor
2. Claim the approved Activity Permit	2. Record, file for office copy and release permit to the client	None	1 minute	Administrative Aide
	Total		9 minutes	



5. Issuance of Special Permit

The Office of the Mayor Issues Special Permits to individuals and organizations to support activities or any purpose.

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	1. Receive letter of request and evaluate documents	None	2 minutes	Admin. Staff Mayor
	1.1 Prepare Special Permit and forward to the Mayor for approval	None	5 Minutes	Admin. Staff
	1.2 Approval of Special Permit	None	1 Minute	Mayor
2. Claim the approved Special Permit	2. Record, file an office copy and release approved Special Permit	None	1 Minute	Admin. Staff
	Total		9 minutes	



6. Filing of Complaints/Recommendation/Feedback

To ensure that the Local Government of San Francisco will continue to provide efficient public service to all clients availing of any of the services. Anyone regardless of status are free to file their complaints regarding the services availed or share their recommendations and feedbacks to the Public Assistance and Complaints Desk Officer.

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	Customers/Employees/Organizations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Filled up form and/or letter of complaint or call the hotline 8888			Public Assistance and Complaints Desk	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Drop at the box the letter of complaints/recommendations/feedback	1. The Public Assistance and Complaints Desk Officer will open the box evaluate, record and submit the letter of complaints at the Office of the Mayor	None	2 Minutes	Public Assistance and Complaints Desk Officer Human Resource Management Officer Office of the Mayor
	1.1. Immediately respond to the complaint thru investigation and forward the complaint to the respective office for their explanation.	None	8 Hours	
	1.2. Prepare a report after the investigation and submit to the Municipal Mayor.	None	30 Minutes	
	1.3 Prepare and submit reports to the DILG regarding the findings of the complaints	None	15 Minutes	
	Total		8 hrs & 45 minutes	



BUSINESS PERMITS & LICENSING DIVISION

External Services



7. Standard steps for a Newly Started Business.

Processing of business applications for new business applicants and Issuance of Permit and its content.

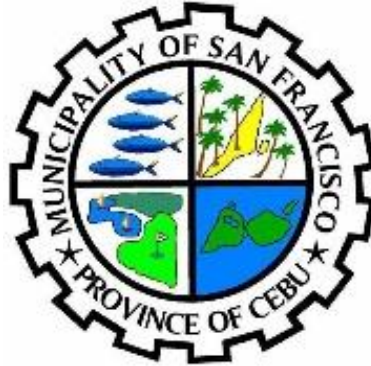
Office or Division:	Mayor's Office – Business Permit and Licensing Division (BPLO)			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C –Government-to-Citizen			
Who may avail:	All Business Owners, Establishment and Business Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For a Newly Started Business: <ul style="list-style-type: none"> Filled-up Unified Form; SEC/DTI/CDA Certificate; Location Sketch of New Business; Paid-up capital of the Business (if Incorporation, Corporation or Partnership, or sworn statement of the capital invested of the operator/owner); Certificate of attestation (if the business is tax exempt); Tax Clearance; Barangay Clearance; Occupancy Permit (1 original, 1 photocopy) Medical Certificate & Sanitary Permit Three (3) passport pictures of the owner or operator or in cases of a partnership or corporation 		<ul style="list-style-type: none"> Security Exchange Commission (SEC); Department of Trade & Industry (DTI) Cooperative Development Authority (CDA) Office of the Barangay Office of the Municipal Engineer Business Permits & Licensing Office (BPLO) Municipal Treasurer Office Municipal Health Office 		
All documents from step 2 with the computation slip must be submitted for a review and authentication		MTO/ BPLO/ ICTO/ MO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the office lobby	Give the Log Book to the client	None		Help Desk
2. File Application for One-Time Assessment	Review and validate the documents submitted for One-time Assessment		20 minutes	BPLO Staff Licensing Officer
3. One-time payment, payment of taxes, fees and charges	Collect and Issue Official Receipt	As per assessment based Revenue Code	20 minutes	Frontline - All Revenue Collector
4. Claim Mayor's Permit	Print, Sign and Release Mayor's Business Permit		20 mins.	Frontline – Licensing Officer
				ICTO
	TOTAL		1 hour	



8. Standard Steps for the Renewal of Existing Business Permits:

Processing of business applications for renewal and issuance of permit and its content.

Office or Division:	Mayor's Office – Business Permit and Licensing Division (BPLO)			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C –Government-to-Citizen			
Who may avail:	All Business Establishment and Business Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For the Renewal of Existing Business Permits: <ul style="list-style-type: none"> Filled-up Unified Form; Previous year's mayor's permit and current tax clearance Copy of the Annual or quarterly tax payments Copies of receipts showing payments of all regulatory fees Sworn statement of the capital investment Certificate of tax exemption from local taxes or fees Barangay Clearance; Medical Certificate & Sanitary Permit 		<ul style="list-style-type: none"> Security Exchange Commission (SEC); Department of Trade & Industry (DTI) Cooperative Development Authority (CDA) Office of the Barangay Office of the Municipal Engineer Business Permits & Licensing Office (BPLO) Municipal Treasurer Office Municipal Health Office 		
All documents from step 1		MTO/ BPLO		
All documents from step 2		MTO/ BPLO/ ICTO/ MO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the Client Logbook in the office lobby	Give the Log Book to the client	None		Help Desk
Submit the File Application for One-Time Assessment	Review the receive document and validate for completeness for issuance of Order of Payment	As per assessment based on Local Revenue Code	20 mins.	BPLO Staff Licensing Officer
One-time payment, payment of taxes, fees and charges	Collect and Issue Official Receipt of Order of Payment		10 mins.	Frontline - All Revenue Collector Backroom - Cashier/Disbursing Officer
Claim Mayor's Permit	Print, Sign and Release Mayor's Business Permit		20 mins.	Frontline – Licensing Officer ICTO
TOTAL			50 mins	



SAN FRANCISCO PUBLIC MARKET

External Services



9. Basic Processes and Services on Stall and Table Rental

Processing payments and services on market stall/table rental and other public rental spaces.

Office or Division:	Mayor's Office (San Francisco Public Market - Division)			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	All Consumers, Entrepreneurs, Farmers, Fishermen and Common People			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Stall Application Form (1 original, 1 photocopy)		MTO/ BPLO/ Market Administrator's Office		
Business Permit (1 original, 1 photocopy)		MTO/ BPLO/ Market Administrator's Office		
Business Contract; (1original)		BPLO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook	Give the Log Book to the client	None		Help Desk
2. Fill-out Stall Application form	Accept and verified documents to Licensing Inspector	Depending on the area (measure) <i>Old Stall:</i> 200.00 per sq. m. <i>New Stall:</i> 600.00 per sq. m.	5 min. day depending on the availability of space	Municipal Treasurer/ BPLO
3. Secure updated Business Permit	Accept and verified documents to Licensing Officer	Depending on the range of Capitalization for new business applicants/Gross Income for Renewal Applicants; Added with Regulatory Fees:(Medical Fee, Sanitary, Garbage Fee)	1 day for renewal; 3 days for new	BPLO
4. Apply Lease of Stall Contract	Accept and approve the notarized contract of lease	None	None	
Total			1 day & 5 mins	



10. Parking Fees and Charges

Collections of fees and other charges shall be collected for the use of municipal –owned parking area(s) in accordance with the schedule.

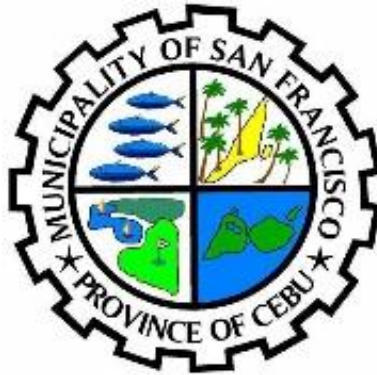
Office or Division:	Mayor's Office (San Francisco Public Market - Division)			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C– Government-to-Citizen			
Who may avail:	All Passenger Buses or Cargo Trucks, Mini Buses or Jeepneys, Cars, Tricycles, Passenger Motorcycles			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Actual process of collection of fees every Sunday (Market Day)		Through our designated Sunday Market Collector/s and Collections Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Parking fee of shall be collected in the parking area	Market Collector shall collect parking fees beyond the jurisdiction and/or at the municipal-owned parking area(s). Imposition of Fees: Passenger buses or cargo trucks Mini Buses or Jeepney Cars Tricycles Passenger Motorcycles	10.00 + 2.00 8.00 + 1.50 5.00 + 1.00 2.00 + .50 1.00 + .50	1 min	Market Collector
TOTAL MOTORCYCLE		5.00	1 MIN	



11. Fees and Charges for the Bagsakan Center.

Bagsakan Center shall mean an open building within the vicinity of the San Francisco Public market where the agricultural and fishery food products and other goods from producers and suppliers sold on wholesale basis. There shall mean a fee imposed and collected from the occupants for the use of space or stalls.

Office or Division:	Mayor's Office (San Francisco Public Market - Division)			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C– Government-to-Citizen			
Who may avail:	All Wholesalers of Agri-fishery and other Agricultural products, Retailers, Consumer, Farmers/Producers and Fisher Folks, Suppliers, Traders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Actual process of collection of fees every Sunday (Market Day)		Through our designated Sunday Market Collector/s and Collections Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Bagsakan entrance fees shall be collected in the area	Bagsakan Personnel shall collect parking fees beyond the jurisdiction and/or at the municipal-owned parking area(s).	.	10 mins	Market Collector
	Imposition of Fees:			
	Fish and other Marine products as classified 1 st & 2 nd class as per classification of products per crate, kilo, balde/bayong	0.50 up to 1.00		
	Fruits & high Value/Imported Fruits as per classification of fruits per crate, box, piece, kaing, sack	0.25 up to 5.00		
	Other Fruits (local fruits)	0.25 up to 3.00		
	Vegetables (lowland to highland crops)	.10 up to 7.00		
	Meat and Poultry per head, tray or kilo	0.25 up to 1.00		
TOTAL		5.00	10 MIN	



Municipal Disaster Risk Reduction & Mgt. Office (MDRRMO)

External Services



12. Community Preparedness towards Resiliency

Implementation of the Programs, Projects and Activities (PPAs) for Disaster Prevention, Mitigation, Response, Recovery and Rehabilitation towards town resiliency. This involves culture change and mainstreaming of Disaster Risk Reduction and Management and Climate Change Adaptation.

Office or Division:	Mayor's Office - MDRMO			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	All Entrepreneurs, Farmers, Fishermen and Marginal People of San Francisco and Vulnerable Groups			
BASIC REQUIREMENT FOR SERVICES RENDERED			WHERE TO SECURE	
Request Letter for Trainings; Drills or Area Assessment			Schools/ Barangays/ Purok of the Requestor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter for Training/Drills or Hazard Assessment	1. Arrange for Meeting for the Requestor 2. Set Schedule 3. Allocate Budget for Training/Simulations/Drills 4. If it is hazard assessment, the Head of the Office will send team to assess the area	None	One Week to One Month before the activity conducted or if there is no conflict of schedule	LDRMO-II LDRMO-I
2. Ask Certificate of Completion/Attendance/Participation as proof that they undergone said training/seminars or workshops	1. Certificate of Completion/Attendance/Participation is given right after the said activity except if the mayor is available to sign immediately	None	It depends the availability of "Mayor's Signature" If the attendees or requestor accept electronic Copy of Mayor signature then certificates distribution is given right after the said activity	Admin Staff



13. Issuances of Certificate for Cutting of Hazardous Trees

In support of the Two Million Trees Project for Greening San Francisco, and prevention for damage of lives and properties. Certificate issuances is a way of regulating trees cutting without valid and justifiable reason. This will minimize trees depletion in the locality and climate mitigation options will continue.

Office or Division:	Mayor's Office - (Mun. Disaster Risk Reduction & Mgt. Office)			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	All Residents of San Francisco			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance Pictures of the Trees		Barangay of the Requestor From the Owner's Shoot		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Barangay Clearance and pictures to the MDRRMO	1. Site Assessment of the Area 2. Issued Clearances if found hazard and disastrous	None	1 Week	Admin. Staff
	Total		1 week	



14. Trauma/Medical Response

Saving Lives either Trauma/Medical Response under the pillar of Disaster Response which considered as the main task of the office. This is to ensure that any person within the municipality of San Francisco received this kind of services and be served to prevent losses of life and dangers.

Office or Division:	Mayor's Office – MDRMO Division			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2G –Government to Citizen			
Who may avail:	All Residents of San Francisco			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Information of the Incident		From the Source of the Incident From the Family of the Victims From the Caller		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Call EOC and provide basic information/details of the incident.	Validate the Information/Incident Send Responders to the Sites	None	5 to 15 Minutes upon receiving the emergency calls	CiERT
	Total			

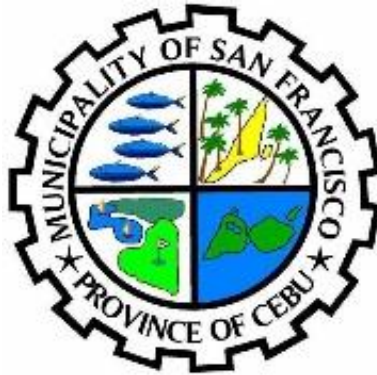


15. Public Service and Announcement through Nutriskwela Radyo Kalampusan.

Information Education Campaign(IEC) through Radio Broadcasting in form of Public Service Announcement. This service is free for all sectors who want to air information through Nutriskwela Radyo Kalampusan (NRK) and this will only accommodate positive information. This aims to build a stronger community by giving right info for the benefits of the people of San Francisco.

In Disaster Prevention and Mitigation and Preparedness also which early warning communication plays vital role to forewarn the community what to do in response to different hazards and emergencies. Any individual or group of individual can send their PSA content to NRK upon the approval to the Community Radio Personnel.

Office or Division:	Mayor's Office – MDRMO			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	All Residents of San Francisco			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Content of the PSA		<ul style="list-style-type: none"> • National Agencies Concerns • Sectoral Organizations • Private Organizations 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send their Public Service Announcement through writings, audio records or audio drama	Review/Edit the correctness of the content of the PSA; Ask verbal/Written approval from the Community Radio Council; Record their Public Service Announcement Broadcast the PSA through Radio Host; and Publish PSA through NRK FB Account	None	Immediately Upon Submission of the PSA	Nutriskwela Radio Personnel
	Total			



Municipal Disaster Risk Reduction & Mgt. Office (MDRRMO)

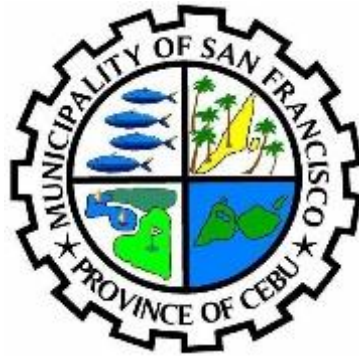
Internal Services



16. Submission of Utilization/Reports to Accounting Office/OCD/DILG/PDRRMO

Submission of utilization report and program activities to the office concerned for proper monitoring of the implementation of LDRRMP.

Office or Division:	Mayor's Office – MDRRMO Division			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2G –Government to Government			
Who may avail:	OCD/PDRRMO/DILG/MA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum/Request		OCD PDRRMO DILG MA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Letter/Memorandum from the Requesting Agency	Send Report to Agencies	None	7 Days	LDRRMO-II/LDRRM O-II
	Total			



MUNICIPAL MAYOR'S OFFICE

“TOURISM SERVICES”

External Services



17. Facilitation of the Requirements for Accreditation on Department of Tourism

The Tourism office of Local Government Unit of San Francisco provides assistance to all related establishment of this Municipality in their Information and assistance in the Department of Tourism.

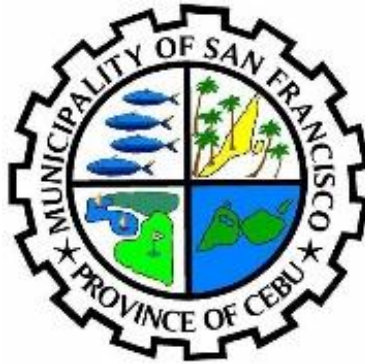
Office or Division:	Local Government Unit of San Francisco- Tourism Services			
Classification:	Simple Transaction			
Type of Transaction:	G2B- Government to Business			
Who may avail:	All Resorts and accommodation establishment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Protocols to operate the establishment		Dot/Tourism Office		
Tourism activity, site,& accommodation inspection checklist.		Tourism office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Inspection checklist for new normal protocol	Provide list of inspection checklist	None	2 minutes	Help Desk/tourism staff
2. Fill-out and comply the checklist/requirements and submit the complete requirements including duly accomplished forms for evaluation.	Accept and verified documents.	None	2 minutes	Tourism officer

3. Call tourism the tourism office for the schedule of inspection.	Schedule approved	None	2 minutes	Tourism Officer/tourism staff
4. Accompany tourism staff/tourism officer during Inspection of the establishment/facility	Visit the establishment for inspection.	none	10 minutes	Tourism officer/tourism staff
5. Inquire if application has been a approved/disapproved.	Documents has been submitted for approval of the Municipal Mayor	None	2 minutes	Tourism officer/tourism staff
6. Get copies of approved certificate of compliance (COC) to operate.	RELEASED	None	1 minutes	Tourism office/tourism staff
Total				



18. Handling of Tourist's/Client's Complaints.

Office or Division:	Municipal Mayor's Office – Tourism			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen / G2G- Government to Government			
Who may avail:	All Clients/Guests			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Walk-in clients/guest		Tourism officer/staff- Tourist Information Center		
Procedure for filing of Complaints		Tourism Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.walk-in clients inquiries for maps/brochure	Provide information to the tourist.	None	2 minutes	Tourism staff/tourism officer
2. Inquiries of booking hotel room rates and fast food.	Interview, asses the clients needed of assistance and provide brochure.	None	2 minutes	Tourism staff/tourism officer
3. Ask tourist arrivals data	Provide tourist arrival data.	None	2 minutes	Tourism staff
Total			6 mins.	



PUBLIC EMPLOYMENT SERVICE OFFICE (PESO)

External Services



19. PESO Employment and Information System (PEIS)

Show information on the qualifications and skills of the Job Applicants/Clients.

Office or Division:	Mayor's Office (Public Employment Service Office Division (PESO))			
Classification:	Simple			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	Job seekers students, out of school youth, Migratory Workers, LMI users, Persons with Disability (PWD), Returning Overseas Filipino Workers (OFW's), Displaced Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PEIS Form		PESO Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the office lobby	Give the Log Book to the client	None	30 seconds	PESO Staff
2. Fill-out PEIS Registration Form	PEIS Incharge Assist, Verified PEIS documents Filled-out by clients.	None	20 minutes	PEIS Incharge



20. Tulong Panghanapbuhay sa Ating Disadvantaged/Displaced Workers (TUPAD) Program

- A community-based package of assistance that provides emergency employment for Displaced Workers, Under Employed and Seasonal Workers.

Office or Division:	Mayor's Office (Public Employment Service Office Division (PESO))			
Classification:	Simple			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	Job seekers students, out of school youth, Migratory Workers, LMI users, Persons with Disability (PWD), Returning Overseas Filipino Workers (OFW's), Displaced Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual Profile Form		PESO Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in the client logbook in the office lobby	Give the logbook to the client	None	30 seconds	PESO Staff
2.Fill out (TUPAD) individual profile form	PESO staff assist & verified the individual profile filled out by the client.	None	30 minutes	PESO Staff



21. CERTIFICATE OF UNEMPLOYMENT

Issuance of Certificate of Unemployment

Office or Division:	Mayor's Office (Public Employment Service Office Division (PESO))			
Classification:	Simple			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	Job seekers students, out of school youth, Migratory Workers, LMI users, Persons with Disability (PWD), Returning Overseas Filipino Workers (OFW's), Displaced Workers			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook in the office lobby	Give the logbook to the client	None	30 seconds	PESO Staff
2. Fill-out Certificate of Un-employment Form	Give certificate of Un-employment to the clients	None	15 minutes	PESO Staff



22. Skills and Livelihood Training

Provide skills and livelihood training for any individual/groups towards economic upliftment.

Office or Division:	Mayor's Office (Public Employment Service Office Division (PESO))			
Classification:	Simple			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	Job seekers students, out of school youth, Migratory Workers, LMI users, Persons with Disability (PWD), Returning Overseas Filipino Workers (OFW's), Displaced Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Manpower (Skills Training) Profile Form		CTEC/PESO Office		
Enrollment Application Form		CTEC/PESO Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook	Give the logbook to the client	None	30 seconds	CTEC Staff
2. Fill out Manpower profile form and Enrollment application form	CTEC Staff Assist & Verify the Manpower Profile Docs & Enrollment Application Docs Filled out by the clients	None	40 minutes	CTEC Staff
3. Attend Skills Training Classes	Trainer conduct Skills Training for the students. CTEC – Assist in Facilitation of Trainings	None	30 days 11 days 2 months Etc.	Trainer, CTEC, CTEC Staff
	Total			



23.Job Referral and Placement

Provide Referral & Placement for all job seekers living within the Municipality.

Office or Division:	Mayor's Office (Public Employment Service Office Division (PESO))			
Classification:	Simple			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	Job seekers students, out of school youth, Migratory Workers, LMI users, Persons with Disability (PWD), Returning Overseas Filipino Workers (OFW's), Displaced Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form		PESO Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in the client logbook	Give the logbook to the client	None	20 seconds	PESO Staff
2.Fill out Referral Form	PESO Manager give Employment Referral to the client.	None	15 minutes	PESO Manager



24. Career Advocacy Coaching

Conduct career advocacy coaching for the PESO Clients/(students/jobseekers)

Office or Division:	Mayor's Office (Public Employment Service Office Division (PESO))			
Classification:	Simple			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	Job seekers students, out of school youth, Migratory Workers, LMI users, Persons with Disability (PWD), Returning Overseas Filipino Workers (OFW's), Displaced Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in the client logbook	Assist the clients for the requirements and other pertinent document needed for availing the Career Advocacy Coaching Seminar	None	5 mins	PESO
2. Submit and present the necessary requirements needed	Check and validate the requirements	None	30 mins	PESO
3. Ask for schedule of orientation or seminar.	Conduct the Career Advocacy Coaching Orientation	None	2 hours	
	TOTAL		2hrs. & 35 mins.	



25. Labor Market Information (LMI)

Conduct Labor Market Information

Office or Division:	Mayor's Office (Public Employment Service Office Division (PESO))			
Classification:	Simple			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	Job seekers students, out of school youth, Migratory Workers, LMI users, Persons with Disability (PWD), Returning Overseas Filipino Workers (OFW's), Displaced Workers			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook	PESO Office conduct Labor Market Information Briefing to the PESO Clients	None	30 minutes	PESO Manager, CTEC, PESO Staff, CTEC Staff
2. Fill-out NSRP Form Fill-out PEIS Form Fill-out Manpower Profile Form	CTEC & PESO Staff assist & Verify the documents filled-out by the clients.	None	20 minutes	PESO Staff & CTEC Staff
			50 minutes	



26. JOB FAIR

Give opportunities for the jobseekers to meet with Representatives from many Employers/Companies

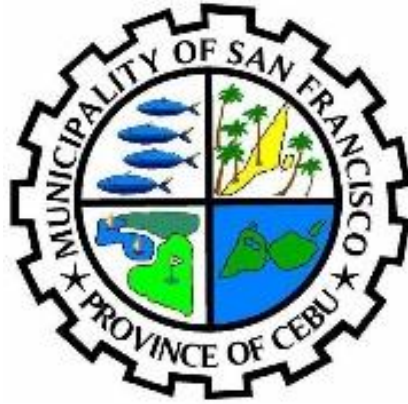
Office or Division:	Mayor's Office (Public Employment Service Office Division (PESO))			
Classification:	Simple			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	Job seekers students, out of school youth, Migratory Workers, LMI users, Persons with Disability (PWD), Returning Overseas Filipino Workers (OFW's), Displaced Workers			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Log in the Client's Logbook at the front desk area	PESO Office with the presence of Company Employers conduct Job-Fair for the clients/job seekers	None	5 mins.	DOLE, PESO, Business Employer
2. Fill-out Registration Form	Validate the filled out form.	None	5 mins.	DOLE, PESO, Business Employer
3. Proceed to Screening Area	Assist for interview & screening process	None	10 mins.	DOLE, PESO, Business Employer
4. Proceed to the Employer's Table for the Interview	Finalize potential applicants in collaboration to any agencies/companies.	None	5 mins.	DOLE, PESO, Business Employer
	Total		25 mins.	



27. Overseas Workers Welfare Administration (OWWA) Programs

Assist OFW Clients on availing the OWWA Programs, Projects, and Activities

Office or Division:	Mayor's Office (Public Employment Service Office Division (PESO))			
Classification:	Simple			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	Job seekers students, out of school youth, Migratory Workers, LMI users, Persons with Disability (PWD), Returning Overseas Filipino Workers (OFW's), Displaced Workers			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in the client logbook in the Office lobby	Give the logbook to the client	None	5 minutes	OFW-Help Desk Peso Staff
2. Fill-out OWWA Program Form	Assist & Verify the docs. Filled out by OFW clients.	None	20 minutes	OFW-Help Desk Peso Staff
	TOTAL	None	25 minutes	



PUBLIC EMPLOYMENT SERVICE OFFICE (PESO)

Internal Services



29. Submission of Reports and Requesting of Seminars to DOLE Office

- Submission of Peso Office reports to Dole Office

Office or Division:	Mayor's Office (Public Employment Service Office Division (PESO))			
Classification:	Simple			
Type of Transaction:	G2G –Government to Government			
Who may avail:	Peso Office/Dole Office			
PESO OFFICE STEPS (Client)	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Quarterly Reports to Dole Office	Peso Office Prepare reports.	None	Every 3Months	Peso Staff
2. Submit Yearly Reports to Dole Office	Peso Office Prepare reports	None	Yearly	Peso Staff
3. Attend Dole Capesom Seminar's	Attend Capesom Virtual Meeting Quarterly	None	Every 3Months	Peso Manager
4.Attend Repesom Seminar	Attend Yearly Repesom Virtual Meeting	None	Once a Year	Peso Manager
5.Attend Peso Congress	Attend Peso Congress Virtual Meeting	None	Once a Year	Peso Manager
6.Attend CTEC Seminar's	Attend CTEC Virtual Seminar's	None	Twice a Year	CTEC
7.Submit Documents to Tesda Regional Office	CTEC Office Prepare reports	None	Year Round	CTEC Staff
8.Process NCII to Tesda Office	Submit CARS for NCII Processing	None	Year Round	CTEC Staff
9. Request Skills Training to Tesda Provincial Office	Prepare Request for Skills Training	None	Year Round	CTEC Staff
10. Request Skills Training to Training Providers	Prepare Request for Skills Training	None	Year Round	CTEC Staff
	Total			



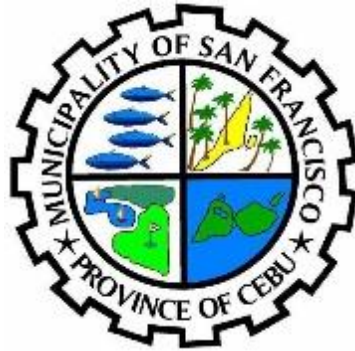
GENERAL SERVICES OFFICE (GSO)

External Services



30. PROVISION OF EQUIPMENT/ITEM FOR COMMUNITY SERVICES

Office or Division:	Office of the General Services (GSO)			
Classification:	Simple Action			
Type of Transaction:	G2C/G2G – Government to Government/Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request for Equipment		Concern Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward letter request for provision of item / equipment	Receive request letter attach route slip and forward to GSO	None	5 minutes	GSO Motorpool In-charge
2. Sign in the client's attendance sheet	Take appropriate action / notation for the provision of services addressed to community services section	None	5 minutes	GSO Motorpool In-charge
3.	Schedule of activity and notify request for confirmation of services	None	5 minutes	GSO Motorpool In-charge
4. Sign Acknowledgement Receipt, Service Requisition Form (SRF)	Deliver services on the use of: a. Installation of tents b. Set up tables and chairs c. Set up movable stage	None	Maximum of 6 hour depending on the heavy/volume of Service	GSO Motorpool In-charge
TOTAL DURATION			6 hrs and 15 mins and more as the need arises.	



GENERAL SERVICES OFFICE (GSO)

Internal Services



32. Issuance of Office Supplies and Materials

Office or Division:	Municipal Mayor's Office – General Services Office (GSO)			
Classification:	Simple Action			
Type of Transaction:	G2G – Government to Government			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Slip (1 original)		General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to GSO	Accept and prepare the request	None	5 minutes	GSO Staff
2. Get requisition and issue slip (2 copies)	Deliver the supplies, Give one copy of the RIS to the requestor office	None	10 minutes	GSO Staff
3. Fill in the form duly signed by the requester and approved by the office in-charge	Update record on available supplies of each offices	None	10 minutes	GSO Staff
4. Submit to GSO for processing		None	1 minute	Office Personnel
	Total		26 mins.	



33. Purchase of Office Supplies and Canvassing

Office or Division:	GENERAL SERVICES OFFICE			
Classification:	Highly Technical			
Type of Transaction:	GOVERNMENT TO BUSINESS ENTITY/ PRIVATE SECTOR			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Purchase Request Form • Request for Quotation (RFQ) 		General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepares and submits the purchase request (PR) form duly signed the Office In-charge and the Municipal Mayor	Accept the accomplished purchase request (PR) form and obtain the following below: <ul style="list-style-type: none"> • Consolidate the PR available • Request for Quotation (RFQ) • Submit RFQ to BAC Secretariat • Facilitate canvassing of supplies • Submit to BAC for processing the payments. 	NONE	20 days maximum	GSO Staff
	Total		20 days	



34. REQUEST FOR REPAIR AND MAINTENANCE

Facilitate request for workplace improvement and other maintenance.

Office or Division:	General Services Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Local Offices of San Francisco			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request Letter Repair & Request Slip (RRS) 		Concern Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward request for repair works	Received request. Attach route slip forward to GSO Officer		5 minutes	GSO/ STAFF
2.	Approve of request/notation for appropriate action		10 minutes	GSO/ STAFF
3.	Forward request to maintenance personnel		5 minutes	STAFF
4.	Schedule repair which includes: Carpentry and Masonry, Electrical works, Mechanic & Automotive works and other facility - related to works		10 minutes	GSO; Electrician; Motorpool
5. Fill-out repair and request slip	Receive RRS indicate details / action to be performed		10 minutes	GSO; Motorpool
6.	Perform repair		1 day	GSO; Motorpool; Maintenance Personnel
TOTAL DURATION			1 day and 40 mins or more as need arises.	



HUMAN RESOURCE MANAGEMENT OFFICE (HRMO)

External Services



35. Submission of Application for a Job Vacancy in the LGU

Applications for work at the Municipality of San Francisco is open to anyone except for positions requiring that the applicant shall a resident of the municipality. Equal opportunities are given as long as the applicants meet the minimum qualification standards for the vacant position.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C–Government to Citizen/ G2G–Government to Government			
Who may avail:	All qualified individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter		Applicant		
Personal Data Sheet with recent passport size photo		CSC website (downloadable from the internet)		
Photocopy of Transcript of Records		School, College or University where the applicant studied		
Photocopy of certificate of eligibility/rating/license		CSC or PRC		
Performance rating in the last rating period (if applicable)		Office or agency where the applicant currently works		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter together with the required documents to the HR Office or email to sanfran.hr@gmail.com	1.1 Accept and verify documents	None	2 minutes	Human Resource Management Officer
	1.2. Conduct initial interview to applicants who submitted application personally.	None	7 minutes	
	1.3 Receive application documents/ Print emailed applications. After deliberation, prepare notification and send to applicants.	None	7 minutes	
	Total	0.00	16 mins.	



HUMAN RESOURCE MANAGEMENT OFFICE (HRMO)

Internal Services



36. ISSUANCE OF APPOINTMENT TO NEWLY- HIRED AND PROMOTED EMPLOYEES

Appointment is issued to a qualified applicant as evaluated by the HRMPSB.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	Newly Hire and Promoted Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fully Accomplished Personal Data Sheet with passport size picture		Applicant		
Original copy- NBI Clearance		NBI Office		
Original Medical Certificate		Municipal Health Office		
Photocopy of certificate of eligibility/rating/license		CSC RO-VII/ PRC		
Photocopy of Transcript of Records		School, College or University where the applicant studied		
Transcript of Records		Applicant		
Birth Certificate/Marriage Contract for Married woman (PSA copy/ MCR authenticated copy)		PSA/ Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 3 sets of fully accomplished Personal Data Sheet (PDS) and all required documents.	-Receive and review submitted accomplished PDS and documents. If complete, advise client to wait for notification when the appointment is ready for release. -Prepare appointment and other relevant documents. -Facilitate signing of appointment papers and when signed, inform appointee to appear personally for his/her signature to specific document.	None	1 hour and 20 minutes	Human Resource Management Officer
2. Upon instruction of the HRMO appear personally to the Office of the HRMO and Municipal Mayor.	-Facilitate swearing of office by the appointee and release appointment to the appointee	None	15 minutes	Human Resource Management Officer
Total		0.00	1 hr. and 35 mins.	



37. Issuance of Appointment (Job Order)

The nature of work of a Job Order is only for a short duration and for specific piece of work. Those employees who are presently employed are being referred by their respective Department heads for renewal which will be submitted to the Municipal Mayor. After which, those who are approved for employment/renewal will be endorsed to the HRM office for the preparation of appointment.

Office or Division:	Human Resource and Management Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of intent addressed to the Municipal Mayor		N/A		
Personal Data Sheet		Downloadable form at the CSC Official Website (csc.gov.ph)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of intent and resume	-Receive and review document	None	2 minutes	Office of the Mayor
2. Proceed to the HRMO to submit documents	-Interview and assessment	None	5 minutes	Human Resource Management Officer
3. Once appointment is approved wait for further instruction on when to start	-Prepare appointment and have it signed by the concerned signatories	None	1 day	Human Resource Management Officer
Total		0.00	24hrs. and 7minutes	



38. Processing of Application for Leave of Absence

Permanent and Casual employees are entitled to avail different kinds of leave privileges such as Vacation Leave, Sick Leave, Special Leave Privilege, Maternity Leave, Paternity Leave, Rehabilitation Leave, Special Leave Benefits for Women, (5) Days Forced Leave & Special Emergency Leave.

Office or Division:		Human Resource and Management Office		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Regular Employee including Elective Officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave Form		Office of the HRMO		
Medical Certificate in case of Sick Leave exceeding than 5 days (present original and 1 photocopy)		Attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inform the HRMO for the dates and number of days to apply	-Check and verify the employee's number of leave credits available	None	2 minutes	Human Resource Management Officer
Fill out Application for Leave and for approval of immediate supervisor and submit to the HR Office	-Accept leave form and for approval of the HRMO, the Municipal Mayor	None	5 minutes	Human Resource Management Officer
	Post and update leave balance	None	5 minutes	Human Resource Management Officer
	Total	0.00	12 minutes	



39. ISSUANCE OF SERVICE RECORD, CERTIFICATES OF EMPLOYMENTS/LEAVE CREDITS/ COPIES OF PERSONNEL RECORDS AND OTHERS.

Upon request of the employee, the HRMO shall issue certifications pertaining to his/her employment with the Municipality of San Francisco for whatever legal intents.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	Regular Employee including elective officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inform the HRM staff about your request and wait for the release	-Prepare the requested document and release after signing	None	10 minutes	Human Resource Management Officer
	Total	0.00	10 minutes	



OFFICE OF SAN FRANCISCO KONTRA DROGA (SAKODO)

Internal Services

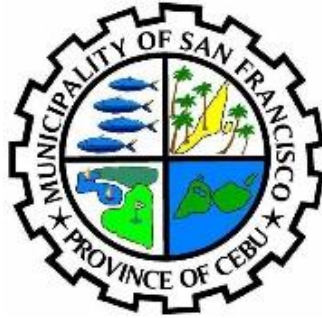


39. Submission of ADAC/BADAC Functionality Compliance and Barangay Drug Clearing Program Compliance to DILG, PDEA, PNP and other member of the Oversight Committee

SAKODO will collect/consolidate all the data for the means of verification of the ADAC Functionality Compliance

Office or Division:	Mayor's Office - San Francisco Kontra Droga Office (SAKODO)			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	MADAC Members and Members of the Oversight Committee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For MADAC <ul style="list-style-type: none"> Memorandum from DILG, CPADAD, PDEA RO VII for Compliance Peace and Order and Public Safety Plan (POPS Plan)/ Local Anti-Drug Plan of Action (LADPA) For BADAC <ul style="list-style-type: none"> Memorandum from DILG, CPADAD and PDEA RO VII Communication from MADAC Barangay Peace and Order and Public Safety (BPOPS) or BPOC Plan/ Barangay Anti-Drug Plan of Action (BADPA) For MPOC <ul style="list-style-type: none"> Quarterly Meetings and Peace and Order and Public Safety Projects, Programs and Activities 		Key Implementers <ul style="list-style-type: none"> RHU, DSWD, PNP 15 Barangays of San Francisco <ul style="list-style-type: none"> Cabonga-an, Campo, Consuelo, Esperanza, Himensulan, Montealegre, Northern Poblacion, San Isidro, Santa Cruz, Santiago, Sonog, Southern Poblacion, Unidos, Union and Western Poblacion PNP, BFP, PCG, CAFGU/AFP, SALEG		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Make Activity Design for all Quarters	Consult members of the council/key implementers	-	Half Day Meeting	MADAC:SAKODO
Planning for the Implementation	Meeting/Coordinate with the key implementers	-	Whole or Half Day Meeting	SAKODO/RHU, DSWD/ PNP
Finalization of Schedule	Send Memorandum/Communication	-	Whole or Half Day Meeting	SAKODO/PNP
Implement the Programs	Conduct the Activity/Meetings		Year Round	MADAC/BADACs/MPOC

Reporting System	Make Activity Reports/Minutes of the Meetings	-	Year Round	MADAC/BADACs/SAKODO/MP OC
Submission	Gather, Consolidate and Submit Reports	-	Based on Deadline	BADACs/SAKODO/MADAC/MP OC
Monitoring	Evaluate Monthly Reports and Performances	-	Year Round	SAKODO
	Total			



SAN FRANCISCO WATER SYSTEM (SFWS)

External Services



40. Application of SFWS Connection for New Applicant/s.

San Francisco Water System (SFWS) is hereby created to provide water system services to the resident/s of San Francisco. Imposition of Fees and other charges (Deposit Fee, Registration Fee, Installation Fee, etc.) is hereby imposed.

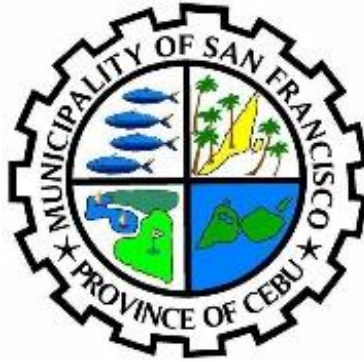
Office or Division:	Mayor's Office – San Francisco Water System (SFWS)			
Classification:	Simple/Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Residents of San Francisco			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Barangay Clearance		Office of the Barangay Captain		
2. SFWS Application Form for Membership		Office of SFWS		
3.Official Receipt for Membership Payment		Municipal Treasurer Office (MTO)		
4.Approved Application for Membership		Office of SFWS		
5.List of Materials to be bought connection		Office of SFWS through the Mun. Plumber		
6.Notice/Schedule for water connection		Office of SFWS through the Mun. Plumber		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSI BLE
Submit the filled out Application form and other requirements to SFWS Office	Validate the documents submitted to the client	None	10 min.	SFWS Staff
Issuance of Tax Order Payment slip	Assists the applicant/s to proceed to Treasurer's Office for payments	Deposit Fee: P500 residential P1,500 Commercial	10 min.	Water Supervisor
Proceed for payments	Issuance of Tax Receipts	Registration Fee P200.00 Installation Fee P200.00 Service Fee P100.00	10 min.	Tax Collector
	Total	Php 1000.00	30 minutes	



41. Issuance of Bills Payments to SFWS Members.

San Francisco Water System (SFWS) shall imposed fees, charges and penalty to water consumer/s per volume/cubic meter of consumed water.

Office or Division:	Mayor's Office – San Francisco Water System (SFWS)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Residents of San Francisco			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Previous Bill/ Proof of Payment		Clients/Consumer		
Latest Water Bill		SFWS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Ask the latest billing statement to SFWS Meter Reader/Delivery Staff	Meter reader will give you the latest Billing Statement.	None		
Present your previous proof of billing & payments accompanied with the current billing statement to Tax Collector	Check the bill statement presented Minimum 6 cubic 100 Residential: Excess: 20 per cu.m. Commercial: Excess 35 per cu.m. Construction: Excess 35 per cu.m. Industrial: Excess 40 per cu.m.	Minimum + excess = total	10 minutes maximum	Water Meter Reader: SFWS Personnel
Payments	Issue tax receipts to client/member-consumer			
	Total		30 mins	



OFFICE OF THE SANGGUNIANG BAYAN

External Services



42. Review of Appropriation Ordinances (AOs) of the 15 Barangays of the Municipality by the Sangguniang Bayan (Barangay Annual Budget)

Office or Division:	Sangguniang Bayan Office (SBO)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	15 Barangays of the Municipality of San Francisco			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transmittal Letter		Punong Barangay/Barangay Secretary		
Appropriation Ordinance (In a folder). (4 copies) Budget Message BBP Form No. 1 – Budget of Expenditures and Sources of Financing BBP Form No. 2 – Programmed Appropriation by PPA, Expense Class, Object of Expenditure and Expected Results BBP Form No. 2-A – List of Projects Chargeable Against the 20% Development Fund BBP Form No. 3 - Plantilla of Personnel BBP Form No. 4 - Statement of Indebtedness, if any		Punong Barangay/Barangay Secretary		
Annual Investment Program, duly approved by the Barangay Sanggunian through a Resolution. (4 copies) w/ List of PPAs of the following: Support to Gender and Dev't Senior Citizens and Persons with Disabilities Combating AIDS Local Council for the Protection of Children Programs to address the problem of Illegal Drugs as incorporated in the Barangay Peace and Order Plan		Punong Barangay/Barangay Secretary		
Indicative Annual Procurement Plan (2 copies)		Punong Barangay/Barangay Secretary		
DILG-endorsed GAD Plan & Budget Certification (2 copies)		From MLGOO of LGU San Francisco		
Barangay Disaster Risk Reduction and Management (BDRRM) Plan (1 copy)		Punong Barangay/Barangay Secretary		
Barangay Nutrition Action Plan (1 copy)		Punong Barangay/Barangay Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook and present all of the requirements stated above for	1.0 Receive and check the completeness of the required documents	None	20 minutes	Luz C. Formentera Administrative Aide VI SB Office



processing and wait for notice through text message to claim the Resolution giving favorable review of the Barangay AO	<p>* If incomplete, advice the client to submit the lacking documents and submit it to the SB Office</p> <p>1.1 If complete, advice the client to wait within sixty (60) days after the receipt of their appropriation ordinance for review of the Sangguniang Bayan</p> <p>1.2 Inform the client that they will be notified upon the approval of their Barangay AO</p>		Maximum of sixty (days) pursuant to Section 333 of RA 7160	
2. Upon notified, return to the SB Office and receive the Resolution giving favorable review of AO	2. Issue the Review /Action on Appropriation Ordinance (AO)	None	3 minutes	Luz C. Formentera Administrative Aide VI SB Office
TOTAL		NONE	Maximum of 60 days and 23 Minutes	



43. Review of Appropriation Ordinances (AOs) of the 15 Barangays of the Municipality by the Sangguniang Bayan (Barangay Supplemental Budget)

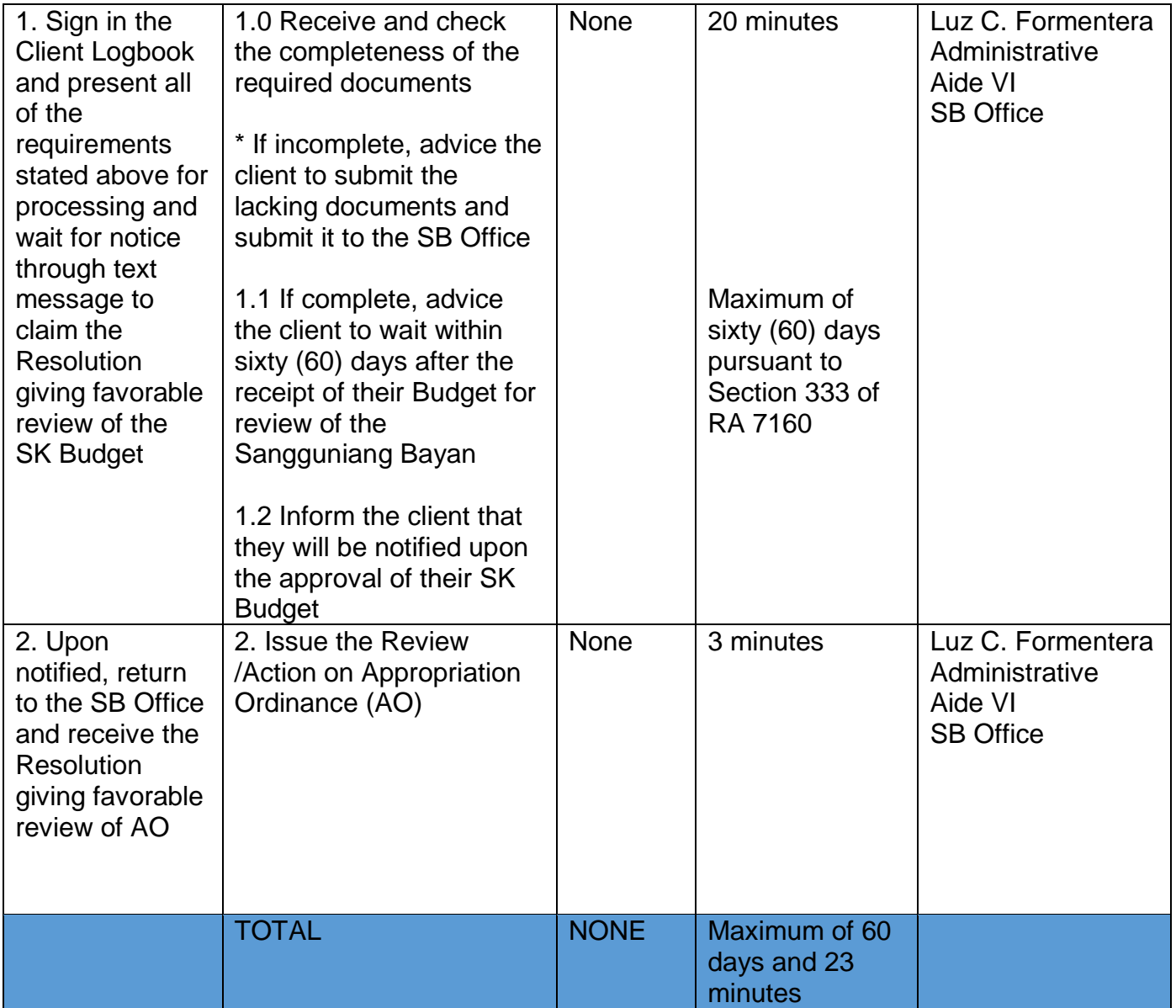
Office or Division:	Sangguniang Bayan Office (SBO)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	15 Barangays of the Municipality of San Francisco			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transmittal Letter		Punong Barangay/Barangay Secretary		
Appropriation Ordinance (Supplemental Budget) (In a folder) (3 copies)		Punong Barangay/Barangay Secretary		
Supplemental Annual Investment Program duly approved by the Barangay Sanggunian through a Resolution (3 copies)		Punong Barangay/Barangay Secretary		
Funds actually available: - Certified Statement of Additional Realized Income - Certification of Savings		Certified by Barangay Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Sign in the Client Logbook and present all of the requirements stated above for processing and wait for notice through text message to claim the Resolution giving favorable review of the Barangay AO	<p>1.0 Receive and check the completeness of the required documents</p> <p>* If incomplete, advise the client to submit the lacking documents and submit it to the SB Office</p> <p>1.1 If complete, advise the client to wait within sixty (60) days after the receipt of their appropriation ordinance for review of the Sangguniang Bayan</p> <p>1.2 Inform the client that they will be notified upon the approval of their Barangay AO</p>	None	<p>20 minutes</p> <p>Maximum of sixty (60) days pursuant to Section 333 of RA 7160</p>	Adm. Aide VI SB Office
2. Upon notified, return to the SB Office and receive the Resolution giving favorable review of AO	2. Issue the Review /Action on Appropriation Ordinance (AO)	None	3 minutes	Adm. Aide VI SB Office
	TOTAL	NONE	Maximum of 60 days and 23 minutes	



44. Review of the Sangguniang Kabataan Annual/Supplemental Budgets of the Municipality by the Sangguniang Bayan

Office or Division:	Sangguniang Bayan Office (SBO)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	15 Barangays of the Municipality of San Francisco			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transmittal Letter		SK Barangay Chairman/SK Barangay Secretary		
Resolution approving SK Annual/Supplemental Budget (3 original copies)		SK Council		
Annual/Supplemental Budget supported by the following: Comprehensive Barangay Youth Development Plan (CBYP) – One (1) original copy Annual / Supplemental Barangay Youth Investment Program (ABYIP) – Three (3) copies (In folder) Certification from the Barangay Treasurer on the Ten (10%) of the general fund of the barangay set aside for SK – One original copy		SK Council Barangay Treasurer		
Original copy of the certification of the SK Treasurer of all other funds actually available for appropriation		Certified by the SK Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE





45. Review of the Barangay Ordinances (Revenue Code, Regulatory and Other Ordinances)

Office or Division:	Sangguniang Bayan Office (SBO)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	15 Barangays of the Municipality of San Francisco			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transmittal Letter		Punong Barangay/ Barangay Secretary		
Original copy of the approved Ordinance/Code		Punong Barangay/ Barangay Secretary		
For Revenue Code and Regulatory Ordinances with Penal Provisions, attach the following: Notice of Public Hearing Minutes of Public Hearing Copy of Attendance of Public Consultation/Hearing		Punong Barangay/ Barangay Secretary Punong Barangay/Barangay Secretary Punong Barangay/Barangay Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook and present all of the requirements stated above for processing and wait for notice through text message to claim the Resolution giving favorable review of the Barangay Ordinance	1.0 Receive and check the completeness of the required documents * If incomplete, advise the client to submit the lacking documents and submit it to the SB Office 1.1 If complete, advise the client to wait within thirty (30) days after the receipt of their Ordinance for review of the Sangguniang Bayan 1.2 Inform the client that they will be notified upon the approval of their Barangay Ordinance	None	30 minutes Maximum of thirty (30) days pursuant to RA 7160	Luz C. Formentera Administrative Aide VI SB Office

2. Upon notified, return to the SB Office and receive the Resolution giving favorable review of the Ordinance	2. Issue the Review /Action on the Ordinance	None	10 minutes	Luz C. Formentera Administrative Aide VI SB Office
	TOTAL	NONE	Maximum of 30 days and 40 minutes	



46. Issuance of Requested Copies of Official Records, Documents (Resolution and Ordinances)

Office or Division:	Sangguniang Bayan Office (SBO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid ID		Client/Requester		
<ul style="list-style-type: none"> - Government issued Identification Card - Student Identification Card - Company Identification Card 		<ul style="list-style-type: none"> - BIR, Post Office, DFA, PSA, SSS, GSIS, PRC, LTO (Driver's License) - From the School Where the Student is Currently Enrolled in - From the Company Where the Client is Currently Working 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook and fill-up the request form for particular document, purpose and number of copies, if none request verbally	1.0 Receive the request form 1.1 Check the document then request for Order of Payment	Secretary's Fees For one page or fraction thereof typewritten (including the certification and notation). P 275.00 For every page in excess of one page 50.00	30 minutes	Luz C. Formentera Administrative Aide VI SB Office
2. Return to the SB Office, present the Official Receipt and receive the requested document	2. Release of the duly certified True Copy/ies of the requested document	None	5 minutes	Luz C. Formentera Administrative Aide VI SB Office
	TOTAL	Varies as per required by the Tax Code	Maximum of 35 minutes	



47. Accreditation of Associations and/or Organizations (People's Organizations, Non-Governmental Organizations)

Office or Division:	Sangguniang Bayan Office (SBO)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Residents of San Francisco and Legitimate Organizations, NGOs Operating in the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form for Accreditation (2 copies)		Sangguniang Bayan Office		
Resolution of the particular venture requesting for accreditation		The Organization requesting for accreditation		
Barangay Resolution endorsing the request for accreditation (3 copies)		From the Office of the Punong Barangay of the client's/PO's respective barangay		
List of Officers and Members with their addresses (3 copies) All Officers and Members must be registered voters of the Municipality certified by the COMELEC Officer and bonafide residents of San Francisco, Cebu with Barangay Certification in case of POs, Associations, Puroks		The Association requesting for accreditation		
Constitution and By-laws notarized by a legitimate Notary Public (3 copies)		The Association requesting for accreditation		
Certificate of Registration (5 copies) (SEC/DOLE/CDA or in the case of POs especially Puroks must be certified by the Barangay Captain		Security and Exchange Commission (SEC) Department of Labor and Employment (DOLE) Cooperative Development Authority (CDA) Barangay Captain		
Certificate of Bank Account (5 copies)		From the Bank where the association opened their account		
Accomplishment Report for the immediately preceding fiscal year duly accomplished by the Secretary and President of the Association (5 copies)		The Association requesting for accreditation		
Audited Financial Report for the immediately preceding fiscal year or Financial Reports signed by the President and Treasurer (5 copies)		The Association requesting for accreditation		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook and then secure list of requirements from the service	1.0 Provide the applicant/ client the list of requirements and instruct / advise the client to	None	30 Minutes	Luz C. Formentera Administrative Aide VI SB Office

<p>provider and accomplish all the needed requirements.</p> <p>**If the required documents are already complete, present it to the service provider for validation.</p>	<p>accomplish required documents</p> <p>1.1 Receive and check the completeness the documents</p>			
<p>2. Secure acknowledgement receipt of filed application and wait for notification through text to claim the approved Resolution & Certificate of Accreditation</p>	<p>2.0 Inform the client that within twenty (20) working days, they will be notified upon the approval of their application for accreditation</p> <p>2.1 Record & include it in the order of business</p>	None	5 minutes	Luz C. Formentera Administrative Aide VI SB Office
<p>3. Upon notification, client should proceed to SB Office to secure the approved Resolution & Certificate of Accreditation.</p>	<p>3.0 Instruct the Client to sign in the logbook and issue Order of Payment</p> <p>3.1 Prepare the duly signed accreditation</p>	None	5 Minutes	Luz C. Formentera Administrative Aide VI SB Office
<p>4. Pay the Secretary's Fee to the Treasurer's Office</p>	<p>4. Accept payment and issue the Official Receipt</p>	<p>Secretary's Fees</p> <p>For one page or fraction thereof</p> <p>typewritten (including the certification and notation). P 275.00</p> <p>(Renewable every 3 years)</p> <p>For every page in excess of one page 50.00</p>	30 Minutes	Revenue Collection Clerk Treasurer's Office

5. Return to SB Office and present the Official Receipt and obtain the approved and duly signed Resolution and Certificate of Accreditation.	5.0 Photocopy and record the Official Receipt 5.1 Issue the approved and duly signed Resolution and Certificate of Accreditation	None	10 Minutes	Luz C. Formentera Administrative Aide VI SB Office
	TOTAL	Varies as per required by the Tax Code	Maximum of 1 Hour and 20 Minutes	



48. Renewal of Accreditation of Associations and/or Organizations (People's Organizations, Non-Governmental Organizations)

Office or Division:	Sangguniang Bayan Office (SBO)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Residents of San Francisco and Legitimate Organizations, NGOs Operating in the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Renewal Request Form for Accreditation (3 copies)		Sangguniang Bayan Office		
Resolution Authorizing the Association's President to Renew Accreditation		The Organization requesting for renewal of accreditation		
Barangay Resolution endorsing the request for renewal of accreditation (3 copies)		From the Office of the Punong Barangay of the client's/PO's respective barangay		
Updated List of Officers and Members with their addresses (3 copies)		The Association requesting for accreditation		
Constitution and By-laws notarized by a legitimate Notary Public (2 copies)		The Association requesting for renewal of accreditation		
Certificate of Registration (3 copies) (SEC/DOLE/CDA or in the case of POs especially Puroks must be certified by the Barangay Captain		Security and Exchange Commission (SEC) Department of Labor and Employment (DOLE) Cooperative Development Authority (CDA) Barangay Captain		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook and then secure list of requirements from the service provider and accomplish all the needed requirements. **If the required documents are already complete, present it to the service provider for validation.	1.0 Provide the applicant/ client the list of requirements and instruct / advise the client to accomplish required documents 1.1 Receive and check the completeness the documents	None	30 Minutes	Luz C. Formentera Administrative Aide VI SB Office

2. Secure acknowledgement receipt of filed application and wait for notification through text to claim the approved Resolution & Certificate of Accreditation	2.0 Inform the client that within twenty (20) working days, they will be notified upon the approval of their application for accreditation 2.1 Record & include it in the order of business	None	5 minutes	Luz C. Formentera Administrative Aide VI SB Office
3. Upon notification, client should proceed to SB Office to secure the approved Resolution & Certificate of Accreditation.	3.0 Instruct the Client to sign in the logbook and issue Order of Payment 3.1 Prepare the duly signed accreditation	None	5 Minutes	Luz C. Formentera Administrative Aide VI SB Office
4. Pay the Secretary's Fee to the Treasurer's Office	4. Accept payment and issue the Official Receipt	Secretary's Fees For one page or fraction thereof typewritten (including the certification and notation). P 275.00 (Renewable every 3 years) For every page in excess of one page 50.00	30 Minutes	Revenue Collection Clerk Treasurer's Office
5. Return to SB Office and present the Official Receipt and obtain the approved and duly signed Resolution and Certificate of Accreditation.	5.0 Photocopy and record the Official Receipt 5.1 Issue the approved and duly signed Resolution and Certificate of Accreditation	None	10 Minutes	Luz C. Formentera Administrative Aide VI SB Office
	TOTAL	Varies as per required by the Tax Code	Maximum of 1 Hour and 20 Minutes	



49. Resolution Granting Endorsement/Viability Clearance to Developments (Commercial Establishments, Institutional Projects, etc.)

Office or Division:	Sangguniang Bayan Office (SBO)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Interested Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (5 copies)		Sangguniang Bayan Office		
Minutes of Public Hearing/Consultation		Punong Barangay/Barangay Secretary		
Attendance of Public Hearing/Consultation		Punong Barangay/Barangay Secretary		
Barangay Resolution Granting Acceptability Clearance for the Proposed Development as the Result of the Affected Public's Decision per Minutes of the Public Hearing/Consultation		Punong Barangay/Barangay Secretary		
Site Development Plan of the Proposed Project		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook and then secure list of requirements from the service provider and accomplish all the needed requirements. **If the required documents are already complete, present it to the service provider for validation.	1.0 Provide the applicant/ client the list of requirements and instruct / advise the client to accomplish required documents 1.1 Receive and check the completeness the documents	None	30 Minutes	Luz C. Formentera Administrative Aide VI SB Office
2. Secure acknowledgement receipt of filed application and wait for notification through text to claim the approved Resolution for viability clearance/endorsement to the DENR through PAMB-CIMSFER	2.0 Inform the client that within twenty (20) working days, they will be notified upon the approval of their application for viability clearance/endorsement to the DENR through PAMB-CIMSFER 2.1 Record & include it in the order of business	None	5 minutes	Luz C. Formentera Administrative Aide VI SB Office

3. Upon notification, client should proceed to SB Office to secure the approved Resolution for viability clearance/endorsement to the DENR through PAMB-CIMSFER	3.0 Instruct the Client to sign in the logbook and issue Order of Payment 3.1 Prepare the duly signed Resolution	None	5 Minutes	Luz C. Formentera Administrative Aide VI SB Office
4. Pay the Secretary's Fee to the Treasurer's Office	4. Accept payment and issue the Official Receipt	Secretary's Fees For one page or fraction thereof typewritten (including the certification and notation). P 275.00 (Renewable every 3 years) For every page in excess of one page 50.00	30 Minutes	Revenue Collection Clerk Treasurer's Office
5. Return to SB Office and present the Official Receipt and obtain the approved and duly signed Resolution	5.0 Photocopy and record the Official Receipt 5.1 Issue the approved and duly signed Resolution	None	30 Minutes	Luz C. Formentera Administrative Aide VI SB Office
	TOTAL	Varies as per required by the Tax Code	Maximum of 1 Hour and 40 Minutes	



50. Application of Tricycle Franchise

(Stage I: Provisional MTOP Application for New Tricycle and Issuance of 60 Days Provisional Tricycle Franchise)

Office or Division:	Sangguniang Bayan Office (SBO)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Interested Tricycle Operators of the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration (COR) and Official Receipt (OR) of Motorcycle / Motorcycle with sidecar (Original copy with photocopy)		LTO – Land Transportation Office, Poro LTO Satellite Licensing Office, Land Transportation Office - Regional Office VII, Natalio B. Bacalso Ave - (032) 254 7506 <u>Land Transportation Office (LTO) - DLRO SM City Cebu</u> Land Transportation Office - DLRO-Robinsons Fuente Cebu Level 3 Robinsons Fuente, Fuente Osmeña Cir. - In Robinsons Fuente		
Proof of Common Carrier Insurance (Original Copy with photocopy)		From Motor vehicle / Motorcycle Insurance Company		
Barangay Clearance (1 original copy)		From the Office of the Punong Barangay of the applicant's respective barangay		
Police Clearance (1 original copy)		From the San Francisco Police Station, Poblacion Proper		
Health Clearance/Certificate (1 original copy)		Municipal Health Office		
Community Tax Certificate (CEDULA) (Original Copy)		Municipal Treasurer's Office		
Picture of the Tricycle Unit (Front, Back, Left and Right Side) (1 printed copy)		From the Applicant		
Photocopy of Professional Driver's License issued by the LTO (driver of the tricycle unit).		From Land Transportation Office (LTO)		
Fully Accomplished MTOP Form		Tricycle Franchising Board (TFB)		
Application / Petition Form for Motorized Tricycle Franchise		Tricycle Franchising Board (TFB)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESS-ING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook and Secure the Following from the Service Provider: MTOP Application Form Application/	1.0 Provide the following to the Applicant: • MTOP and Application Form	None	1 hour	Luz C. Formentera Administrative Aide VI SB Office

Petition for Motorized Tricycle Franchise Form	<ul style="list-style-type: none"> • Application/ Petition for Motorized Tricycle Franchise Form <p>1.1 Instruct / advise the client to accomplish required documents and Fill out the MTOP Form</p>			
2. Accomplish all the needed requirements, & fill out the MTOP & Application /Petition for Motorized Tricycle Franchise Form	2. Receive and check the completeness of the documents			Luz C. Formentera Administrative Aide VI SB Office
<p>3. Return / Submit the duly accomplished application & supporting documents</p> <p>Note: COR & O.R. of the motorcycle MUST be under the name of the applicant.</p>	<p>3. Instruct the Applicant to pay the following to the Treasury Office:</p> <p>Issue O.R.</p>	<p>Public Motorized Tricycle Franchise Fees</p> <p>Tricycle Franchise Fee- P100.00/unit</p> <p>Supervision Fee - 100.00</p> <p>Annual Sticker - 50.00</p> <p>Informative Sticker - 25.00</p> <p>Driver's ID Card - 25.00</p> <p>Terminal Fee - 100.00</p> <p><u>TOTAL</u> - P400.00/year</p> <p>Utility Motorized Tricycle Franchise Fees</p> <p>Franchise Fee - P350.00/unit</p> <p>Supervision Fee- 175.00</p> <p>Annual Sticker Fee- 50.00</p> <p>Driver's ID Card- <u>10.00</u></p>	<p>5 Minutes</p> <p>30 Minutes</p>	<p>Luz C. Formentera Administrative Aide VI SB Office</p> <p>Revenue Collection Clerks Municipal Treasury Office</p>

		TOTAL- P600.00/year		
4. Return to SB Office and Present the Official Receipt	4. Calendar the application in the SB Order of Business	None	2 Minute s	Luz C. Formentera Administrative Aide VI SB Office
5. Wait for the Instruction and notification through text message to claim the Provisional Franchise and MTOP	5.0 Inform the applicant that within twenty (20) days, they will be notified thru text upon the approval of their MTOP Application	None	Maxi- mum of twe- nty (20) days	Luz C. Formentera Administrative Aide VI SB Office
6. Return to SB Office upon notified on the release of the MTOP and provisional Tricycle Franchise	6.0 Instruct the applicant to sign in the logbook 6.1 Issue the approved provisional franchise & MTOP		15 Minute s	Luz C. Formentera Administrative Aide VI SB Office
7. Sign in the Logbook & secure the MTOP and the Tricycle Franchise. Note: If the applicant failed to submit the CONVERTED unit within sixty (60) days to the SB Office, the MTOP will be	8. Advise the applicant to go to LTO for the conversion of their unit from "Private" to "FOR HIRE" within 60 days			

invalidated and the applicant shall start the same process that as if there is no other applicant in the waiting list				
	TOTAL	P400.00 for Public Motorized Tricycle Franchise Fees P600.00 for Utility Motorized Tricycle Franchise Fees	Maximum of 20 days 2 hours and 7 minutes	
Pursuant to Municipal Ordinance No. 2020-176				



OFFICE OF THE MUNICIPAL TREASURER

External Services



51. Issuance of Real Property Tax (RPT) Clearance

Processing of real property tax clearance for taxpayers.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	All Clients, Real Property Owners and Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Updated Official Receipt of Current Tax Paid		Treasurer's Office		
Updated Tax Declaration (latest revision)		Assessor's Office		
Authorization Letter/ID (if non-owner/behalf))		Declared Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the Client Logbook in the office lobby	Give the Log Book to the client	None		Help Desk
Get the Official Receipt of Current Tax Paid; Tax Declaration; Authorization Letter/ID	Validate the OR of the current tax paid	Tax Clearance Fee 150.00 / tax declaration Documentary Stamp 30.00	1-2 minutes	RPT In-Charge Revenue Collection Clerk
	Total		2 minutes	

- If all requirements are completed



52. Assessment of Real Property Tax

Processing of Real Property Tax Payments.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	All Clients, Business Establishment and General Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Updated Tax Declaration (latest revision)		Assessor's Office		
Previous Official Tax Receipt of payment/s		Property Owner/Taxpayers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the Client Logbook in the office lobby	Give the Log Book to the client	None		Help Desk
1. Present the Updated Tax Declaration (latest revision) and Previous Official Tax Receipt	Assess and validate the current computation of real property tax	2% x total assessed value (AV) = taxable amount 20% discount for advance payment; 10% discount for payments made from January-March of the Current Year; 2% penalty per month for delinquent payments	1-2 minutes	RPT Staff
2. Proceed to Cashier for payment	Check the computation for issuance of receipt for payments	Based on the computation and assessment from Step 1	1-2 minutes	Revenue Collection Clerk



53. Issuance of Community Tax Certificate (CTC)

There shall be imposed a community tax on persons, natural or juridical, residing in the municipality.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	All Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card		Client's Personal ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the office lobby	Give the Log Book to the client	None		Help Desk
2. Present Identification Card for interview	Interview the client's personal information	None	5 minutes maximum	
3. Wait for the processing of receipts	Issuance of receipt and payments		5 minutes maximum	
	For Individuals	Income A (basic) 5.00 + Income B (gross income x 1%)= TOTAL x Penalty (2% per month)		Revenue Collection Clerk
	For Juridical Persons/ Corporation	Income A (500.00) + Income B (gross income x 1%)=TOTAL x Penalty (2% per month)		Revenue Collection Clerk
	Total for Individuals	30.00	10 mins.	
	Total for Corporation	505.00		



54. Issuance of Tax Receipt for Police Clearance

Imposition of Police Clearance shall be paid for each police clearance certificate obtained from the Station of this municipality.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	All Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance Certificate		Office of the Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the Client Logbook in the office lobby	Give the Log Book to the client	None		Help Desk
Present the Barangay Clearance	Checked the requirements for issuance of official receipt	For employment, scholarship, study grant, and other purposes not hereunder specified – P200.00 For change of name – P500.00 For application for Filipino citizenship – P1000.00 For passport or visa application – P500.00	2 mins.	RCC
	total		2 mins	



55. Rental Fees for the Use of All Heavy Equipment

Imposition of Rental Fees shall be collected for any use of the heavy equipment owned by the Local Government Unit of San Francisco.

Office or Division:		Municipal Treasurer's Office		
Classification:		Simple (Ministerial Action)		
Type of Transaction:		G2C –Government to Citizen		
Who may avail:		All Renter		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Order Slip		Mayor's Office/MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the Client Logbook in the office lobby	Give the Log Book to the client	None		Help Desk
Present the pertinent documents and payment slip/TOP	Checked the type of equipment details	Self-loading truck – P5,000.00 for the 5kms. and below plus P200.00 per succeeding km.	2 mins.	RCC
	HOWO Dump Truck	P2,500.00 for 5kms. And below plus P200.00 per succeeding km.	2 mins.	RCC
	Dump Truck	P2,000.00 for 5kms. And below plus P200.00 per succeeding km.	2 mins.	RCC
	Mini-Dump Truck	P1,500.00 for 5kms. And below plus P200.00 per succeeding km.	2 mins.	RCC
	Bus (Suroy-suroy Sugbo)	P6000.00/day	2 mins.	RCC
	Coaster	P7,000.00/day	2 mins.	RCC
	Bulldozer	P3,000.00/hour (with operator)	2 mins.	RCC
	Backhoe	P2,000.00/hour (with operator)	2 mins.	RCC
	Grader	P2,000.00/hour (with operator)	2 mins.	RCC
	Payloader	P1,500.00/hour (with operator)	2 mins.	RCC
	Road Roller (big)	P2,000.00/hour (with operator)	2 mins.	RCC

	Road Roller (small)	P1,500.00/hour (with operator)	2 mins.	RCC
	Walk-behind Vibratory Roller	P1,500.00/hour (with operator)	2 mins.	RCC
	Tank Lory/Water Tanker	P1,000.00 for 5kms. And below plus P100.00 succeeding km.	2 mins.	RCC
	Plate Compactor	P500.00/hour (with operator and fuel)	2 mins.	RCC
	Jack Hammer	P500.00/hour (with operator and fuel)	2 mins.	RCC
	Elf	P1000.00 for 5kms. And below plus P100.00 succeeding km.	2 mins.	RCC
	Total		2 mins. Per transaction	



56. Rental Fees for the Use of Tents owned by the Municipality

There shall be collected for rental fees for the use of tents owned by the Municipality.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	All Renter			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Order Slip		Mayor's Office/MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the Client Logbook in the office lobby	Give the Log Book to the client	None		Help Desk
Present the Order Slip	Check the corresponding details of the OS; For special Occasions like weddings, birthday, etc.	P1,000.00 for the first day and P200.00 for each succeeding day + vehicle charge of P500.00 after the five kilometers distance from the Motor pool of the LGU and additional P200.00 per succeeding kilometer thereof,	2 mins.	RCC
	TOTAL	P1,700.00	2 MINS	



57. License Fee and Application of Business Permit for Butchers.

There shall be collected an annual License fee of Two Hundred Pesos (200.00) from each butcher within the jurisdiction of the Municipality of San Francisco, Cebu for him to be licensed to operate in the municipal slaughterhouse and to slaughter animals for meat intended for food consumption of the people.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	All Butchers in this municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For a Newly Started Butcher Applicant: <ul style="list-style-type: none"> Filled-up Unified Form; Barangay Clearance; Medical Certificate & Sanitary Permit 		<ul style="list-style-type: none"> Office of the Barangay Business Permits & Licensing Office (BPLO) Municipal Treasurer Office Municipal Health Office Municipal Agriculture Office 		
For the Renewal of Existing Business Permit: <ul style="list-style-type: none"> Filled-up Unified Form; Previous year's mayor's permit and current tax clearance Barangay Clearance; Medical Certificate & Sanitary Permit 		<ul style="list-style-type: none"> Office of the Barangay Business Permits & Licensing Office (BPLO) Municipal Treasurer Office Municipal Health Office Municipal Agriculture Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the office lobby	Give the Log Book to the client	None	2 mins.	Help Desk
2. File Application for One-Time Assessment	Review and validate the documents submitted for One-time Assessment		5 mins.	BPLO BPLO Staff
3. One-time payment,	Collect and Issue Official Receipt	As per assessment of Mayor's Permit Fee & Annual Business	10 mins.	All Collector

payment of taxes, fees and charges		<p>Tax shall be collected based on Local Revenue Code & Capitalization/Gross Income.</p> <p>Regulatory Fees:</p> <ul style="list-style-type: none"> • Sanitary - 200.00 • Medical – 150.00 • Inspection - 150.00 • Garbage - 360.00 		
4. Claim Mayor's Permit	Print, Sign and Release Mayor's Business Permit		10 mins.	Frontline – Licensing Officer ICTO
	TOTAL		27 mins.	



58. Application of Permit for Cockfighting and Fees

There shall be collected annual Mayor's Permit Fees from cockpit operators/owners/licensees and cockpit personnel.

Office or Division:	Municipal Treasurer's Office			
Classification :	Simple (Ministerial Action)			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	All Owners, Operators, Licensees, Cockpit Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
License from Game Amusement Board (GAB)		GAB Office		
Barangay Clearance		Office of the Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the office lobby	Give the Log Book to the client	None	2 mins.	Help Desk
2. File Application for One-Time Assessment	Review and validate the documents submitted for One-time Assessment	None	5 mins.	BPLO BPLO Staff
3. One-time payment, payment of taxes, fees and charges	Collect and Issue Official Receipt	As per assessment based on Local Revenue Code Permit Fee – P9,100.00 Regulatory Fees: <ul style="list-style-type: none"> • Sanitary - 200.00 • Medical – 150.00 • Inspection - 150.00 • Garbage - 360.00 	10 mins.	Frontline - All Revenue Collector
4. Claim Mayor's Permit	Print, Sign and Release Mayor's Business Permit	None	10 mins.	ICTO
TOTAL		P 9,960.00	27 mins.	



59. Fees for the Sealing and Licensing of Weights and Measures

The Municipal Treasurer shall strictly enforce the provisions of the Regulation of Practices Relative to Weights and Measures, as provided in Chapter II of the Consumer Act, Republic Act No. 7394.

Office or Division:		Municipal Treasurer's Office		
Classification:		Simple (Ministerial Action)		
Type of Transaction:		G2C –Government to Citizen		
Who may avail:		All Consumers and Consumers' related transaction		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Quarterly Inspection				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring weights and measures for calibration and sealing	Inspect, calibrate and seal quarterly	None	5 mins.	BPLO BPLO Staff
2. One-time payment, payment of fees, stickers and other charges	Collect and Issue Official Receipt	For Sealing linear metric measures: Not more the 1 meter - 200.00 Measure over 1 meter – 380.00 For sealing metric measures of capacity: Not over 10 liters – 200.00 Over 10 liters – 380.00 For sealing metric instruments of weights: <ul style="list-style-type: none"> • Not more than 30 kg. – 200.00 • More than 30 kg but not more than 300 kg. – 380.00 • More than 300 kg but not more than 3000 kg. – 950.00 • More than 3000 kg. – 1,600.00 	5 mins.	Revenue Collector

		<p>For sealing apothecary balances of precision – 100.00</p> <p>For sealing scale or balance with complete set of weights:</p> <ul style="list-style-type: none"> • For each scale or balances or other balances with complete set of weights for use therewith – 380.00 • For extra weight – 50.00 		
	TOTAL		12 min	



60. Large Cattle Registration and Transfer Fees

The owner of large cattle is required to register his ownership thereof with the municipal treasurer for which a certificate of ownership shall be issued to the owner upon payment of fees per head.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Ownership		Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the office lobby	Give the Log Book to the client	None	2 mins.	Help Desk
2. Ready for Interview	Interview and validate information	None	3 mins.	MTO Staff
2. One-time payment, payment of fees, stickers and other charges	Collect and Issue Official Receipt	For: <ul style="list-style-type: none"> • Certificate of Ownership - 5.00 • Certificate of Transfer – 10.00 • Registration of Private Brand – 200.00 • Branding Fee (Service) – 100.00 		Revenue Collector
	Total Cert. of Ownership	P 5.00	5 min	
	Total Cert. of Transfer	P 10.00	5 min	
	Total Reg. of PB	P 200.00	5 min	
	Total of Branding Fees	P 100.00	5 min	



61. Permit Fees on Bicycles

There shall be collected an annual permit fee for every bicycle in the Municipality of San Francisco, Cebu. The fee imposed shall be due on the first (1st) day of January and payable to the Treasurer within the first (1st) twenty (20) days of January of each year. The permit fee shall be paid without penalty within the first (1st) twenty (20) days following its acquisition.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	All Bicycle Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fill-up the Form		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the office lobby	Give the Log Book to the client	None	2 mins.	Help Desk
2. Present the filled-out form for interview	Interview the clients and validate the content/ information of the form	None	2 mins.	MTO Staff
3. Wait for the Issuance of Plate and Receipt	Collect and Issue Official Receipt	P 50.00 annual permit fee + 100.00 plate number + 25% surcharge + penalty	2 mins.	Revenue Collector
TOTAL		P 150.00	6 mins.	



62. Registration and Application Fees for the Accreditation of Barangay Micro-Business Enterprise (BMBE)

As define in Sec. 3a 9178, otherwise known as the “Barangay Micro Business Enterprises (BMBE’s) Act of 2002. Any person, natural or juridical, cooperative or association, or business entity or enterprise engaged in production, processing, manufacturing of products or commodities, including agro-processing, trading and services may apply for Certificate of Authority as a BMBE provided that they should have at least a total asset value, including those arising from loans but exclusive of the land on which the particular business entity’s office, plant and equipment are situated, of not more than Three Million Pesos (P3,000,000.00) .

Office or Division:	Municipal Treasurer’s Office			
Classification:	Highly Technical			
Type of Transaction:	G2B–Government to Business			
Who may avail:	Any Person, Natural or Juridical, Cooperative or Association			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly filled-up the BMBE Form 01 (triplicate copy)		Municipal Treasurer’s Office		
DTI Registration for Sole Proprietorship		Department of Trade and Industry (DTI)		
SEC Registration for Corporations, Partnerships or Associations		Security Exchange Commission (SEC)		
CDA Registration for Cooperatives		Cooperative Development Authority (CDA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the office lobby	Give the Log Book to the client	None	2 mins.	Help Desk
2. Present the accomplished BMBE Form 01 in triplicate and submit to Municipal Treasurer	Evaluates the application contained and review the qualifications for the eligibility to register	Registration and Application Fee – 250.00 + 2000.00 Penalty	15 working days	Treasurer
3. Receive the Certificate of Authority (CA)	Issue the certificate once validated and approved.	Free of charge	5 mins	Treasurer
	TOTAL	P 250.00	15 days & 7 mins.	



63. Polluters Fee

The fee imposed to all vehicles entering the posts of the Municipality of San Francisco, Cebu that will be used for the sustainability of the Solid Waste Management and Carbon Offsetting Programs. This shall include the delivery vehicles, passenger vehicles, and private vehicles entering the ports of the Municipality of San Francisco, Cebu including passenger vessel, cargo vessel and fishing vessel anchoring/docking in San Francisco, Cebu waters including transient fishing pump boats for commercial purposes shall pay a polluter's fee.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C–Government to Citizen			
Who may avail:	All Commercial Vessel and Vehicle Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fill-up Unified Business Permit Form (2 copy)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook	Give the Log Book to the client	None	2 mins.	Help Desk
2. Present the accomplished Form for assessment of fees	Evaluates and assess the fees.			BPLO
3. Receive the Certificate of Authority (CA)	Types of Vessels: Cargo Vessel (per day) 300.00 Passenger Vessel (per day) 300.00 Commercial Fishing Vessel (per day) 150.00 Transient Fishing Pumps Boats (per day) Types of Vehicles: Ten-wheeler Vehicle 100.00 Six-wheeler Vehicle 75.00 Private Four-wheeled Vehicle 50.00 Motorcycle 10.00 Note: First Offense – P500.00 Second Offense - P1000.00 Third Offense - P2500.00 or Banning to Enter	500.00 Amount + fines/penalties	3 mins.	Revenue Collector
TOTAL			5 mins.	



OFFICE OF THE MUNICIPAL TREASURER

Internal Services



64. Submission of Electronic Statement of Receipts and Expenditures (eSRE) Report.

Vital submission of eSRE Report as per Joint Memorandum Circular (JMC) No. 2018 -1 “Adoption of the Modified Format for the Statement of Receipts and Expenditures of Local Government Units (SRE of LGUs) and Updated Guidelines on the Preparation and Submission Thereof.”

Office or Division:	Municipal Treasurer’s Office – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LGU San Francisco as per requirement to BLGF Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Updates SRE Report		May apply Online at eSRE System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Update SRE report through online system	Submit the updated SRE report through the online system	None	Quarterly: every 20 th day of the ff. month of every quarter	Admin. Staff
	TOTAL	None	Quarterly	



65. Submission of the GSIS Remittances.

Submission of the Employees GSIS Remittances to Authority

Office or Division:	Municipal Treasurer's Office – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LGU San Francisco to GSIS Central Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
GSIS Remittances			GSIS Central Office Land Bank of Philippines	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepares the payment to be submitted to GSIS Remittance Center	Submit the payments to GSIS Remittance Center	None	Every 10 th day of the ff. month	Admin. Staff



66. Submission of the Home Development Mutual Fund (HDMF)

Submissions of the Employee's Home Development Mutual Fund (HDMF) contributions to Authority.

Office or Division:	Municipal Treasurer's Office – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LGU San Francisco to HDMF Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HDMF Remittances		HDMF Central Office/ Land Bank of Philippines		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepare the payment to be submitted to HDMF Remittance Center	Submit the payments/check to HDMF Remittance Center	None	Every 10 th day of the ff. month	Admin. Staff



67. Submission of the PhilHealth Remittances.

Submission of the payments/ remittances of Employee's PhilHealth Contribution to Authority.

Office or Division:	Municipal Treasurer's Office – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LGU San Francisco to PhilHealth Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PHILHEALTH Remittance		PhilHealth Central Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepare the payment to be submitted to PhilHealth Online System	Submit the payments/check to PhilHealth Office/Center	None	Every 10 th day of the ff. month	Admin. Staff



68. Submissions of Remittances to Cebu Provincial Office.

Submission of the payments/ remittances to Authority.

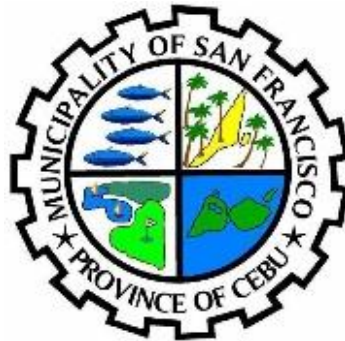
Office or Division:	Municipal Treasurer's Office – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LGU San Francisco to Province of Cebu Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Provincial Remittance			MTO to Cebu Provincial Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepares the payment to be submitted to Provincial Office	Submit the payments/check to Cebu Provincial Office	None	Every 10 th day of the ff. month	Admin. Staff



69. Submission of Payments/ Remittances to Bureau of Internal Revenue (BIR).

Submissions of the payments/ remittances to Authority.

Office or Division:	Municipal Treasurer's Office – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LGU San Francisco to BIR Central Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
BIR Remittance			MTO to BIR Center	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepare the payment to be submitted to BIR Center	Submit the payments/check to BIR Center	None	Every 10 th day of the ff. month	Admin. Staff



OFFICE OF THE MUNICIPAL ASSESSOR

External Services



70. Appraisal & Assessment of Real Properties (Buildings and Machinery).

Attend/Act to the inquires of the transacting public on matters pertaining to appraisal and assessment of real properties. Verification of tax declaration/certified copies of tax declarations and other assessment record.

Office or Division:	Assessor's Office			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	All clients.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SPA to non-owner		from the declared owner if living or from the heirs of the declared owner if deceased		
Receipts for the desired request		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present yourself at the lobby for disinfection	take the clients body temp. and disinfect	None		Staff
2. Approach any personnel in the office	greet the client then ask clients request	None	10-15 working days	Staff, Asst. Assessor; Assessor
3. Secure certified true copy	Search for the names ask	100.00 for the 1st 2 copies. 25.00 for every additional copy	2min. or depends on the number of properties requested	Staff, Asst. Assessor; Assessor
4. Secure assessor's certification (land holdings, tracer, vicinity map)	ask client what kind of cert. then search at the system	200.00	5min. or depends on the number of properties requested	Staff
Total		325.00	42 mins	



71. Securing Assessor's Certification of with/without Improvements.

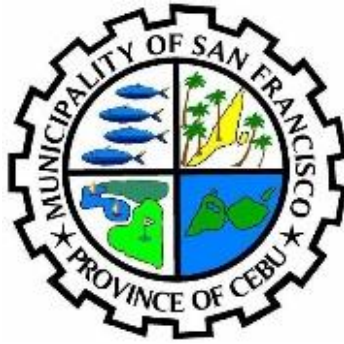
Office or Division:	Assessor's Office			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	All Clients.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SPA to non-owner		from the declared owner if living or from the heirs of the declared owner if deceased		
receipts for the desired request		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present yourself at the lobby for disinfection	take the clients body temp. and disinfect	None		Staff
2. Approach any personnel in the office	greet the client then ask clients request	200.00	1hr – site inspection 5min – certificate preparation 1min - approval	Staff, Assistant Assessor; Municipal Assessor
	TOTAL	200.00	1 hour & 6 mins.	



72. Preparation of Tax Declaration for Transfer of Ownership

Steps in processing the requirements of Tax Declaration for transfer of ownership.

Office or Division:	Assessor's Office			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	All Clients.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SPA to non-owner		from the declared owner if living or from the heirs of the declared owner if deceased		
Notarized Deed of Conveyance		Any Notary Public (Attorney)		
Certified True Copy of Tax Declaration		MTO (receipts) Assessor's Office		
Tax Clearance		MTO		
FAAS/TD		MTO (receipts) Assessor's Office		
Complete BIR receipts (eCAR)		BIR Mandaue		
ROD Registration		Register of Deeds (Guadalupe)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present yourself at the lobby for disinfection	take the clients body temp. and disinfect	None		Staff
2. Approach any personnel in the office.	greet the client then ask for the pertinent papers as listed on the checklist of requirements above stated.	None 100.00 100.00	5 min. /transaction 10 min./transaction FAAS preparation 5 min./transaction TD preparation 5 min. /transaction – administering oath	Staff, Assistant Assessor; Municipal Assessor
	TOTAL	200.00		



OFFICE OF THE MUNICIPAL BUDGET OFFICER

Internal Services

	for the budget year, major thrusts and policy decisions, sources of income for the past three years; income estimates and corresponding assumptions; spending ceilings and budget strategies; timelines of activities and forms to be used.			LCE; Local Finance Committ ee (LFC); CSOs Private Sector Group
PHASE 3: PREPARATION AND SUBMISSION OF BUDGET PROPOSALS	<p>Local Budget Preparation (LBP) Form No. 1 – Budget of Expenditure and Sources of Financing (Prepared by the LFC and Local Accountant)</p> <p>LBP Form No. 2 – Programmed Appropriation and Obligation by Object of Expenditures (Prepared by the Department Head and Reviewed by the MBO)</p> <p>LBP Form No. 2a – Programmed Appropriations and Obligation for Special Purpose Appropriations (Prepared by the Department Head and Reviewed by the MBO)</p> <p>LBP Form No. 3 – Personnel Schedule (Prepared by the Department Head and Reviewed by the Human Resource Management Officer)</p> <p>LBP Form No. 4 – Mandate, Mission/Vision, Major Final Output, Performance Indicators and Targets (Prepared by the Department Head and Reviewed by the LFC)</p> <p>LBP Form No. 5 – Statement of Indebtedness (Certified Correct by</p>	None	JULY 16	Heads of Local Economi c Enterpris es (LEEs)

	<p>the Municipal Accountant and Municipal Budget Officer)</p> <p>LBP Form No. 6 – Statement of Statutory and Contractual Obligations and budgetary requirements (Certified correct by the LFC and Municipal Accountant)</p> <p>LBP Form No. 7 – Statement of Fund Allocation by Sector (Certified correct by the Municipal Accountant and MBO)</p> <p>Project Procurement</p> <p>Management Plan (PPMP) Annual Procurement Plan (APP) Annual Investment Plan (AIP)</p> <p>The detailed statement on income and expenditures shall be submitted to the LCE on or before July 15 of each year. (Sec. 315, LGC)</p>			
	<p>The technical budget hearings are conducted by the LFC to review the rationale of the department/office, review the PPAs, validate the revenue sources, PPAs, cost estimates, and expected outputs for the budget year.</p> <p>Budget Proposals are reviewed by the members of the LFC based on the rationale of the PPA; major output and performance indicators criteria, targets and cost criterion.</p>	None	July 15	
<p>Local Expenditure Program (LEP) prepared by the LCE</p> <p>Budget Message signed by the LCE</p>	<p>The LEP/Executive Budget is primarily composed of two parts: Receipts Program and Expenditure Program, which reflects the following:</p> <p>A. Receipts Program</p> <ul style="list-style-type: none"> • Local Sources • Tax Revenue • Non-tax Revenue • National Tax Allotment • Extraordinary Receipts/Grants/Donations/Aids <p>B. Expenditure Program</p> <ul style="list-style-type: none"> • Performance Information 	None	Sept 1-Oct 10 October 10	

	<ul style="list-style-type: none"> • Proposed New Appropriations by Object of Expenditures • Special Purpose Appropriations • Appropriation for 20% Development Fund • Appropriation for 5% LDRRM Fund • Appropriation for Debt Service • Aid to Barangays • Other authorized special-purpose appropriations 			
Plantilla of Personnel (LBP Form 3) signed by the Department Head, HRMO and LCE	<p>Statement of Indebtedness (LBP Form 5) signed by the Mun Accountant and LCE</p> <p>Annual Operating Budget (AOB) of LEEs signed by Head of LEE and LCE</p> <p>AIP duly supported by the Sanggunian through a Resolution</p> <p>Supporting documents signed by the MPDC, Budget Officer and LCE, particularly:</p> <ol style="list-style-type: none"> 1. DILG endorsed GAD Plan and budget 2. LDRRM Plan as reviewed by the appropriate authority consistent with RA 10121 3. Local Climate Change Action Plan 4. Local Nutrition Action Plan 5. Annual Cultural Development Plan approved by the Local Culture and Arts Council 6. Indicative Annual Procurement Plan 7. List of PPAs for Senior Citizens and Persons with Disabilities 8. List of PPAs to Combat AIDS 9. List of PPAs to Address the Problem of Illegal Drugs 	None	Sept 1 to Oct 10	
PHASE 4. CONDUCT BUDGET HEARING AND EVALUATION OF BUDGET PROPOSALS		None	<p>Within 3 days from its issuance</p> <p>October 10</p>	

PHASE 5. PREPARE THE EXECUTIVE BUDGET	Prepare the Budget Message Submit Executive Budget to the Sanggunian Bayan	None	October 16	MBO, SBO
<div data-bbox="160 361 412 462" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> B. Budget Authorization </div> Enactment of Budget and Endorsement to the LCE for approval	Issues the review action within ninety (90) days from receipt Review action maybe: <ul style="list-style-type: none"> Declare the AO operative in its entirety Declare the AO operative in its entirety subject to conditions Declare the AO inoperative in its entirety Declare the AO inoperative in part 	None	Within 15 days from receipt	Budget Aide; MBO, LFC
<div data-bbox="160 833 440 934" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> C. Budget Review </div> SB Secretary submits the AO for review to the Sanggunian Panlalawigan Barangay Secretary submit their respective Budget to the Sanggunian Bayan Office SB Secretary will endorse the Barangay Budget to the Budget Office for review Review of the AO and supporting documents - (Barangay Annual/Supplemental Budgets)	<ul style="list-style-type: none"> AO Transmittal Letter Approved AIP with supporting documents mentioned in the subject on Budget Preparation 	None	Within 15 days from receipt	Budget Aide/MB O, LFC
	Total		21 days & 25 minutes	



74. Budget Execution for Payment of Goods and Services

Provide a systematic release of Obligation's Request (ObR) in the processing for payment of goods and services

Office or Division:	Office of the Municipal Budget Officer			
Classification:	Simple			
Type of Transaction:	G2G –Government to Government			
Who may avail:	LGU of San Francisco Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • PR, Program of Works, or Activity Design/Approved Budget for the Contract • BAC Resolution • Contract Agreement • Bidding Documents • Notice of Award and Contract • Notice to Proceed • Accomplishment Report or Inspection report • Disbursement Voucher 		<ul style="list-style-type: none"> • End User; • Local Office • BAC 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Voucher and supporting documents at the budget office' front desk.	Check the documents and records the same to the journal for certification/approval as to the availability of Appropriation in the Obligation Requests (ObR)	None	Maximum of 1 hour depending on the complexity of the documents	Adm. Aide IV Budget Aide/Staff MBO
Releasing of documents upon approval	Approved documents shall be forwarded to the concerned person or office	None		Budget Aide; Budget Officer
Total			1 day	



75. Budget Execution for Travel and Claims/Advances

Provide a systematic release of Obligation's Request (ObR) in the processing for payment of travel and claims/advances.

Office or Division:	Office of the Municipal Budget Officer			
Classification:	Simple			
Type of Transaction:	G2G –Government to Government			
Who may avail:	LGU of San Francisco Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Travel Order with invitation letters in case of conferences, trainings seminars & conventions, for not otherwise listed, travel order will suffice Itinerary of Travel (Appendix A) only in case of cash advance, if reimbursement, itinerary of travel with Appendix B and tickets Official receipt if there's any Certificate of Appearance if the claim is reimbursement Disbursement Voucher 		End User; Local Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit voucher and supporting documents pertaining to travel and claims/advances to budget office staff	Check the documents and records the same to the journal for certification/approval as to the availability of Appropriation in the Obligation Requests (ObR)	None	Maximum of one hour depending on the volume of vouchers for that day	Budget Aide
Releasing of documents upon approval	Approved documents shall be forwarded to the concerned person or office	None		Budget Staff; Budget Officer
Total			1 hr. max.	



76. Budget Execution for Payment of Services (Job Order)

Provide a systematic release of Obligation's Request (ObR) in the processing for payment of services for Job Order.

Office or Division:	Office of the Municipal Budget Officer			
Classification:	Simple			
Type of Transaction:	G2G –Government to Government			
Who may avail:	LGU of San Francisco Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Job Order • Accomplishment Report • Disbursement Voucher or Payroll 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Voucher and supporting documents at the budget office' front desk.	Check the documents and records the same to the journal for certification/approval as to the availability of Appropriation in the Obligation Requests (ObR)	None	2 mins.	Adm Officer IV; Sr. Adm. Assistant II; MBO
Releasing of documents upon approval	Approved documents shall be forwarded to the concerned person or office	None		Budget Staff; MBO
Total			2 mins.	



77. Budget Execution for Payment of First Salary

Provide a systematic release of Obligation's Request (ObR) in the processing for payment of first salary.

Office or Division:	Office of the Municipal Budget Officer			
Classification:	Simple			
Type of Transaction:	G2G –Government to Government			
Who may avail:	LGU of San Francisco Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Oath of Office • Appointment Contract • Notice of Salary • Computation if first day of service does not fall on the first day of the month • Disbursement Voucher 		Office of the Mayor Local Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Voucher and supporting documents at the budget office' front desk personnel.	Check the documents and records the same to the journal for certification/approval as to the availability of Appropriation in the Obligation Requests (ObR)	None	2 minutes	Budget Aide
Releasing of documents upon approval	Approved documents shall be forwarded to the concerned person or office	None	2 minutes	Budget Officer
TOTAL			4 minutes	



78. Budget Execution for release of Cash Assistance to Individuals in Crisis Situations (AICS)

Provide a systematic release of Obligation's Request (ObR) in the processing for releasing of Cash assistance to Individual in Crisis Situations (AICS).

Office or Division:	Office of the Municipal Budget Officer			
Classification:	Simple			
Type of Transaction:	G2G –Government to Government			
Who may avail:	LGU of San Francisco Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Barangay Certification that the claimant is indigent Certificate of Eligibility MSWDO Form 200 Disbursement Voucher 		<ul style="list-style-type: none"> Barangay Office MSWDO MBO 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit voucher and supporting documents at Budget Office' Front Desk to Budget Office Staff	Check the documents and records the same to the journal for certification/approval as to the availability of Appropriation in the Obligation Requests (ObR)	None	2 mins.	Budget Aide
Releasing of documents upon approval	Approved documents shall be forwarded to the concerned person or office	None	2 mins.	Budget Officer
Total			4 mins.	



79. Budget Execution for Claims for Terminal Leave Benefits

Provide a systematic release of Obligation's Request (ObR) in the processing for payment of claims of Terminal Leave Credits.

Office or Division:	Office of the Municipal Budget Officer			
Classification:	Simple			
Type of Transaction:	G2G –Government to Government			
Who may avail:	LGU of San Francisco Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Clearance from money, property and legal accountability from the local Treasurer's Office • Complete Service Record • Latest SALN • Computation of terminal leave benefits duly signed by the Accountant • Applicant's authorization (in affidavit form) to deduct all financial obligations with the LGU • Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (RA3019) • In case of resignation, employee's resignation letter duly accepted by the Head of Agency. 		<ul style="list-style-type: none"> • HRMO • Local Office/Department 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit voucher and supporting documents at Budget Office' Front Desk to Budget Office Staff	Check the documents and records the same to the journal for certification/approval as to the availability of Appropriation in the Obligation Requests (ObR)	None	2 minutes	Budget Aide
Releasing of documents upon approval	Approved documents shall be forwarded to the concerned person or office	None	2 minutes	Budget Officer
	Total		4 minutes	



OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

External Services



80. Registration of Death Certificates

Processing of payments and services on registering the above certificates.

Office or Division:	Municipal Registrar's Office			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death certificate requirements: For newly register: <ul style="list-style-type: none"> a. Marriage Certificate b. Baptismal Certificate c. Birth Certificate 		PSA Cebu; Catholic Church/ other religion; RHU/Birthing Center, Barangay		
For delayed registration: <ul style="list-style-type: none"> • PSA Death (Negative) • Baptismal Certificate • Marriage Contract • Personal ID • Joint Affidavit 		<ul style="list-style-type: none"> • PSA Cebu • Catholic Church/ other religion • RHU/Birthing Center • Barangay Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will fill up form & submit supporting documents	In-charge will receive & interview the information of the applicant		10 minutes	LCR Staff, ARO
2. Wait still in process	Input the desired Data gathered		10 minutes	LCR Staff, ARO
3. Wait still in process	Review the accomplished Form advice the client to pay the registration fee to the MTO	Death – 50.00	5 minutes	LCR Staff/ARO, Collector
4. Wait still in process	Signing the documents		2 minutes	ARO/MCRO

5. Client will receive the document	Recording & releasing the document		3 minutes	ARO/MCRO
	Total	50.00	30 minutes	



81. Registration of Birth Certificate.

Processing payments and services on registering the above certificates.

Office or Division:	Municipal Registrar's Office			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth certificate requirements: For newly register: <ul style="list-style-type: none"> • Marriage Certificate • Health Card • Fill up Form 102 		PSA Cebu; Catholic Church/ other religion; RHU/Birthing Center, Barangay		
For delayed registration: <ul style="list-style-type: none"> • PSA Birth (Negative) • Baptismal Certificate • Marriage Contract (parents) • Health Card • Barangay Certificate for delayed/late registration • Personal ID • Fill up Form 102 		PSA Cebu; Catholic Church/ other religion; RHU/Birthing Center, Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will fill up form & submit supporting documents	In-charge will receive & interview the information of the applicant		10 minutes	LCR Staff, ARO
2. Wait still in process	Input the desired Data gathered		10 minutes	LCR Staff, ARO

3. Wait still in process	Review the accomplished Form advise the client to pay the registration fee to the MTO	Birth – 350.00	5 minutes	LCR Staff ARO, Collector
4. Wait still in process	Signing the documents		2 minutes	ARO MCRO
5. Client will receive the document	Recording & releasing the document		3 minutes	ARO MCRO
	Total	350.00	30 minutes	



82. Registration of Marriage Certificates

Processing payments and services on registering the above certificates.

Office or Division:	Municipal Registrar's Office			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage certificate requirements: <ul style="list-style-type: none"> • CENOMAR • Birth Certificate • Barangay Tree Planting Certificate • Pre-Marriage Orientation and Counseling Certificate (PMC) • Two (2) valid ID • Parents' Consent/Advice • Fill up Form 90 		<ul style="list-style-type: none"> • PSA • MCR • Barangay Certificate • RHU • DSWD 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will fill up form & submit supporting documents	In-charge will receive & interview the information of the applicant		10 minutes	LCR Staff, ARO
2. Wait still in process	Input the desired Data gathered		10 minutes	LCR Staff, ARO
3. Wait still in process	Review the accomplished Form and advice the client to pay the registration fee to the MTO	Fees – 702.00	5 minutes	LCR Staff ARO, Collector
4. Wait still in process	Signing the documents		2 minutes	MCR Staff MCRO
5. Client will receive the document	Recording & releasing the document		3 minutes	MCR Staff
Total		702.00	30 minutes	



83. Issuance of Local Birth Certificates

Processing payments and services on registering the above certificates.

Office or Division:	Municipal Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fill Form		LCR Office		
Authorization Letter/Personal ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client will submit his/her oral or written request	In charge will receive and evaluate the letter does request and supporting documents		10 mins.	LCR Staff
2.Wait	Searching and scanning of records		10 mins.	LCR Staff
3. The client will pay the certificate to the MTO	Encoding & printing of documents	Fees 130.00	10 mins.	LCR Staff, Collector
4. Wait	Review and verifications of certificates		10 mins.	ARO
5. Client will receive the certificate	Signing and releasing the certificates		10 mins.	MCRO
Total		130.00	50 minutes	



84. Issuance of Local Death Certificates

Processing payments and services on registering the above certificates.

Office or Division:	Municipal Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fill Form		LCR Office		
Authorization Letter/Personal ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client will submit his/her oral or written request	In charge will receive and evaluate the letter does request and supporting documents		10 mins.	LCR Staff
2.Wait	Searching and scanning of records		10 mins.	LCR Staff
3. The client will pay the certificate to the MTO	Encoding & printing of documents	Fees 130.00	10 mins.	LCR Staff, Collector
4. Wait	Review and verifications of certificates		10 mins.	ARO
5. Client will receive the certificate	Signing and releasing the certificates		10 mins.	MCRO
Total		130.00	50 minutes	



85. Issuance of Local Marriage Certificates.

Processing payments and services on registering the above certificates.

Office or Division:	Municipal Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fill Form		LCR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client will submit his/her oral or written request	In charge will receive and evaluate the letter does request and supporting documents		10 mins.	LCR Staff
2.Wait	Searching and scanning of records		10 mins.	LCR Staff
3. The client will pay the certificate to the MTO	Encoding & printing of documents	Fees 180.00	10 mins.	LCR Staff, Collector
4. Wait	Review and verifications of certificates		10 mins.	ARO
5. Client will receive the certificate	Signing and releasing the certificates		10 mins.	MCRO
Total		180.00	50 minutes	



86. Processing of Marriage License Application

Processing payments and services to the applicant for Marriage License

Office or Division:	Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA Birth Certificate		PSA, Barangay, DSWD and LCR		
Certificate of No Marriage		PSA Cebu		
Barangay Tree Planting Certificate		Office of the Barangay		
PMOC Certificate/ DSWD Seminar		DSWD (local)		
Valid I.D both applicants.		Client/s		
Parents' Valid I.D and Parent's Consent (<i>for applicants below 26 years old</i>)		MCR Office		
Community Tax Certificate (CTC)		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Applicant will submit all the requirements	In charge will receive and evaluate all necessary requirements submitted		10 mins.	LCR Staff
2.Personal interview	The MCR will interview personally the applicants			MCRO
3. The applicant will pay to the MTO the application fee	Typing of application form & Marriage License/ posting	Fees - 702.00	5 mins.	LCR Staff, Collector
4. The application will get the marriage license after 10 working days posting	Signing and releasing the marriage license/ posting		10 mins	ARO, MCRO
Total		702.00	25 minutes	



87. Issuance of Certified True Copy of Birth, Death, Marriage Certificates

Processing payments and services the issuance of the above certificates.

Office or Division:	Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Xerox of all the documents above mentioned				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients will fill up the forms & submit the original documents	In charge will receive and evaluate the documents		5 mins.	Municipal Civil Registrar
2. Clients will pay to MTO the authentication fee	Evaluation and approval of request preparation of documents	50.00 Per 2 (two) Copies	10 mins.	Municipal Civil Registrar
3. Client will receive the documents	Signing and releasing the CTC of the documents, filling the copy		5 mins.	Municipal Civil Registrar
	Total	50.00	20 mins.	



88. PSA BREQS for Birth, Death, Marriage and CENOMAR.

Processing payments and services on applying the above certificates.

Office or Division:	Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients will fill up the form	In charge receive and interview the information/ applicant		5 mins.	LCR Staff
2. Client will pay the Municipal fee to the MTO	Evaluation and approval of request preparation of documents	100.00	5 mins.	MTO
3. Client will pay the PSA Fee	In charge will receive the payment	155.00	2 mins.	LCR Staff
4. Clients will receive the A. R. and the pick-up date of the documents	In charge will give the pick-up date of the documents		2 mins.	LCR Staff
	Encoding / Batching the Documents		5 mins.	
5. The client will get the document after the given period	Releasing the documents		2 mins.	LCR Staff
Total		255.00	21 mins.	



OFFICE OF THE MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES

External Services



89. Basic Processes and Services for the Issuance of Certificates

Procedures for issuance of certification of no objection in cutting trees.

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple (Ministrial Action)			
Type of Transaction:	G2C–Government to Citizen			
Who may avail:	Common People, Consumers, Farmers, Entrepreneur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification		Designated Barangay		
Letter address to CENRO CEBU /Pasu-CIPLS In Charge		Own opinion		
Photocopy of Tax Declaration		Assessor's Office		
Sketch Plan		Assessor's Office		
Picture of Trees /Coconut trees		Where the trees located		
Imposition of Fee		Menro Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all requirements needed in Certification of Cutting trees to Menro Office.	1.1 Accept and verify documents Conduct initial interview to applicants who submitted application personally.	None	2 minutes	MENRO Designate

Prepare for ocular Inspection by an authorized Menro Officer	1.2 Receive application documents/ Xerox for documentary.	None	5 minutes	MENRO Designate
Pay for the Imposition Fee's and how many board feet the tress cost.	Give the Initial receipt and the total amount for fees	Depends upon the size of a tree.	5 minutes	MTO
	Total		12 minutes	



90. Distribution of Seedlings.

Giving of seedlings to a requested party/organization to support Two-Million Trees Project for greening San Francisco.

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Common People, Teachers, Purokanons, Farmers, Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If more than 50pcs. of Seedlings they need Request Letter Form from Barangay Captain, School Heads or Principal.		Designated Barangay, and School		
2. Less than 50 pcs. of seedlings they need to fill up Request Form from MENRO.		MENRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request letter form to Menro Officer.	Receive and review document	None	2 minutes	MENRO In-charge
2. Once the Request is approved wait for further instruction.	Photocopy of Documents Record	None	2 minutes	MENRO In-charge
3. And prepare for the releasing of seedlings.	Picture/Count Seedlings then distribute.	None	10-20 minutes	MENRO In-charge
Total			24 minutes	



OFFICE OF THE MUNICIPAL AGRICULTURE

External Services



91. Processing, Licensing and registration of Fishing Vessels.

Processing and registration of fishing vessels for Boat Owners Applicants.

Office or Division:	Office of the Municipal Agriculture			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Fishermen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Boat Application Form		MAO		
Payment Receipts		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client Logbook in the office	Give the Logbook to the client	None		Help Desk
2. Fill-out Boat and Gears Registration Form	Accept and survey the fishing vessel and gears for admeasuring	Depend on horse power of boat engine	30 min.	In-charge
3. Bring the admeasurer to the landing port for boat measuring	Inspect and measure the boat capacity	None	1 day	In-charge
4. Proceed to Treasurer's Office for payment of prescribed fees	Process the prescribe permit/ boat license of the client	Non- Motorized - 50.00 per unit Motorized (10 hp & below - 100.00 Motorized (10.1 hp - 16 hp - 175.00 Motorized (16.1 & above - 300.00	1 week	In-charge
5. Go back to MAO to claim permit/ boat license	Accept and verified the documents	None	3-5 min.	In-charge
	Total			



92. Processing of Fishing Permit

Processing of fishing gears permit

Office or Division:	Office of the Municipal Agriculture				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	All Fishermen				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Boat Application Form			MAO		
Payment Receipts			MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sign in the client Logbook in the office	Give the Logbook to the client	None			Help Desk
2. Fill-out Gears Application Form	Accept and survey the fishing vessel and gears for admeasuring	Depend on horse power of boat engine	30 min.		In-charge
3. Bring the ad measurer for verification of fishing gears	Inspect and measure the fishing gears	None	1 day		In-charge
4. Proceed to Treasurer's Office for payment of prescribed fees	Process the prescribe permit for the fishing gears	Multiple hook and line more than 31 pieces- 25.00 Pukot (regardless of length)- 200.00 Bubo/panggal (30 - up units)-100.00 Bunsod/Fish Corral - 300/unit Sapyaw(not less than 3 cm mesh size)- 300.00 Sanggab (not less than 3 cm mesh size)- 300.00 Palangre/Bttom set longline - 250.00	1 week		In-charge
5. Go back to MAO to claim gear permit	Accept and verified the documents	None	3-5 min.		In-charge
Total					



93. Issuance of Shipping Permit for Livestock and Poultry

Issuance for shipping permit of livestock and poultry.

Office or Division:	Office of the Municipal Agriculture			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All livestock shipper and walk-in clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Receipt		MTO		
Credential		MTO		
Business Permit		BPLO		
Shipping Permit		MAO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client Logbook in the office	Give the Logbook to the client	None	2-3 mins.	Help Desk
2. Get Official Receipt to Treasurer's Office then Proceed to MAO	Evaluate the documents then prepare the necessary papers	For Large Cattle: Certificate of Ownership- 5.00 Certificate of Transfer - 10.00 Registration of private brand- 200.00 Branding Fee - 100.00	30 min.	In-charge
3. Present the livestock/poultry animals for inspection	Inspect the livestock/poultry animals of the clients			In-charge
4. Get shipping permit for livestock and poultry animals	Inspect the documents and process the prescribe permit for livestock and poultry	None	3-5 mins.	In-charge
Total				



94. Inspection and Screening of Livestock at Municipal Abattoir

Fees and charges impose for the meat inspection services in Municipal Abattoir

Office or Division:		Office of the Municipal Agriculture		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All livestock shipper and walk-in clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Receipts		MTO		
Credential for Large Cattle		MTO		
Business Permit		BPLO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client Logbook in the office	Give the Logbook to the client	None	2-3 mins.	Help Desk
2. Get Official Receipt to Treasurer's Office t	Evaluate the documents then prepare the necessary papers	Permit Fee Large Cattle- 20.00 Hog - 10.00 Goat - 1.00 Sheep - 1.00 Others - .50 Coral Fee per head Large Cattle - 10.00 Hog - 10.00 Goat - 5.00 Sheep - 5.00 Others - 1.00		MTO
3. Proceed to Municipal Abattoir for Slaughtering of Livestock	Prioritized the clients for the slaughterhouse	None	1-2 hours	Pip Lucernas
Total				



95. Slip Issuance for unregistered Dog and Cat.

Fees and charges impose for dog and cat registration.

Office or Division:	Office of the Municipal Agriculture			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Pet Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Receipt		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client Logbook in the office	Give the Logbook to the client	None	2-3 mins.	Help Desk
2. Get Official Receipt to Treasurer's Office then Proceed to MAO	Evaluate the documents then prepare the necessary papers	Regulatory Fees for License Neutered Male Cat - 50.00 Male Cat - 100.00 Female Cat - 200.00 Neutered Female Cat - 50.00 Kitten - 25.00 Neutered Male Dog - 125.00 Male Dog - 250.00 Female Dog - 300.00 Neutered Female Dog - 125.00 Kennel - 50.00 Other Animal less than 500 market value - 20.00		MTO
3. Proceed to Municipal Agriculture Office	Register the pets then administer with anti-rabies vaccine	None	3-5 mins.	Loida Soringa
Total				



OFFICE OF THE MUNICIPAL SOCIAL WELFARE DEVELOPMENT

External Services



96. AID TO INDIVIDUAL AND FAMILIES IN CRISIS SITUATION (AIFCS)

Processing documents services on Aid to Individuals and Families.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	Individual or Families in need of Medical and Burial Assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
AIFCS requirements: <i>For Medical Assistance:</i> <ul style="list-style-type: none"> • Certificate of Indigency from Barangay of Residence (Original and Photocopy) • Medical Certificate with Signature of Licensed Physician (1 Original and 1 Photocopy) • Medical Prescription (2 Photocopies) • Latest Hospital Bill (2 Photocopies) BURIAL ASSISTANCE <ul style="list-style-type: none"> • Certificate of Indigency from Barangay of Residence (Original and Photocopy) • Death Certificate (2 Photocopies) • Balance Billing from Funeral Homes (2 Photocopies) LIVELIHOOD/ EDUCATIONAL/ TRANSPORTATION ASSISTANCE <i>(For clients of the Women and Children Protection Unit)</i> <ul style="list-style-type: none"> • Certificate of Indigency from Barangay of Residence (Original and Photocopy) • Social Case Study Report with recommendation for assistance and affixed signature of the 		Office of the Barangay Chairman Rural Health Unit/Health Care Institution where patient is admitted Rural Health Unit/Health Care Institution where patient is admitted Health Care Institution where patient is admitted Office of the Barangay Chairman Local Civil Registrar Funeral Homes Office of the Barangay Chairman Office of the Municipal Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will personally present his requirements to the MSWD Office	In-charge will receive & check the requirements of the client based on the type of assistance	None	5 minutes	MSWDO Staff
2. Client will be interviewed for assessment.	In-charge will gather the client's basic information.	None	10 minutes	MSWDO Staff

3. Wait still in process	In-charge will prepare Bureau of Assistance form and other supporting documents.	None	5 minutes	MSWDO Staff
4. Wait still in process	Social Worker will prepare Social Case Summary.	None	5 minutes	MSWD Officer
4. Wait still in process for approval.	In-charged will process client's papers to the different offices for approval and final approval by the LCE.	None	2 minutes	MSWDO Staff
5. Client will receive the document	Recording & releasing the document	None	3 minutes	MSWDO Staff
TOTAL			30 minutes	



97. PRE-MARRIAGE ORIENTATION AND COUNSELING

Steps during the Pre Marriage Orientation and Counseling Seminar

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	Would be Couples			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Would be couples will fill up registration forms and questionnaires from 8:00 AM-12:00 NN	In-charge will distribute registration forms and questionnaires to would be couples	None	20 minutes	MSWDO Staff
2. Would be couples will come back later in the afternoon for the Pre-Marriage Orientation and Counseling (PMOC)	In charge will prepare materials for the PMOC in the venue	None	10 minutes	MSWDO Staff
3. Would be couples will attend the PMOC seminar at the designated venue and time	In-charge will discuss topics on: 1. Definition of Marriage 2. Elements of a Good Marriage 3. Roles and Relationships 4. Other Supporting Laws 5. Key Learning Points	None	3 hours	MSWDO Staff, MHO Staff and MAO Staff
4. Would be couples will wait for the issuance of their PMOC Certificate	In-charge will distribute the PMOC certificates to participants	None	5 minutes	MSWDO Staff, MHO Staff and MAO Staff
TOTAL			3 hours and 30 minutes	



98. ISSUANCE OF IDENTIFICATION CARDS

Processing of PWD, Senior Citizen and Solo Parent Identification Cards

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	PWDs, Senior Citizens and Solo Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requirements: <i>Senior Citizens:</i> <ul style="list-style-type: none"> Filled up Registration Form Birth Certification, Live Birth, Baptismal to certify age is 60 years old and above <i>Persons with Disability</i> <ul style="list-style-type: none"> Filled up Registration Form Medical Certificate from Municipal Health Officer certifying type of disability <i>Solo Parents</i> <ul style="list-style-type: none"> Barangay Certification of Solo Parent Filled up Registration Form Certificate of Live Birth of children below 18 years 		Office of the Municipal Social Welfare and Development Local Civil Registrar Office of the Municipal Social Welfare and Development Office Rural Health Unit Health Care Institution where patient was admitted Office of the Barangay Chairman Office of the Municipal Social Welfare and Development Office Local Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will personally present his requirements to the MSWD Office	In-charge will receive & check the requirements of the client based on the identification card needed	None	5 minutes	MSWDO Staff

2. Wait still in process	In-charge will prepare client's identification card.	None	10 minutes	MSWDO Staff
3. Client will affix his/her signature or thumbmark on the identification card.	In-charge will submit client's identification card to the OSCA Head/LCE for approval.	None	5 minutes	MSWDO Staff
4. Client will come back after a week to claim his/her ID.	Releasing of ID and recording the claim in the PWD/Senior Citizen/Solo Parent Logbook	None	5 minutes	MSWDO Staff
TOTAL			25 minutes	



99. Issuance of Certificate of Indigency, Social Case Summary, Referral Letter for Ferry Passes and Referral Letter for other Government and Non-Government Agencies

Processing of Certificate of Indigency, Social Case Summary and Referral Letter for Ferry Passes and Referral Letter for other Government and Non-Government Agencies

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	Indigent Individuals and Families and Clients Seeking for Assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requirements: <i>Social Case Summary</i> <ul style="list-style-type: none"> Personal Appearance of Client <i>Certificate of Indigency</i> Certificate of Indigency from Barangay <i>Referral Letter for Ferry Passes and for other government and non-government agencies</i> <ul style="list-style-type: none"> Personal Appearance of Client 		Office of the Barangay Chairman		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will personally appear at the MSWD Office and present his requirements as needed.	In-charge will receive & check the requirements of the client based on the document needed.	None	5 minutes	MSWDO Staff
2. Wait still in process	Social Worker will conduct intake interview and assessment	None	10 minutes	MSWD Officer

3. Client will answer questions presented by the Social Worker.	Social Worker will prepare Certificate of Indigency, Referral Letter for Passes or Referral Letter for other Government and Non-Government Agency	None	5 minutes	MSWD Officer
4. Still wait on process	Social Worker will affix her signature and submit to the LCE for approval.	None	5 minutes	MSWD Officer
5. After approval of LCE, client will affix his/her signature in the logbook.	In-charge will release and record the document.	None	5 minutes	MSWDO Staff
TOTAL			30 minutes	



100. Women and Children Protection Unit Services

Assistance to Women and Children victims of abuse, exploitation and neglect

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	Women and Children victims of abuse, exploitation and neglect			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client or his/her parents or nearest will personally appear at the office.	Social Worker will conduct intake interview and assessment	None	5 minutes	MSWD Officer
	Social Worker will prepare Social Case Summary for needed psychosocial services/temporary shelter/AIFCS	None	10 minutes	MSWD Officer
2. Client or his parent/nearest relative will avail of the assistance recommended.	Social Worker will conduct monitoring of client.	None	Monthly	MSWD Officer
3. Client will attend during monthly monitoring and report to the Social Worker.	Social Worker will prepare progress reports until the termination of the case.	None	Monthly	MSWD Officer
TOTAL			6 months to 1 year	



101. Social Pension for Indigent Senior Citizens Program

Office or Division:		Municipal Social Welfare and Development Office		
Classification:		Simple (Ministerial Action)		
Type of Transaction:		G2C –Government to Citizen		
Who may avail:		Indigent Senior Citizens		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requirements: <i>Senior Citizens:</i> <ul style="list-style-type: none"> • Indigent • Sickly or Bedridden • No regular income/No financial support from family members 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will approach their President of their Barangay Senior Citizen Chapter for enlistment in the waiting list	In-charge will receive the monthly submissions of wait listed from barangay chapter associations.	None	5 minutes	Focal Person on Senior Citizens
2. Wait still in process	In-charge will submit the wait list to DSWD Field Office VII for validation.	None	10 minutes	Focal Person on Senior Citizens
3. Wait still in process.	MSWDO staff will conduct validation/home visit to senior citizens in the wait list.	None	10 minutes	Focal Person on Senior Citizens
4. Client will personally present themselves during the validation and home visit.	DSWD Staff shall submit his/her report to the DSWD Central Office for approval of wait listed.	None		DSWD Staff
TOTAL			25 minutes	



102. After Care and Reintegration Program of CICL for Diversion and Disposition

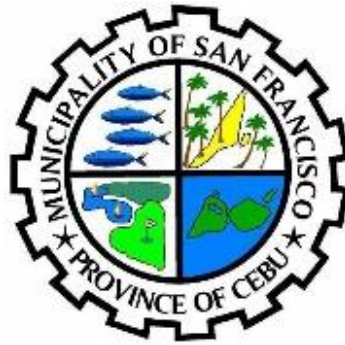
Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple (Ministerial Action)			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	CICLs referred by court for diversion and disposition			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client and his/her family will appear before the court for the Case Conference on Diversion/Disposition Program and Contract Signing.	Client and his/her family will appear before the court for the Case Conference on Diversion/Disposition Program and Contract Signing.	None	30 minutes	MSWD Officer
2. Client and his/her family will attend Case Conference in the Barangay of Residence to review contract.	Social Worker will remind all parties involved of their roles and responsibilities in the contract.	None	30 minutes	MSWD Officer
3. Client will attend weekly/daily monitoring with the Barangay and monthly monitoring with the Social Worker	Social Worker will prepare progress report quarterly to be submitted to the court.	None	Monthly	MSWD Officer
	Submission of Termination Report if client has faithfully complied with his Diversion/Disposition Program Contract.	None	At the end of the contract	MSWD Officer
TOTAL			6 months to 1 year	



103. Disaster Response

Provision of relief aid to families affected by natural and man-made disasters

Office or Division:		Municipal Social Welfare and Development Office		
Classification:		Simple (Ministerial Action)		
Type of Transaction:		G2C –Government to Citizen		
Who may avail:		Indigent Senior Citizens		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requirements: <ul style="list-style-type: none"> Submission of Masterlist of Families Affected by Natural or Man-Made Disaster 		Office of the Barangay Chairman		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait still in process	In-charge will secure all documents needed for purchasing food packs/requisition of family food packs from DSWD	None	10 minutes	MDRRMO/MA/MSWDO
2. Wait still in process	In-charge will prepare number of family food packs based on the masterlist submitted by each barangay	None	N/A	MSWDO Staff
3. Wait still in process.	MSWDO Staff will schedule date of distribution of food packs per barangay.	None	N/A	MSWDO Staff
4. Client will affix his/her signature at the Disaster Assistance and Family Assessment Card (DAFAC)	MSWDO Staff will secure signatories upon receipt of the food packs by the clients.	None	N/A	MSWDO Staff
TOTAL			10 minutes	



OFFICE OF THE MUNICIPAL ENGINEER

Internal Services

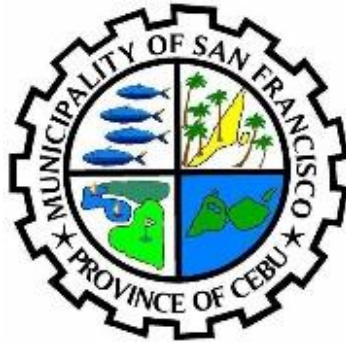


104. Ocular Inspection of Government Projects

Site and ocular inspection conducted for all government projects as per requested by the Barangay Captain or any government agencies.

Office or Division:	Engineering Office (Planning/Construction and Management Division)			
Classification:	Highly Technical			
Type of Transaction:	G2G Government to Government			
Who may avail:	Municipal and barangay LGU and other agencies including NGOs and POs.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Office of Origin		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Documentary				
1. Hand-in Letter Request	Receive Letter Request and record at logbook	None	2 minutes	Help desk
2. Give basic information about the request.	a.) Note taking. B.)Schedule for the conduct of ocular site inspection for infra projects	None	15 - 25 minutes	Municipal Engineer
3. Assist the ocular inspection	Conduct ocular site inspection and gather technical data for the DED	None	1 day	Engineering Aide and Construction Foreman
4. Wait for release of requested documents re: Program of Works	Prepare detailed engineering design (DED)	None	minimum of 2 weeks	Engineering Aide/Auto cad Operator/Municipal Engineer
B. Technical Assistance				
1. Face-to-face interaction and discuss the issues/concerns	Assess the issues/concerns and address the same with technical approach	None	Depending on the degree of issues /concerns	Mun. Engineer /Engineering Aide/Construction Foreman
C. Project Implementation and Monitoring				
1. Working plans				

2. Construction logbook and field book				
Keep a copy of the working plans and construction logbook at the construction site	Inspect the project based on the plans and specifications and check the logbook to keep updated on the activities within the site premises for reporting.	None	Depending on the status of the project during inspection	Engineering Aide/Construction Foreman
	Total			



OFFICE OF THE BUILDING OFFICIAL

Internal Services

105. Issuance of Building Permit

Building Permit is required prior to construction, erection, alteration, major repair or renovation or conversion of any building/structure owned by the government or private entities. It becomes null and void if work does not commence within one year from the date of such permit or if the building or work is suspended or abandoned at any time after it has been commenced for a period of 120 days.

Office or Division:	Office of the Building Official		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen or G2G - Government to Government		
Who may avail:	Those who will construct, renovate buildings such as residential houses, commercial buildings and any other structures owned by the government or private entities.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Duly accomplished application Form (6 copies)		Office of the Building Official	
Photocopy of Tax Declaration duly certified by the Municipal Assessor. (1 original copy & 5 photocopies)		Office of the Municipal Assessor	
Photocopy of deed of sale/Lease Contract/Contract to Sell, if the TCT is not in the name of the owner/applicant (6 copies)		Property Owner	
Building Plans/Documents duly signed and sealed by a licensed design professionals (6 sets)		Private Licensed Design Professionals such as Architect or Civil Engineer	
Bill of Materials & Construction Estimates (6 copies)		Private Licensed Design Professionals such as Architect or Civil Engineer	
Structural Analysis (2 story and up) (6 copies)		Private Licensed Structural Engineer	
Zoning Clearance (1 original copy & 5 photocopies)		Office of the Zoning Officer	
Fire Clearance		Bureau of Fire and Protection	

(1 original copy & 5 photocopies)				
A simple sketch plan w/ dimensions accompanied by a site development plan & Vicinity map for the following dwellings: - Traditional indigenous family dwellings made of bamboo, nipa & lumber materials and the total cost does not exceed P 15,000.00 - Single detached dwellings below 20 sq. m. floor area (6 copies)		Draftsman or Brgy electrician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply and submit complete documentary Requirements	1.1. Evaluates the documents presented by the client, if it is complete.	None	15 min.	OBO-STAFF
2. Proceed to the Treasurer's Office for payment of application fee, upon receipt of the Order of Payment issued by the Building Inspector	2.1. Issues the Order of Payment to the client	Application Fee	5 min.	OBO-STAFF
	2.2. Issue Official Receipt			<i>Revenue Clerk Collection / Treasury Office</i>
3. Return to the Office of the Building Official after 2 working days to follow up the status of the application	3.1. Verify the status of the application	None	10 min.	OBO -DESIGNATE
4. Proceed to the Treasurer's Office for payment of the required fees upon receipt of Order of payment	4.1. Issue another Order of Payment to the client for permit fees	Permit Fees	5 min.	OBO-DESIGNATE/OBO STAFF
	4.2. Issue Official Receipt	Refer to the National Building Code		<i>Revenue Clerk Collection / Treasury Office</i>
5. Receive the Permit	5.1. Releases the Permit	None	2 minutes	OBO STAFF
	Total		37 mins.	



106. Issuance of other Ancillary Permits

Aside from a Building Permit, the Office the Municipal Engineer issues other permits that are required before the renovation, construction or demolition of any structure. These are the issuances of electrical permit, mechanical permit, sanitary plumbing permit, fencing permit, demolition permit, permit for temporary service connection, excavation and ground permit, sidewalk construction permit, scaffolding permit and signage permit.

Office or Division:	Office of the Building Official
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen or G2G - Government to Government
Who may avail:	All government of private entities who will need the following permits/services
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Electrical Permit	
1. Electrical Permit application Form signed by a professional electrical engineer or its equivalent for Bungalow type of building.	Office of the Building Official
2. Electrical Plans	Licensed Electrical Engineer
3. Electrical specifications	Licensed Electrical Engineer
4. Bill of materials and cost estimates	Licensed Electrical Engineer
5. Fire Clearance	Bureau of Fire & Protection
6. Latest Certificate of Tax Payment	Property Owner or Treasury Office
B. Fencing Permit	
1. Accomplished Fencing Permit Application Form	Office of the Building Official
2. Fencing Plan Bill of Materials and Cost Estimates	Licensed Civil Engineer
3. Lot Plan with Certification of Geodetic engineer that the proposed fence will not encroach on adjoining properties	Licensed Geodetic Engineer
4. Title of Property (TCT) or TAX Declaration	Office of the Municipal Assessor
5. Deed of sale/Lease Contract/Contract to sell (if the TCT is not in the name of the owner/applicant)	Owner's Copy
6. Update Tax Declaration and Certificate of Real Property Tax Payment	Property Owner or Treasury Office
C. Demolition Permit	
1. Accomplished Demolition Permit Application Form	Office of the Building Official
2. Sketch Plan of Area to be demolished	Draftsman
3. Update certificate of Tax Payment	Property Owner or Treasury Office
D. Mechanical Permit	
1. Mechanical Permit application Form signed by a professional Mechanical Engineer or its equivalent	Office of the Building Official
2. Mechanical Plans	Licensed Mechanical Engineer
3. Mechanical Specifications	Licensed Mechanical Engineer
4. Bill of Materials and Cost estimates	Licensed Mechanical Engineer
5. Latest Certificate of tax payment	Property Owner or Treasury Office

E. Sanitary Plumbing Permit	
1. Sanitary/Plumbing Permit application Form signed by a Sanitary engineer or master Plumber	Office of the Building Official
2. Sanitary plumbing Plans	Licensed Sanitary Engineer of Licensed Master Plumber
3. Sanitary/Plumbing Specifications	Licensed Sanitary Engineer of Licensed Master Plumber
4. Bill of Materials and Cost estimate	Licensed Sanitary Engineer of Licensed Master Plumber
5. Latest Certificate of Tax Payment	Property Owner or Treasury Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply and submit complete documentary requirements	1.1. Evaluates the documents presented by the client, if it is complete.	None	10 minutes	OBO-STAFF
2. Proceed to the Treasurer's Office for payment of application fee, upon receipt of the Order of Payment issued by the Building Inspector	2.1. Issues the Order of Payment to the client	Application Fee	5 minutes	OBO-Staff / OBO Designate
	2.2. Issue Official Receipt		5 minutes	Revenue Clerk Collection / Treasury Office
3. Return to the Office of the Building Official after 2 working days to follow up the status of the application	3.1. Verify the status of the application	None	10 minutes	OBO Designate
4. Proceed to the Treasurer's Office for payment of the required fees upon receipt of Order of payment	4.1. Issue another Order of Payment to the client for permit fees	Permit Fees	5 minutes	OBO-Staff / OBO Designate
	4.2. Issue Official Receipt	Refer to the National Building Code	5 minutes	Revenue Clerk Collection / Treasury Office
5. Receive the Permit	5.1. Releases the Permit	None	2 minutes	OBO-Staff



107. Issuance of Certificate of Occupancy

Certificate of Occupancy is required before any building or structure is used or occupied. It is usually secured after completion of the structure and if there is any change in the existing use or occupancy classification of a building structure or any portion thereof.

Office or Division:		Office of the Building Official		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen or G2G - Government to Government		
Who may avail:		All government of private entities who will occupy the building		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Approved Building Permit.		Office of the Building Official		
3. Logbook of building construction and building inspection Sheet duly accomplished by the contractor (if undertaken by contract) and signed and sealed by the architect or civil engineer.		Private Contractor/Licensed Civil Engineer or Architect who supervised the project or construction		
5. Final fire Safety Inspection Report by the Bureau of Fire Protection.		Bureau of Fire Protection		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply and submit complete documentary requirements	1.1. Evaluates the documents presented by the client, if it is complete	None	10 minutes	<i>Building Inspector</i> Engineering
2. Proceed to the Treasurer's Office for payment of application fee, upon receipt of the Order of Payment issued by the Building Inspector	2.1. Issues the Order of Payment to the client	Application Fee	5 minutes	<i>Building Inspector</i> Engineering Office
	2.2. Issues the Official receipt		5 minutes	<i>Revenue Clerk</i> <i>Collection I</i> Treasury Office
3. Return to the Office of the Building Official after 2 working days to follow up	3.1. Verify the status of the application	None	5 minutes	<i>Building Inspector</i> Engineering Office

the status of the application				
4. Proceed to the Treasurer's Office for payment of the required fees upon receipt of Order of payment	4.1. Issues the Order of Payment to the client	Permit Fee	5 minutes	<i>Building Inspector</i> Engineering Office
	4.2. Issues Official Receipt	Refer to the National Building Code	5 minutes	<i>Revenue Clerk</i> <i>Collection I</i> Treasury Office
5. Receive the permit	5.1. Releases the Permit	None	2 minutes	<i>Building Inspector</i> Engineering Office



MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR

External Services



108. Issuance of Zoning Clearance for Business Permits

Office or Division:	Zoning Division	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) Long Brown Envelope (for filing)		To be provided by the applicant
2. One (1) Duly Accomplished Application Form (For Business Permit Requirement)		To be filled-up by the Applicant
3. One (1) Certified True Copy of Proof of Ownership: <ul style="list-style-type: none"> • Transfer Certificate of Title • Latest Tax Declaration (Land & Building); • Extrajudicial Settlement (if applicable) 		<ul style="list-style-type: none"> • Registry of Deeds • Municipal Assessor's Office • To be provided by the applicant
4. In case the property is not registered in the name of applicant, one (1) copy of any of the following shall be provided: <ul style="list-style-type: none"> • Notarized Deed of Absolute Sale • Deed of Donation • Lease Agreement w/ area in sq.m. • Authorization to Occupy Lot or Notarized Affidavit of Consent 		To be provided by the applicant
5. Certificate of Real Property Tax Payment/Photocopy of Tax Receipt (Current Year)		From the City Treasurer's Office
6. Photocopy of Barangay Permit/Resolution/Clearance (Specifically for business permit application)		Barangay Hall where the property is located

7. Clear & Detailed Vicinity Map	To be provided by the applicant			
8. DTI Registration (Single Proprietor)	To be provided by the applicant			
9. SEC Registration (Corporation)	To be provided by the applicant			
10. APPLICANT'S AUTHORIZED REPRESENTATIVE: <ul style="list-style-type: none"> • Special Power of Attorney (SPA) & Photocopy of Representative's Valid ID • Photocopy of Owner's Valid ID with signature 	To be provided by the applicant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for Zoning Certification	Proceed to Municipal Planning & Development Office (MPDO) and apply for Zoning Certification.		3 minutes	MPDO Staff/Authorized Personnel
2. Orientation The applicant sits down with a cup of complementary coffee	The MPDO Staff/Authorized Personnel orients the applicant on the checklist of requirements.		6 minutes	MPDO Staff or Authorized Personnel
3. Verification Fill in the Zoning Application Form (Business) & submit the complete set of requirements in a Long Brown Envelope	The MPDO Staff/Authorized Personnel assist the applicant in filling in the Zoning Application Form (Business) & verify the completeness of the requirements.		9 minutes	MPDO Staff or Authorized Personnel

4. Payment of Required Fees Proceed to the Treasury Office and pay the prescribed fees.	Escort the applicant to the Treasury Office to pay the prescribed fees.	Php 230.00	6 minutes	MPDO Staff, Treasury Office Staff or Authorized Personnel
5. Present Official Receipt to MPDO	Receive the Official Receipt from the Applicant & ask to log in contact details in the designated logbook. Schedule for Site Inspection Provide the applicant the official contact number of MPDO for follow-up and/or inquiries regarding the status of application.		3 minutes	MPDO Staff
6. Site Inspection Guide the Zoning Inspector to the Site Location	Site Inspection (Site Inspection is scheduled every Tuesday).		1 day	Zoning Inspector

7. Updates of Application Applicant will be informed via text or call of the status of the application	Final Evaluation as per Site Inspection Information & as to the basis stated in the Zoning Certification.		3 minutes	Designate Zoning Officer
8. Releasing of Zoning Certification Receive the Zoning Certification after signing in the designated logbook.	Preparation & Releasing of the Zoning Certification		3 minutes	MPDO Staff & Designate Zoning Officer
9. Feedback Fill in feedback form & provided with MPDO contact information for future inquiries	Encourage the applicant to fill in feedback form & provide MPDO contact information for future inquiries		3 minutes	
	Total	Php 230.00		



109. Issuance of Zoning Clearance for Building Permits

Office or Division:	Zoning Division	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) Long Brown Envelope (for filing)		To be provided by the applicant
2. One (1) Duly Accomplished Application Form (For Building Permit Requirement)		To be filled-up by the Applicant
3. One (1) Certified True Copy of Proof of Ownership: <ul style="list-style-type: none"> • Transfer Certificate of Title • Latest Tax Declaration (Land & Building); • Extrajudicial Settlement (if applicable) 		To be provided by the applicant Registry of Deeds Municipal Assessor's Office To be provided by the applicant
4. In case the property is not registered in the name of applicant, one (1) copy of any of the following shall be provided: <ul style="list-style-type: none"> • Notarized Deed of Absolute Sale • Deed of Donation • Lease Agreement w/ area in sq.m. • Authorization to Occupy Lot or Notarized Affidavit of Consent 		To be provided by the applicant
5. Certificate of Real Property Tax Payment/Photocopy of Tax Receipt (Current Year)		From the City Treasurer's Office
6. Photocopy of Barangay Permit/Resolution/Clearance (specifically for zoning/building permit application)		Barangay Hall where the property is located

7. Lot Plan w/ Clear & Detailed Vicinity Map (signed & sealed by a registered Geodetic Engineer)		From a Licensed Private Geodetic Engineer		
8. FOR CORP: <ul style="list-style-type: none"> Secretary's Certificate specifically for zoning & building permit application (If applicable)		To be provided by the applicant		
9. FOR CORP: <ul style="list-style-type: none"> Photocopy of Corporate Secretary's Valid ID and Representative's Valid ID (If applicable)		To be provided by the applicant		
10. APPLICANT'S AUTHORIZED REPRESENTATIVE: Special Power of Attorney (SPA) & Photocopy of Representative's Valid ID Photocopy of Owner's Valid ID with signature		To be provided by the applicant		
11. Environmental Compliance Certificate (ECC) / Certificate of Non-Coverage, for environmentally critical projects and/or if the project is located within environmentally sensitive areas and/or environmentally critical areas		Environmental Management Bureau (EMB 7) Ask MPDO authorized personnel for guidance		
12. Others that may deem necessary		To be determined		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Apply for Zoning Certification	Proceed to Municipal Planning & Development Office (MPDO) and apply for Zoning Certification.		3 minutes	MPDO Staff/Authorized Personnel
2. Orientation The applicant sits down with a cup of complementary coffee	The MPDO Staff/Authorized Personnel orients the applicant on the checklist of requirements.		6 minutes	MPDO Staff or Authorized Personnel
3. Verification <ul style="list-style-type: none"> Fill in the Zoning Application Form (Building Permit Requirement) & submit the complete set of requirements in a Long Brown Envelope 	The MPDO Staff/Authorized Personnel assist the applicant in filling in the Zoning Application Form (Building Permit Requirement) & verify the completeness of the requirements.		9 minutes	
4. Payment of Required Fees <ul style="list-style-type: none"> Proceed to the Treasury Office and pay the prescribed fees. 	Escort the applicant to the Treasury Office to pay the prescribed fees.	Php 230.00	6 minutes	

5. Present Official Receipt to MPDO	<p>Receive the Official Receipt from the Applicant & ask to log in contact details in the designated logbook.</p> <p>Schedule for Site Inspection</p> <p>Provide the applicant the official contact number of MPDO for follow-up and/or inquiries regarding the status of application.</p>		3 minutes	
6. Site Inspection Guide the Zoning Inspector to the Site Location	Site Inspection (Site Inspection is scheduled every Tuesday).		1 day	Zoning Inspector
7. Updates of Application Applicant will be informed via text or call of the status of the application	Final Evaluation as per Site Inspection Information & as to the basis stated in the Zoning Certification.		3 minutes	Designate Zoning Officer

8. Releasing of Zoning Certification Receive the Zoning Certification after signing in the designated logbook.	Preparation & Releasing of the Zoning Certification		3 minutes	MPDO Staff & Designate Zoning Officer
9. Feedback Fill in feedback form & provided with MPDO contact information for future inquiries	Encourage the applicant to fill in feedback form & provide MPDO contact information for future inquiries		3 minutes	
Total		Php 230.00		

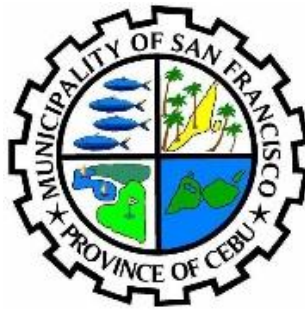


110. Provision of Data/Information (Statistical & Non-Statistical)

Office or Division:	Statistical Database			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business G2G - Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request approved by the Mayor's Office		To be provided by the applicant		
2. Photocopy of Valid ID		To be filled-up by the Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Data & Information	Proceed to Municipal Planning & Development Office (MPDO) and request for Data & Information.		3 minutes	MPDO Staff/Authorized Personnel
2. Orientation • The applicant sits down with a cup of complementary coffee	The MPDO Staff/ Authorized Personnel orients the applicant on the checklist of requirements .		6 minutes	MPDO Staff or Authorized Personnel
3. Request Letter Approval	The MPDO Staff/			MPDO Staff or

<ul style="list-style-type: none"> Submit request letter to the Mayor's office for approval 	Authorized Personnel escort the requesting party to the Mayor's Office.		9 minutes (May vary depending on the availability of the signatory.	Authorized Personnel
4. Present Requirements <ul style="list-style-type: none"> Present requirements to MPDO 	Receive the requirements & ask the participant to log in his contact details in the designated logbook. Provide the applicant the official contact number of MPDO for follow-up and/or inquiries regarding the status of the data requested.		3 minutes	MPDO Staff or Authorized Personnel
5. Updates of Data Request For simple data, the client may sit down with a cup of complementary coffee For complex data, client will be informed via text or call of the status of the application	The Statistical Database Section proceeds in gathering the requested data Depending complexity of the data requested, client will be notified once data is already available for		9 minutes	Statistical Database Personnel

	release or pick-up			
6. Releasing of Data Requested Receive the Data Requested after signing in the designated logbook.	Releasing of the Data Requested		3 minutes	MPDO Staff or Authorized Personnel
7. Feedback Fill in feedback form & provided with MPDO contact information for future inquiries	Encourage the applicant to fill in feedback form & provide MPDO contact information for future inquiries		3 minutes	MPDO Staff or Authorized Personnel
	Total		36 minutes	



OFFICE OF THE MUNICIPAL ACCOUNTANT

External Services



111. Processing of documents for the payment of Bidded Transaction.

Office or Division:	Office of the Municipal Accountant			
Classification:	Complex			
Type of Transaction:	G2B–Government to Business			
Who may avail:	All Suppliers and Contractors/ Bids and Awards Committee/ Municipal General Services Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher		Bids and Awards Office/Office of the Municipal Engineer		
Auditorial and Legal Review Checklist		Bids and Awards Office		
PTO Certification For Sand and Gravel Fee		Office of the Municipal Treasurer		
Notice to Proceed		Bids and Awards Office		
Statement of Work Accomplished/Accomplishment Report		Office of the Municipal Engineer		
Certificate of Award		Bids and Awards Office		
Inspection and Acceptance Report		Office of the Municipal Engineer		
Such other document peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation		Bids and Awards Office/Office of the Municipal Engineer		
Other requirements in compliance with RA 9184 and COA Circular No. 2012-001		Bids and Awards Office/Office of the Municipal Engineer		
Obligation Request and Status (ORS)		Office of the Municipal Budget		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit disbursement Voucher and Supporting documents	1.1 Receive and record the DV together with the supporting documents and forward to JEV preparer	None	2 minutes	Accounting Staff
	1.2 Prepare JEV	None	2 minutes	Admin. Aide
	1.3 Comprehensive review of submitted DV	None	30 minutes	Accounting Staff

	1.4 Final review and approval and signature on DV and JEV	None	30 minutes	Municipal Accountant
	1.5 Release of approved DV	None	2 minutes	Accounting Staff
TOTAL		None	1 hour & 6 minutes	



112. Processing of documents for the payment of Financial Assistance

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher		Municipal Social Welfare and Development Office		
Case Study Report		Municipal Social Welfare and Development Office		
Certificate of Indigency/Barangay Certificate		Barangay		
MLGOO Certificate – for Barangay Certificate		MLGOO		
Medical Certificate – for confinement		From hospital/ Doctor		
Death Certificate – for burial assistance		Office of the Civil Registrar		
Senior Citizen's ID – for SCP		Municipal Social Welfare and Development office		
Other (i.e Doctor's Prescription)		Various regulating bodies		
Obligation Request and Status (ORS)		Office of the Municipal Budget		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit disbursement Voucher and Supporting documents	1.1 Receive and record the DV together with the supporting documents and forward to JEV preparer	None	2 minutes	Accounting Staff
	1.2 Disbursement Voucher and supporting documents undergoes rigid review	None	5 minutes	Accounting Staff
	1.3 Prepare JEV	None	2 minutes	Administrative Aide

	1.4 Final review and approval and signature on DV and JEV	None	3 minute s	Municipal Accountant
	1.5 Release of approved DV	None	2 minute s	Accounting Staff
TOTAL		None	14 minutes	



113. Processing of documents for the other Miscellaneous Disbursement

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2B-Government to Business			
Who may avail:	All Suppliers and Contractors/ Bids and Awards Committee/ Municipal General Services Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher		Bids and Awards Office/Municipal General Services Office		
Purchase Request (PR)		Originating Department		
Request for Quotation (RFQ)		Bids and Awards Office/Municipal General Services Office		
Abstract of Quotation		Bids and Awards Office/Municipal General Services Office		
Certificate of Award		Bids and Awards Office/Municipal General Services Office		
Purchase Order (PO)		Bids and Awards Office/Municipal General Services Office		
Inspection and Acceptance Report		Bids and Awards Office/Municipal General Services Office		
Such other document peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation		Bids and Awards Office/Municipal General Services Office		
Other requirements in compliance with RA 9184 and COA Circular No. 2012-001		Bids and Awards Office/Municipal General Services Office		
Obligation Request and Status (ORS)		Office of the Municipal Budget		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit disbursement Voucher and Supporting documents	1.1 Receive and record the DV together with the supporting documents and forward to JEV preparer	None	2 minutes	Marilyn Ycoy (Job Order)
	1.2 Disbursement Voucher and supporting documents undergoes rigid review	None	5 minutes	Louie Dean Nudalo (Job Order)

	1.3 Prepare JEV	None	2 minutes	Asuncion Plenos (Administrative Aide I)
	1.4 Final review and approval and signature on DV and JEV	None	8 minutes	Jen Pearl B. Cabucos (Municipal Accountant)
	1.5 Release of approved DV	None	2 minutes	Marilyn Ycoy (Job Order)
TOTAL		None	19 minutes	



114. Receipt of Barangay Accounts and Reports

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher and supporting documents different Barangay Treasurers		Barangay Treasurer		
Official Receipt (AF 51)		Barangay Treasurer		
Community Tax Certificate (CTC)		Requesting Party		
Monthly NGAS Reports		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit DVs, OR's, CTC NGAS report and Supporting documents	1.1 For DVs: Ensure the existence of the following: <ul style="list-style-type: none"> Punong Barangay Certification Transmittal Letter Supporting documents Schedule of Summary of Checks Issued For CTC: Check the existence of the following: <ul style="list-style-type: none"> Series of CTC Number OR of remittance to MTO Summary of Collection and Remittances For AF 51: Check the existence of the following: <ul style="list-style-type: none"> Series of AF 51 number Deposit Slip Summary of Collection and Deposits 	None	15 minutes	Joel Nudalo (Administrative Aide II)
			15 minutes	
			10 minutes	
	1.2 Sign transmittal letter	None	2 minutes	Joel Nudalo

				(Administrative Aide II)
	1.3 Release copy of transmittal letter to barangay treasurer	None	2 minutes	Emmalyn Arenas (Contractual)
TOTAL		None	44 minutes	



OFFICE OF THE MUNICIPAL ACCOUNTANT

Internal Services



115. Processing of Cash Advances for Travel

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	All Municipal Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher		Originating Department		
Travel Order		Originating Department		
Itinerary of Travel		Originating Department		
Letter of Invitation from the sponsoring agency		Originating Department		
Project Proposal Design (for group travels)		Originating Department		
Obligation Request and Status (ORS)		Office of the Municipal Budget		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit disbursement Voucher and Supporting documents	1.1 Receive and record the DV together with the supporting documents and forward to JEV preparer	None	2 minutes	Accounting Staff
	1.2 Verify whether the claimant has any outstanding cash advance	None	2 minutes	Accounting Staff
	1.3 Comprehensive review on the validity and completeness of DV and supporting document	None	5 minutes	Accounting Staff
	1.4 Prepare JEV	None	2 minutes	Admin Aide 1
	1.5 Final review and approval and signature on DV and JEV	None	3 minutes	Municipal Accountant
	1.6 Release of approved DV	None	2 minutes	Accounting Staff
TOTAL		None	16 minutes	



116. Securing of Employee's Certification for various purposes

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	All Municipal Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Office of the Municipal Accountant		
Official Receipt (AF 51)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Slip and OR (AF 51)	1.1 Receive and record the request.		2 minutes	Staff
	1.2 Research the details of the requested certification		20 minutes	Municipal Accountant
	1.3 Encode the data in the computer		10 minutes	Municipal Accountant
	1.4 Review and affix signature on the certification		3 minutes	Municipal Accountant
	1.5 Release of certification		2 minutes	Municipal Accountant
TOTAL			37 minutes	



MUNICIPAL RURAL HEALTH UNIT

External Services



117. Ambulance Services

Provision of timely and accessible transport of patients.

The following policies and guidelines are hereby implemented I the usage of ambulance.

1. Transport of patient using ambulance should be accompanied by the MHO Staff upon recommendation of the MHO and DTTB.
2. Ambulance should be used only on the following cases/situation upon the recommendation of the MHO and DTTB or in their absence by the designated Officer-in-Charge in coordination with the Chief Executive.
 - A. Transfer of seriously ill patients.
 - B. Transfer of ambulatory patients that need higher level of care
 - C. Delivery of supplies and equipment in times and calamities and disaster.
 - D. Other Health Record Services.

Office or Division:		Rural Health Unit Office (San Francisco, Cebu)		
Classification:		Simple		
Type of Transaction:		G2C –Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip		Client		
CLIENT STEPS	UNIT ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Basic Interview/Validation of request for the use of Ambulance	1.1 Checked / Confirmed if valid of transfer and prepare trip tickets. 1.2 Coordinated utilizing Health Care Provider's Network referral system policies.	None	20 minutes	MHO / DTTB
2. Arrival at the referral HOC, Collect the return slip.	2. Transferred patients received by the referral facility and endorsed properly.	None	30 minutes	MHO / DTTB
TOTAL...			50 minutes	

118. AVAILMENT OF ANTI-TUBERCULOSIS AND ANTI-LEPROSY DRUGS AND MEDICINES

Management of Anti Tuberculosis and Anti Leprosy Programs to identify and treat patients with Tuberculosis and Leprosy Drugs and medicines are provided free of charges

Office or Division:	Rural Health Unit Office (San Francisco, Cebu)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. NTP Card 2. X-ray Result / Referral 3. Member Data Record Philhealth		1. Client 2. Hospital or Laboratory 3. Philhealth		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry / interview of clients	Assessed the clients condition	None	10 minutes	Medtech / Asst. Medtech
2. Advised to submit sputum for DSSM or Gene Xpert Test	Instructed the client on proper Sputum collection	None	10 minutes	Medtech / Asst. Medtech
3. Submission of specimen for (smearing) Clients will be advised as to release or schedule of result	Checked the sputum quality and advised client for their return	None	10 minutes	Medtech / Asst. Medtech
4. Proper issuance of initial TB drugs supply and provide instruction to patients.	Enrolled clients to National TB Program. Educated and start TB meds	None	30 minutes	Medtech / Asst. Medtech
TOTAL		None	1 hour	



119. AVAILMENT OF FAMILY PLANNING SERVICES

The MHO manages Family Planning Program and available for free to all client

Program Coverage:

- Basic Family Planning Education
- Administration of Depo-Medroxy Progesterone/Acetate Provestin
- Administration of Injection
- Information on Family Planning Methods
- Health Education, Counseling (especially regarding examinations/tests needed by the clients relative to the Family Planning method and medical management of problem resulting from the method used)
- Referral for voluntary surgical contraception Conduct of Bilateral Tubal Ligation annually

Office or Division:	Rural Health Unit Office (San Francisco, Cebu)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Family Planning Form for new client, interview, counselling, record vital signs (BP weight and temperature)	1.1 Validate availability of FP supply	None	10 minutes	NURSE / MIDWIFE
	1.2 Evaluate client and explain the do's and don'ts of FP client choice	None	20 minutes	
	1.3 Issuance of supply based on client choice	None	20 minutes	
	1.4 Administer Dispense FP of choice	None	10 minutes	
	1.5 Give card for schedule of next year	None	5 minutes	
TOTAL		None	45 minutes	



120. AVAILMENT OF GENERAL CONSULTATION

To diagnose and treat illness and give appropriate medical services and complete medical management

Health services are available at the Municipal Health Office (MHO) to any person/individual who needs medical assistance including laboratory, Basic Emergency, Obstetric and Newborn care/BemONC), TB DOTS, Maternal Newborn Child health and Nutrition (MNCHN)/ Family Planning and Sanitation Services.

All of the above services are provided from Monday to Friday except BemONC wherein 24/7 operation is available. Likewise Health Care Providers Network (HCPN) Referral System is being practiced wherein coordinated referrals to Comprehensive Emergency Obstetric and Newborn Care (CEmONC) are made by the BEmONC staff on duty if such emergency cases cannot be given the required treatment needed.

Office or Division:		Rural Health Unit San Francisco, Cebu		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Minor patients should be accompanied by appropriate guardians or caregivers, otherwise the minor shall be referred to MSWDO before any medicines/drug and /or procedures needing consent can be administered to the patient.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pre-Registration, Registration and Vital signs taking (BP, Temperature, weight, Height, Pulse rate) Filling up registration form completely.	Pre listing of patients as they arrive and do triage until vital signs are taken	None	10 minutes	Triage Staff
2. Consultation of Check-up proper	Conduct of Consultation / Check – up	None	5 minutes	MHO / DTTB
	Fill up laboratory request as needed	None	5 minutes	IT / Encoder
3. Medicine dispensing	Checked prescribed medicines received by patients	None	5 minutes	Assistant Pharmacist
TOTAL		NONE	25 minutes	



121. AVAILMENT OF IMMUNIZATION SERVICES

To immunize children 0-11 months old from 7immunizable diseases, namely;

- Tuberculosis
- Diphtheria
- Pertussis
- Measles
- Tetanus
- Polio
- Hepatitis

Office or Division:	Rural Health Unit Office (San Francisco, Cebu)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Mother and Child Book		Midwife Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Municipal Health Office	Assessment and Evaluation, advised and given instruction	None	20 minutes	Nurse / Midwife
TOTAL		NONE	20 minutes	



122. AVAILABILITY OF LABORATORY EXAMINATION

The Municipal Health Office offer basic laboratory procedures or laboratory examinations.

Office or Division:		Rural Health Unit Office (San Francisco, Cebu)		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request		MHO / DTTB		
PHN Services		Mrs. Anunciata T. Capao		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry and Evaluation	Checked the lab request form and instructed patient for proper specimen collection within 10 minutes.	None	10 minutes	MHO / DTTB
2. Submission of Desired specimen and conduct of laboratory examination	2.1 Blood Extraction for CBC and RBS 2.2 Check the quality and quantity of samples needed 2.3 Conduct lab examinations 2.4 Results generated	None	1 hour	MEDTECH
3. Fee payments and Issuance of Result about the service	Settle payment fees by patient prior to release of result	Fees to be paid listed below	3 minutes	MEDTECH
TOTAL			1 hour and 3 minutes	
1. Urinalysis - P 50.00 2. RBS - P 50.00 3. CBC - P 50.00 4. STOOL EXAM – 100.00				



123. SANITARY RELATED SERVICES

Disinterment of remains, means the removal or exhumation of remains from places of interment.

Office or Division:	Rural Health Unit Office (San Francisco, Cebu)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request		Doctor / Midwife		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of written request and Death Certificate	Assessment of submitted documents	None	3 minutes	MHO / DTTB
2. Payment of fees	Accept the payment issue Official Receipt	P 75.00	5 minutes	Office of the Treasurer
3. Wait for the approval of the request	Approved the issue permit to open niche	None	5 minutes	MHO / DTTB
TOTAL		75.00	13 minutes	



124. Post Mortem Examination of Remains

Sanitation related services such as Post Mortem Examination of remains Section 95. Chapter XXI-Disposal of dead Person of the Code on the Sanitation of the Philippines (Presidential Decree No. 856) provided that autopsy shall be performed in the following cases.

- Whenever the required by special law.
- Upon orders of a competent court a Mayor and provincial or City Fiscal.
- Upon written request of police authorities.
- Whenever the Solicitor General, Provincial or City Fiscal as authorize by existing laws shall deem it necessary of decenter and take possessions of remains for examinations to determine the cause of death
- Whenever the nearest kin shall request in writing the authorities concerned. And
- Whenever the nearest kin shall request in writing the authorities asserting the cause of death

Office or Division:		Rural Health Unit Office (San Francisco, Cebu)		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medico Legal Certification		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present official documents required	Records necessary information in the Medical-Legal Form	None	2 minutes	MHO
2. Payment of fees	Accept the payment issue Official Receipt	None	2 minutes	Office of the Municipal Treasurer
3. Wait for the result of report	Actual Post mortem examination of remains	None	15 minutes	MHO
TOTAL		NONE	19 inutes	



125. Request for Water Sampling

Water sampling is being conducted to provide a healthy environment through the promotion of access to safe drinking water.

Office or Division:	Rural Health Unit Office (San Francisco, Cebu)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Request of Verbal		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request to the Office of the Municipal Health Officer	Reviewed intent and requirements Scheduling of water sampling	None	10 minutes	Rural Sanitation Inspector
2. Submit all the required documents	2.Results will be given 2-3 days after water sampling done	None	3-5 days	Rural Sanitation Inspector
TOTAL		NONE	3-5 days and 10 minutes	



126. SANITATION TOILET

To provide a healthy environment through the promotion of the use of sanitary toilet facilities.

Office or Division:		Rural Health Unit Office (San Francisco, Cebu)		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written to the Mayor's Office	Accepts the report, endorse the same to the MPDO	None	3 minutes	Office of the Municipal Mayor
2. Proceed to the Office of Municipal Planning and Development Officer	Allocates toilet bowls from poverty reduction program	None	10 minutes	MPDC
3. Proceed to the Office of Municipal Health Officer	3.1 Inspect proposed site for the construction of sanitary toilet 3.2 Set deadline for construction of the toilet 3.3 Ocular inspection of the constructed facility	None	33 minutes	MHO
4. Receives Certificate of Compliance	Release Certificate of Compliance	None	2 minutes	Office Of the Municipal Health
TOTAL		NONE	41 minutes	



127. SECURING SANITARY PERMIT (To Operate Business)

The Municipal Health Office Issues a Sanitary Permit to Operate a Business after the conduct of an actual inspection.

Office or Division:	Rural Health Unit Office (San Francisco, Cebu)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> For operating a Food Establishment Structural Requirements (floor, ceiling, ventilation, lighting, overcrowding) Sanitary Facilities Requirements handwashing facilities, toilet facilities, water supply, sewage disposal and Drainage) Requirements regarding vermin control Equipment and Utensils, Bacteria treatment Handling of washed utensils. <ul style="list-style-type: none"> For Operation of caterers and catering Establishments including centralized Kitchen Bulk Food Preparation Establishment of Fast Foods and Restaurant. <ol style="list-style-type: none"> Health Certificate Sanitation Requirement Food Container Weighing Scales Transport Vehicle Other Food deliveries <ul style="list-style-type: none"> For Operating a Food Booths, Stall Carts, etc. in fairs, Fiestas and the like: <ol style="list-style-type: none"> Health Certificate Health Card Sanitation Requirements 		Applicant		
		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Municipal Health Office, Submit all requirements	Review forms, lab result reading, brief Interview about the business and tackled sanitation	None	10 minutes	Rural Sanitation Inspector

	especially waste disposal and water sewerage			
2. Wait for Site Inspection	Site Inspection	None	1 day	Rural Sanitation Inspector
3. Receive permit to operate	Release permit to operate	None	1 minute	Rural Sanitation Inspector
TOTAL		NONE	1 Day & 11 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box in front of each/every concerned local office.</p> <p>Contact Info: 0943-412-6615 / E-mail us: sanfrancamotes@yahoo.com.ph</p>
How feedbacks are processed	<p>Every Friday afternoon, the Public Relations Officer opens the drop box and complies and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact : 0943-412-6615 / E-mail us: sanfrancamotes@yahoo.com.ph</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box in front of each/every concerned local office.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <p>Name of person being complained:</p> <p>Incident:</p> <p>Evidence:</p> <p>For inquiries and follow-ups, clients may contact : 0943-412-6615 / E-mail us: sanfrancamotes@yahoo.com.ph</p>
How complaints are processed	<p>The Complaints Officer opens the complaints drop box on the daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaint Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact : 0943-412-6615 / E-mail us: sanfrancamotes@yahoo.com.ph</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA : sanfrancamotes@yahoo.com.ph</p> <p>CCB : 0943-412-6615 (SMS)</p>

LIST OF OFFICES

Municipality of San Francisco, Cebu

OFFICE	E-MAIL ADDRESS	CONTACT NUMBER
Municipal Mayor's Office	sanfrancamotes@yahoo.com.ph	
BPLO Division	joelitodelrosario280@gmail.com barcenaseva2014@gmail.com luchavezjulito@gmail.com	0930-680-0034 0938-597-8946 0938-245-9023
SF Public Market Office	luchavezjulito@gmail.com	0917-590-8052
HR Department	sanfran.hr@gmail.com	0910-858-6867
San Francisco CiERT/ MDRRMO	garridoreymond@gmail.com	0920-524-6122 0929-541-2144
MENRO	junacartagena@gmail.com	0963-846-8681
Treasurer's Office	cristina_montejo24@yahoo.com	0919-469-1853
RHU San Francisco	sanfranciscorhu2019@gmail.com dr.manny964@gmail.com	0966-450-5829
Municipal Assessor	imzachy@gmail.com	0921-796-6220
Municipal Budget Office	peepayblack@yahoo.com	0999-888-6122
SB Office	formentera@yahoo.com	0928-788-2643
Municipal Accountant		0923-541-0148
Civil Registrar's Office	Sf.mcroffice@gmail.com	0943-901-6131
Agriculture Office	Noelformentera1979@gmail.com	0963-0834-251
Tourism Office	crisjunn@yahoo.com cindy020291@gmail.com	0917-634-7776 0910-376-3417
MSWDO		
MPDC	Sf.mpdo@gmail.com	0917-166-0507
Municipal Engineer	isidraquevara@gmail.com	0917-706-0800
San Francisco Fire Station		0943-078-4003
San Francisco Police Station		0909-316-4069
San Fran Coast Guard		0917-153-7331
GENERAL SERVICES	davetampus09@gmail.com	0910-291-7689
PESO/TESDA OFFICE	pesosanfrancisco@gmail.com	0963-254-2276
SAKODO	solijonjoandell@gmail.com	