LOCAL GOVERNMENT UNIT OF OPOL

CITIZEN'S CHARTER

2022 (New Edition)

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FOREWORD

As required in the policy of R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, the Local Government Unit of Opol, Misamis Oriental ardently presents its Citizen's Charter.

As it is hereby affirmed in the policy, all government agencies including departments, bureaus, offices, instrumentalities, government-owned and/or controlled corporations, local government, or district units shall act in response to the pressing need to put an end to bureaucratic red tape and advance the delivery of frontline services thru simplifying frontline service procedures, preparing service standards for clients to carry out in every transaction with the government, and making these standards familiar to the client.

With such, LGU-Opol has established its Citizen's Charter in the form of published materials which are positioned at the foremost entrance of offices or at its most conspicuous section written in English, Filipino, and/or in the local dialect, stipulating the reduced and simplified:

(a) procedure to obtain a particular service;
(b) person/s accountable for each step;
(c) maximum time to finish the transaction;
(d) document/s to be presented by the clients, if necessary;
(e) amount of fees, if necessary; and
(f) procedure for filing complaints.

Towards this end, the LGU shall continue to promote efficiency and transparency in transacting with clients, providing easy step-by-step scheme for availing a particular service, and performing specific duties and responsibilities at a shortest time possible, without compromising the clients' privileges to meet their own needs.

MAXIMINO B. SENO
Municipal Mayor

I. Mandate

Exercise general supervision and control all programs, projects, services and activities; Enforce laws and ordinances relative to the local governance. In the effective delivery of the basic services, the top 6 priority programs are viz: Water, Health, Education, Environment, Livelihood and Social Services.

II. Vision

A vibrant and sustainable commercial, industrial and tourism economy propelled by pro-active and self-reliant citizenry living in a water sufficient, adaptive and balanced environment and pro poor governance.

III. Mission

To make Opol economically productive, empowered and resilient community.

IV. Service Pledge

As public servants, the Local Government Unit of Opol commits to maintain and broaden public confidence, we are committed to perform all our responsibilities with the highest sense of integrity.

We must resolve any conflict between personal interests and our official duties in favour of the public interest.

We commit to ensure that discretion never results in discrimination.

We commit to treat all members of the public with equality and fairness.

LIST OF SERVICES

MUNICIPAL TOURISM OFFICE

MUNICIPAL TREASURER'S OFFICE

OFFICE OF THE MUNICIPAL BUILDING OFFICIALS

OPOL COMMUNITY COLLEGE

Business Permit and Licensing Office

Frontline Services

1. BUSINESS PERMIT AND LICENSING SYSTEM

Description of Service: Issuance of Business Permit (New and Renewal)

Office or Division:	Business Permit and Licensing Office
Classification:	Simple
Type of Transaction:	G2C/G2B Government to Citizen/Government to Business
Who may avail:	Owner of any Business Establishment or his Authorized Representative

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1)Barangay Clearance 2)DTI/SEC/ CDA Registration No. 3)Statement of Gross Sales/ Capitalization	Barangay where the business is located Negosyo Center DTI Cag. De Oro/Securities and Exchange Commission Cooperative Development Authority. Owner of Business

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1) Fill-up and Submit Application form for new business application	Review and Validate Submission Assess eligibility for renewal based on consolidated negative list consisting of positive findings. Endorse to next steps		10 mins.	BPLO Staff
2) One- time assessment and payment of taxes, fees, and charge	Assessment of business taxes, charge and fees, and fire safety fees. Preparation of tax order of payment (ToPs) Accept Payment and Issue OR	Taxes, fees and charge depends on the nature of Business	30 mins.	Revenue Collection Clerk
3) Issue and Claim Mayors Permit and	Issue Mayors Permit and Clearances		20 mins.	BPLO Staff

other Regulatory Permit and Clearances.				
	TOTAL:		**60 mins.**	

Municipal Mayor’s Office

Frontline Services

1. REQUEST FOR MAYOR'S CLEARANCE

Description of Service: The Mayor's Clearance certifies that the individual is a resident of the municipality, of good moral character and is a law-abiding citizen. The clearance is a document usually availed of by individuals seeking employment, scholarship and for any other purpose.

Office or Division:	MUNICIPAL MAYOR'S OFFICE
Classification:	Simple
Type of Transaction:	G2C/G2B/G2G Government to Citizen/Government to Business/Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Cedula 2. Barangay Clearance 3. Police Clearance 4. Official Receipt of the payment for the issuance of the clearance	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for Mayor's Clearance	-Checks and verifies if the requirements are complete -Clients with incomplete requirements are advised to complete the documents -Files the copy received by the client according to the date and time issued	None None	30 seconds 3 minutes 1 minute	Employee In-charge
TOTAL:			**4 MINS. AND 30 SEC.**	

2. REQUEST FOR PERMITS

Description of Service: Securing a Mayor's Permit (also known as a Business Permit) is one of the requirements for every business or company to operate in the Philippines. Local Government Units (LGUs) can be cities or municipalities. Each municipality has different procedures depending on the ordinance of the city or municipality.

Office or Division:	MUNICIPAL MAYOR'S OFFICE
Classification:	Simple
Type of Transaction:	G2C/G2B/G2G Government to Citizen/Government to Business/Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Letter of Intent for the Conduct of the event 2.Official Receipt of the payment for the issuance of the permit (Government and Religious Institutions need not to pay)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for Mayor's Permit	-Reviews the letter of intent -Prepares Mayor's Permit -Files the copy received by the client according to the date and time issued		30 seconds 3 minutes 1 minute	Employee In-charge Employee In-charge
TOTAL:			**4 MINS. AND 30 SEC.**	

3. SOLEMNIZATION OF MARRIAGE

Description of Service: The Municipal Mayor has the power to solemnize marriage as provided for by R.A. 7160 otherwise known as the Local Government Code of 1991.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for Marriage	Municipal Civil Registrar Office
2. Marriage License	Municipal Civil Registrar Office
3. Certificate of No Marriage	Municipal Civil Registrar Office
4. Birth Certificate	Municipal Civil Registrar Office
5. Pre-Marriage Counseling	
6. Parent's Advice for 22-24 years old couples	
7. Parent's Consent for 18-21 years old couples	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Register in the logbook	- Get the necessary information		2 minutes	Employee In-charge
2) Present the requirement	- Verify at the Municipal Registrar's Office		5 minutes	Employee In-charge
	- Schedule date of marriage		2 minutes	Employee In-charge
TOTAL:			**9 minutes**	

Motorpool

Frontline Services

1. HEAVY EQUIPMENT RENTAL

Description of service: Rental of Heavy Equipment

1. Dump Truck 10 Wheeler
2. Backhoe
3. Road Grader
4. Road Roller
5. Wheel Loader

Office or Division:	MOTORPOOL
Classification:	SIMPLE
Type of Transaction:	Government to Government, Government to Citizen, Government to Business
Who may avail:	All Government Agency / Private Individual / Business Companies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit official letter of intent to rent Heavy Equipment (HE)	Accept letter and record in the logbook the time and date of receipt Present the letter of intent to the Office Head Check availability of heavy equipment		5 MINUTES	REY QUIBLAT
2. Sign the Contract of Lease	Facilitate the Notarization of the Contract of Lease and provide copies to both parties		1 DAY	REY QUIBLAT
		TOTAL:	1 DAY & 5 MINUTES	

2. REQUEST FOR BARANGAY ASSISTANCE ON ROAD REPAIR AND REHABILITATION

Description of Service: Request for Barangay Road Repair with Approve Program of Work

Office or Division:	MOTORPOOL
Classification:	SIMPLE
Type of Transaction:	Government to Barangay
Who may avail:	All 14 Barangay's of Municipality of Opol

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Council Resolution	In Every Respective Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. - Submit Barangay Resolution on their request for assistance of road and drainage maintenance	Receive letter and record in the logbook the time and date of receipt Present the Barangay Resolution to the Office Head check availability of heavy equipment & personnel		2 MINUTES	VIFRED CAGALAWAN
	If there is conflict in schedule, possible rescheduling will be done with the Barangay Conduct site inspection and evaluation together with the Barangay Captain or any representative from the barangay to a certain extent of work		2 MINUTES 3 HOURS	CEASAR G. LACANDULA

	Conduct coordinative meeting with the Barangay for possible cost sharing of labor and materials and work schedule		30 MINUTES	
2. - Receive the approved Program of Work (POW)	Accept Program of Work (POW) Confirm the date when start the project for proper scheduling Record the period of use of Heavy Equipment in the logbook		5 MINUTES	VIFRED CAGALAWAN
		TOTAL:	3 HOURS & 39 MUNITES	

Municipal Agriculture Office

Frontline Services

1. RICE AND CORN PROGRAM AND VEGETABLE PRODUCTION

Description of Service: Provide seeds to rice and corn farmers who are interested to plant hybrid varieties

Office or division	Municipal Agriculture Office
Classification	Simple
Type of Transaction	G2C Government to Citizen
Who may Avail	Rice and Corn Farmers and Vegetable Farmers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Residence Certificate	1. Barangay/Municipal Treasurer's Office
2. Farmer's Association Certification	2. Farmer's Association from their barangay
3. RSBSA enrolment stub	3. Municipal Agriculture Office
4. Soil Sample	

CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Farmer goes to the O.D to register (Logbook)	O.D registers the farmer & issue referral slip to the Crop Production Section (Rice Coordinator/Corn Coordinator/Vegetable Production Coordinator	N/A	2 minutes	Office of the Day
2. Refer to the Crop Production Section (Rice Coordinator/Corn Coordinator/Vegetable Production Coordinator	Coordinators attend to the seed request of the farmer and refer to the office record as to the elibility of the farmer as far as compliance to the requirement is concernd and if found to have complied with the requirements, set schedule for technical briefing on hybrid rice & corn and vegetable	N/A	2 hours	Mailyn C. Quiblat Calvin A. Arevalo, Jr. Sarah O. Abella
3. Present the RSBA enroment stub/FA Certification	Release of Seeds	N/A	5 minutes	Mailyn C. Quiblat Calvin A. Arevalo, Jr. Sarah O. Abella
	TOTAL		**2 hrs and 7 mins.**	

2. ANIMAL HEALTH MANAGEMENT

Description of Service : Technical Assistance on Animal Health Care and Treatment

Office or division	Municipal Agriculture Office
Classification	Simple
Type of Transaction	G2C Government to Citizen
Who may Avail	Backyard livestock raisers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Must be a resident of the municipality of Opol	1. Barangay/Municipal Treasurer's Office
2. FA Certification (if recipient of Animal/Livestock project from LGU and National Government Agencies)	2. Farmer's Association from their barangay
3. RSBSA enrolment stub	3. Municipal Agriculture Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Farmer goes to the O.D to register (Logbook)	O.D registers the farmer & issue referral slip to the Livestock Coordinator	N/A	2 minutes	Office of the Day
2. Refer to the Livestock Coordinator	Livestock Coordinator facilitates the request and verify the eligibility of the farmer based o the office record	N/A	2 hours	John Paul Ceasar Lacandula
3. Render Technical services (on site visit if applicable)	Livestock Coordinator renders treatment and/or vaccination	N/A	30 minutes	
4. For on-site visit customer	Livestock Coordinator will immediately go with the customers on-site and render necessary Technical Services	N/A	20 minutes	
	Issuance of Certifications (Animal Related)	130.00	3 minutes	
	TOTAL	130.00	**3 hrs.**	

3. FISHERIES EXTENSION SERVICES

Description of Service: Technical Assistance on Fisheries Services and Program

Office or division	Municipal Agriculture Office
Classification	Simple
Type of Transaction	G2C Government to Citizen
Who may Avail	Municipal fisher folk and Farmers (Tilapia Raisers)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Fisher folk Registration (FishR)	1. Municipal Agriculture Office
2. Membership Certification from their association	2. Fisher folk Association from their barangay
3. RSBSA enrolment stub	3. Municipal Agriculture Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Farmer goes to the O.D to register (Logbook)	O.D registers the farmer & issue referral slip to the Fisheries Coordinator	N/A	2 minutes	Office of the Day
2. Refer to the Fisheries Coordinator	Fisheries Coordinator facilitates the request and verify the eligibility of the farmer based on the office record	N/A	2 hours	Employee In-charge
3. Request for Tilapia and Boat Registration	Fisheries Coordinator will set the customers as to the schedule of on-site validation and render necessary Technical Services	N/A	20 minutes	
	Issuance of Certifications	130.00	3 minutes	
	TOTAL	130.00	**3 hrs.**	

4. TECHNICAL ASSISTANCE ON COMMUNITY ORGANIZATION AND COOPERATIVE DEVELOPMENT

Description of Service**:** Render technical assistance for cooperative development in the Municipality

Office or division	Municipal Agriculture Office
Classification	Simple
Type of Transaction	G2C Government to Citizen
Who may Avail	Registered and Non-registered Cooperative and/or any Association

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Coop Member/Farmers	1. Municipal Agriculture Office
2. RSBSA enrolment stub	2. Municipal Agriculture Office
3. Association's Policy/By Laws	3. Respective Association

CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Representative of Cooperative (active) registered to CDA, goes to OD to register and submit letter request	O.D registers the customer & issue referral slip to the Cooperative Development Coordinator	N/A	2 minutes	Office of the Day
2. Refer to the Cooperative Development Coordinator	Coop Dev't. Coordinator accepts referral, facilitates the request and provide necessary information on eligibility to avail training for Coop strengthening program and set the customer as to schedule	N/A	2 hours	Darline Yasay/Kriza Gay Guigayoma
	Coop Dev't. Coordinator facilitates the request (in-active coop) and provides necessary assistance in the	N/A	2 minutes	

	compliance of the Coop requirement for activation			
	Conduct Trainings (as scheduled)	n/a	6 hrs	
	TOTAL		**8 hrs. and 4 min.**	
1. Representative of association goes to OD to register and submit letter request	O.D registers the customer & issue referral slip to the Cooperative Development Coordinator	N/A	3 minutes	Office of the Day
2. Refer to the Rural Based Organization (RBO) Coordinator	RBO Coordinator accepts the referral, facilitate the request and provide necessary assistance in the compliance of the Association's requirement for registration	N/A	30 minutes	Darline Yasay/Kriza Gay Guigayoma
	Set the schedule for submission of the documentary requirements for accreditation	N/A	2 minutes	
	TOTAL			**35 minutes**

5. HIGH VALUE CROPS DEVELOPMENT PROGRAM (HVCDP)

Description of Service : Render technical assistance to farmers

Office or division	Municipal Agriculture Office
Classification	Simple
Type of Transaction	G2C Government to Citizen
Who may Avail	Registered Farmers in the municipality
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Registered member of farmer association	1. Municipal Agriculture Office
2. RSBSA enrolment stub	2. Municipal Agriculture Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	RESPONSIBLE PERSON

1. Farmer goes to OD to register in the logbook	O.D registers the customer & issue referral slip to the HVCDP Coordinator	N/A	2 minutes	Office of the Day
2. Refer to the HVCDP Coordinator	HVCDP Coordinator accepts referral, facilitates the request and provide necessary information on eligibility of the farmer as to the compliance requirement to avail the technical and inputs assistance and let the farmer sign the acknowledgment receipt	N/A	15 minute	Calvin Arevalo, Jr.
	Conduct Trainings (as scheduled)	n/a	6 hrs	
	TOTAL		**6 hrs. and 17 min.**	

6. ORGANIC FARMING SERVICES (TRICHODERMA)

Description of Service**:** Trichoderma Production as Compost Fungus Activator (CFA)

Office or division	Municipal Agriculture Office
Classification	Simple
Type of Transaction	G2C Government to Citizen
Who may Avail	Registered Farmers in the municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Registered member of farmer association	1. Municipal Agriculture Office
2. RSBSA enrolment stub	2. Municipal Agriculture Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Farmer goes to OD to	O.D registers the customer & issue referral slip to the	N/A	2 minutes	Office of the Day

register in the logbook	Crop Production Coordinator			
2. Refer to the Crop Production Coordinator	Crop Production Coordinator accepts referral, facilitates the request and provide necessary information on eligibility of the farmer as to the compliance requirement to avail the technical and inputs assistance and let the farmer sign the acknowledgment receipt	N/A	5 minute	Vincent Jay Enriquez
	Release of Trichoderma	n/a	9 hrs.	
		TOTAL	**9 hrs. & 7 min.**	

7. NURSERY SERVICES

Description of Service**:** Seedlings/Planting Materials Production

Office or division	Municipal Agriculture Office
Classification	Simple
Type of Transaction	G2C/G2G Government to Citizen/Government to Government
Who may Avail	Registered Farmers in the municipality

Checklist of Requirements	**Where to Secure**
1. Registered member of farmer association	1. Municipal Agriculture Office
2. RSBSA enrolment stub	2. Municipal Agriculture Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Farmer goes to OD to register in the logbook	O.D registers the customer & issue referral slip to the Crop Production Coordinator	N/A	2 minutes	Office of the Day
		N/A	5 minute	Bimbo Legaspi

2. Refer to the Nursery Coordinator	Nursery Coordinator accepts referral, facilitates the request and provide necessary information on eligibility of the farmer as to the compliance requirement to avail the technical and planting materials and let the farmer sign the acknowledgment receipt			
	Release of Planting Materials	n/a	3 hrs.	
		TOTAL	**3 hrs & 7 min.**	

Municipal Assessor’s Office

Frontline Services

1. ISSUANCE OF CERTIFICATION

A. Real Property Historical Ownership
B. Certificate of No Landholdings (MSWD & non-property owners)
C. Certificate of No Improvements

Description of Service: Real Property and non-property owners who may wish to obtain certificates for Titling BIR and MSWD purposes.

Office or Division:	MUNICIPAL ASSESSOR'S OFFICE
Classification:	Simple
Type of Transaction:	G2C/G2B/G2G Government to Citizen/Government to Business/Government to Government
Who may avail:	Real Property & Non-Property Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) History Certification Fee – Php. 200.00 2) Certification Fee – Php. 100.00 +30.00 DST	Treasurer's Office Treasurer's Office

A. How to avail of the Service of Real Property Historical Ownership?

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Request for Real Property Historical Ownership (simple transaction)	Accepts & records request in the log book		2 min.	Nick O. Illana/ Rosalie E. Buna/ Xavier A. Barangot/Mae Glaiza T. Paclar/Fatimah Anne Pagador/Eva R. Togonon
2) Pay Certification Fee at the Treasurer's Office	Requesting party to pay @ Treasury Trace back the requested real property historical ownership (1 trans) Encoding of the requested real property	Php 200.00	5mins. 30 mins. 10 mins.	Collector in charge Nick O. Illana/ Rosalie E. Buna/ Xavier A. Barangopt Eva R. Togonon

	historical ownership			
	Review and sign prepared real property historical ownership Recording & releasing of real property historical ownership		1 min. 2 mins.	Rosalie R. Buna/Edgar C. Olaco/ Eva R. Togonon
	TOTAL:	Php 200.00	50 mins.	

B. How to avail of the service of Certificate of No Landholdings for MSWD?

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Request for Certification of No Landholdings (MSWD)	Accept Requests		1 min.	Xavier A. Barangot /Nick O. Illana/Rosalie E.Buna/Fatimah Anne Pagador/Mae Glaiza T.Paclar/Eva R. Togonon
2) Xerox print out form (MSWD)	Fill up the prescribed Form		3 mins.	
	Review & sign requested certification		1 min.	Rosalie R. Buna/Edgar C. Olaco
	TOTAL:		5 mins.	

C. How to avail the services of Certificate of No Improvements?

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Request for certification	Accept requests for certification		1 min.	Xavier A. Barangot/Nick O. Illana/Rosalie Buna/ Mae Glaiza T. PaclarFatimah

				Anne Pagador/Eva R. Togonon
2) Pay certification fee at the Treasury	Require requesting party to pay @ Treasury Prepare and encoding certification	Php 100.00 + 30.00 DST	2 mins. 3 mins.	Collector in-charge Rosalie Buna/ Mae Glaiza T. Paclar/Fatimah Anne Pagador/Eva R. Togonon
	Review & sign certification Recording & releasing of certification		1 min. 2 mins.	Rosalie R. Buna/Edgar C. Olaco/ Eva R. Togonon/Fatimah Anne Pagador/
	TOTAL:	Php 130.00	9 mins.	

2. ISSUANCE OF TAX DECLARATION
Certified True Copy/Reproduction

Description of Service: Real Property and non-property owners who may wish to obtain Certified True Copies of Tax Declaration/ Reproduction for MPDC Zoning Clearance, Engineering, MORESCO, COWD, BIR, Register of Deeds requirements, for loan purposes and Bail Bond.

Office or Division:	MUNICIPAL ASSESSOR'S OFFICE
Classification:	Simple
Type of Transaction:	G2C/G2B/G2G Government to Citizen/Government to Business/Government to Government
Who may avail:	Real Property & Non-Property Owners

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1) Certified True Copy Fee –Php. 100.00	Treasurer's Office
2) Certified Reproduction Copy Fee – Php. 50.00	Treasurer's Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1) Requests for Certified true copy/reproduction of tax declaration	Accept requests-CTC/reproduction of tax declaration		1 min.	Rosalie R. Buna/Xavier A. Barangot/ Nick O. Illana/ Mae Glaiza T. Paclar/ Fatimah AnnePagador/ Eva R. Togonon
2) Pay certified true copy/reproduction at the Treasurer's Office	Pay at the Treasury Computer Generated Certified Copy of Tax Dec. Review & sign CTC/reproduction	Php 100.00 – Certified True Copy Php 50.00 - Reproduction	3mins. 1 min.	Collector Incharge Rosalie Buna/Mae Glaiza T. Paclar/Fatimah Anne Pagador/Eva Togonon Edgar C. Olaco/ Rosalie R. Buna
3) Owner received CTC/reproduction	Recording & releasing of CTC/reproduction		2 mins.	Rosalie Buna/Mae Glaiza T. Paclar/Fatimah Anne Pagador/Eva Togonon
	TOTAL:	Php 100.00	7 mins.	

3. TRANSFER OF OWNERSHIP

A) **Single Transaction**
B) **Complex Transaction**
C) **Simple Subdivision**
D) **Complex Subdivision**

Description of Service: Real Property & non-Property owners who may wish to transfer of ownership by means of any conveyance.

Office or Division:	MUNICIPAL ASSESSOR'S OFFICE
Classification:	Simple
Type of Transaction:	G2C/G2B/G2G Government to Citizen/Government to Business/Government to Government

Who may avail:	Real Property & Non-Property Owners
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Transfer of ownership (Single Transactions) 2 photocopies of the following: a. Title b. Registered Deed of Conveyances (Deed of Sale/Deed of Donation/Extra-Judicial Partition/Waiver of Rights) c. Tax Clearance d. Tax on Transfer e. Certificate of Authorizing Registration (CAR-BIR)	

How to avail of the Service of Transfer of Ownership (Single Transaction)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Requests for transfer of ownership (single trans.)& submits complete docs.	Accepts, examines & records complete documents for transfer		5 mins.	Rosalie R. Buna/Xavier A. Barangot/Nick O. Illana
	Prepare Field Appraisal & Assessment Sheet		30 mins.	Rosalie R. Buna/Xavier A. Barangot/Nick O.Illana
	Check prepared FAAS		5 mins.	Rosalie R. Buna/Edgar C. Olaco
	Numbering of office transactions.		2mins.	Rosalie R. Buna/Nick O. Illana
	Encoding of tax declaration & transmittal		6 mins.	Eva R. Togonon/Fatimah Anne Pagador
	Review & sign encoded TD		3 mins.	Rosalie R. Buna/Edgar C. Olaco
	Posting of BIR Certificate of Authorizing		2 mins.	Rosalie E. Buna/Eva R. Togonon

	Registration(CAR) at the back of the TD			
8) Receives tax declaration for approval	Recording & Releasing of trans.		3mins.	Rosalie E. Buna/Eva R. Togonon
	TOTAL:		56 mins.	

How to avail of the Service of Transfer of Ownership for Complex Transactions?

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Request for transfer of ownership (complex trans.)	Accepts, examines & records complete documents for transfer		15 mins.	Rosalie R. Buna/Xavier A. Barangot/Nick O. Illana
	Tie-up tax mapping for the subd. lots		30 mins.	Nick O. Illana/Joel A. Piit
	Prepare FAAS for the transferred & subdivided lots Review of prepared FAAS		60 mins. 15 min.	Rosalie R. Buna/Nick O. Illana Xavier A. Barangot Rosalie R. Buna/Edgar C. Olaco
	Numbering Encoding & transmittal of tax declaration		30 mins. 30 mins.	Rosalie R. Buna/Nick O. Illana Eva R. Togonon/Fatimah Anne Pagador
	Review & sign encoded tax declaration		30 mins. 20 mins.	Rosalie R. Buna/Edgar C. Olaco

	Recording & releasing of trans.			Rosalie E. Buna/Eva R. Togonon
	TOTAL:		3 hrs. & 50mins.	

How to avail of the Services of Simple Subdivision?

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Request for area segregation (simple subdivision-2 to 10 lots)	Accepts, examines & records complete documents for area segregation		5 mins.	Rosalie R. Buna/Xavier A. Barangot/Nick O. Illana
	Tie-up tax mapping for the subd. Lots		30 mins.	Nick O. Illana/Joel A. Piit
	Prepare FAAS for the subdivided lots Review prepared FAAS		60 mins 5 mins.	Rosalie R. Buna/Nick O. Illana/Xavier A. Barangot Rosalie R. Buna/Edgar C. Olaco
	Numbering encoding & transmittal of tax declaration		6 mins. 15 mins.	Rosalie R. Buna/Nick O. Illana/Eva R. Togonon
	Review & sign encoded tax declaration Recording & releasing of transactrion		15 mins. 10 mins.	Rosalie R. Buna/Edgar C. Olaco Rosalie E. Buna/Eva R. Togonon
	TOTAL:		2hrs & 26 mins.	

How to avail of the Service of Complex Subdivision?

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Request for area segregation (complex subd.- 11 or more lots)	Accepts, examines & records complete documents for area segregation		15 mins.	Rosalie R. Buna/Xavier A. Barangot/Nick O. Illana
	Tie-up tax mapping for the subd. lots		180 mins.	Nick O. Illana/Joel A. Piit
	Prepare FAAS for the subdivided lots Review prepared FAAS		60 mins 30 mins.	Rosalie R. Buna/Xavier A. Barangot/Nick O. Illana Rosalie R. Buna/Edgar C. Olaco
	Numbering Encoding & transmittal of tax declaration		30 mins. 60 mins.	Rosalie R. Buna/Nick O. Illana Eva R. Togonon/Fatimah Anne Pagador
	Review & sign encoded tax declaration Recording & Releasing of trans.		60mins. 60 mins.	Rosalie R. Buna/Edgar C. Olaco Rosalie E. Buna/Eva R. Togonon
TOTAL:			8hrs. & 15 mins.	

4. RECLASSIFICATION OF AGRICULTURAL LANDS TO OTHER USES

Description of Service: Real Property who may wish to reclassify their agricultural lands to other uses (residential, commercial and industrial lands)

Office or Division:	MUNICIPAL ASSESSOR'S OFFICE
Classification:	Simple
Type of Transaction:	G2C/G2B/G2G Government to Citizen/Government to Business/Government to Government
Who may avail:	Real Property Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Zoning Clearance (MPDC) 2) Tax Clearance	MPDC OFFICE MUNICIPAL TREASURER'S OFFICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Request for reclassification of agri. Land to other uses	Accepts, examines & records complete documents for reclassification		5 mins.	Rosalie R. Buna/Xavier A. Barangot/Nick O. Illana
	Ocular inspection		3 hrs.	Xavier A. Barangot/Nick O. Illana/Joel A. Piit
	Prepare FAAS for reclassification Review prepared FAAS		15 mins. 5 mins.	Rosalie R. Buna/Nick O. Illana/Xavier A. Barangot Rosalie R. Buna/Edgar C. Olaco
	Numbering Encoding & transmittal of tax declaration		1 min. 6 mins.	Rosalie R. Buna/Xavier A. Barangot/Nick O. Illana Eva R. Togonon
	Review & sign encoded FAAS		3 mins	Rosalie R. Buna/Edgar C. Olaco

	and Tax Declaration Recording & Releasing of trans		2 mins.	Eva R. Togonon
	TOTAL:		3 hrs. & 37 mins.	

5. PROPERTY DECLARED FOR THE FIRST TIME

Description of Service: Real Property & Non-Property owners who may wish to declare for the 1st time their lands, buildings and machineries.

Office or Division:	MUNICIPAL ASSESSOR'S OFFICE
Classification:	Simple
Type of Transaction:	G2C/G2G Government to Citizen/Government to Government
Who may avail:	Real Property Owner & Authorized Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Community Based and Forest Management - Two photocopies of the following: a. Certificate of Stewardship, Sketch Plan, 2 photo copies b. Ocular Inspection, Real Property Tax B. Alienable & Disposable Lots: a. DENR A&D Certification, Title (if any), Affidavit of Adjoining Owners, Certification from the Brgy. Captain that the land has no conflict and, Approved Plan, Zoning Clearance (2 xerox copies each) Ocular inspection and 10 years back taxes C. Building and Machineries: Sworn Statement of the True value of the Property signed by the Property Owner.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1) Request for ocular inspection of newly declared property (1 transaction)	Accepts & records complete request		5 mins	Rosalie R. Buna/Xavier A. Barangot/Nick O. Illana
	Ocular inspection Prepare Floor Plan & FAAS of Bldg./FAAS on land Review Bldg./Land computation		3 hrs. (normal condition) 30 mins. 5 mins.	Xavier A. Barangot/Nick O. Illana/Joel A. Piit Rosalie R. Buna/Xavier A. Barangot/Nick O. Illana Rosalie R. Buna/Edgar C. Olaco
	Numbering Encoding & transmittal of tax declaration		1 min 3 mins.	Rosalie R. Buna/Nick Illana Eva R. Togonon
	Review & sign encoded FAAS/Tax Declaration		3 mins	Rosalie R. Buna/Edgar C. Olaco
	Recording & Releasing of trans		2 mins.	Eva R. Togonon
	TOTAL:		3 hrs. & 49 mins.	

6. ANNOTATION

Description of Service: Property & Non-Property owners who may wish to mortgage their property or bail their property.

Office or Division:	MUNICIPAL ASSESSOR'S OFFICE
Classification:	Simple
Type of Transaction:	G2C/G2G Government to Citizen/Government to Government
Who may avail:	Real Property & Non- property Owners
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1) Real Estate Mortgage and or cancellation of mortgage duly registered at the Register of Deeds (2 photocopies), Court order from	

the court for the bail and or cancellation of bail bond duly registered at the Register of Deeds	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Request for annotation	Accepts,& records request		2 mins	Rosalie E. Buna/Eva R. Togonon
2) Pay at the Treasurer's Officer	Request requesting party to pay @Treasury Post & annotate on tax declaration	Php 100.00 Annotation Fee	5 mins. 30 mins.	Collector in-charge Rosalie E. Buna/Eva R. Togonon
	TOTAL:	Php 100.00	37 mins	
1) Request for cancellation of mortgage/bail bond	Release annotated tax declaration & documents		30 mins.	Eva R. Togonon
	TOTAL:		30 mins	

Municipal Registrar's Office

Frontline Services

1. REGISTRATION OF MARRIAGE CERTIFICATE

Description of Service: The process of registering the Certificates of Marriage of constituents who married in Opol, Misamis Oriental.

Office or Division:	Municipal Civil Registrar
Classification	Simple
Type of Transaction:	Government to Client
Who may avail:	Opol constituents and non-Opol residents (who were married in Opol
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Certificate of Marriage, COM (1 set)	Church Municipal Civil Registrar (for marriages solemnized by the Mayor)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits a COM for registration	Receives COM for registration, check entries,	None	5 minutes	
2.Received/released document	assigned Registry Number and signatures Logbook	None	1 minute	MCR Staff

Registration of COM is qualified for multi-stage processing. All incomplete data/requirements will not be accepted.

2. APPLICATION AND ISSUANCE OF MARRIAGE LICENSE

Description of Service: The process of applying for and issuing a Marriage License to a couple, wherein one should be a resident of Opol, Misamis Oriental and intends to marry in Opol, Misamis Oriental.

Office or Division:	Municipal Civil Registrar
Classification	Complex
Type of Transaction:	Government to Client
Who may avail:	Opol constituents **Marriageable Age: 18 years old*
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

Marriage License Application Birth Certificates or Baptismal of both applicants Community Tax Certificate of both applicants Certificate of No Marriage of both applicants Marriage Counselling Certificate Tree Planting Certificate	Municipal Civil Registrar PSA / CTC Local Place of Baptism Barangay / Municipal Treasurer's Office PSA Marriage Counselling Committee MERRO Office
If applicable: • Municipal Form No. 92 *(Consent of Parents)* or Affidavit from Attorney • Municipal Form No. 68 *(Advice of Parents or Guardian)* or Affidavit from Attorney • Judicial Decree of Absolute Divorce, Judicial Decree of Annulment or Judicial Decree of Nullity of Marriage, Judicial Decree of Presumptive Death • Death Certificate of spouse if previously married	Municipal Civil Registrar Attorney Municipal Civil Registrar Attorney Clerk of Court PSA
For Foreigners: • Photocopy of valid passport *(Indicating the date of arrival)* • Certificate of Legal Capacity to Marry issued by their respective diplomatic or consular officials • If Divorced: + Copy of Final Decree or Absolute Divorce	Client Embassy of country of origin Court where the divorced was decided

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all required documents 2. Pay at Municipal Treasurers Office the corresponding fees 3.Receive Marriage License	Receives document and check as to completeness, Gives a Marriage Application Form for filing of entries Release of Marriage License	None <u>Filing Fee Local:</u> Application for Marriage: P400.00 Marriage License: P200.00 <u>Filing Fee Foreigner:</u> Application for Marriage: P2,000.00 Marriage License: P1,000.00 None	10 minutes 5 minutes 11 days	MCR Staff Collector Treasurers Office Receiving / Releasing Clerk Municipal Civil Registrar

Application and Issuance of Marriage License is qualified for multi-stage processing. All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.

3. REGISTRATION OF REGULAR AND TIMELY CERTIFICATE OF LIVE BIRTH

Description of Service: This is the process of registering Certificates of Live Birth of Filipino citizens, born in Opol, Misamis Oriental, within 30 days from the date of birth..

Office or Division:	Municipal Civil Registrar
Classification	Simple
Type of Transaction:	Government to Client
Who may avail:	All government/private hospitals, Maternity & Lying-In-Clinics/other birth attendants, Opol Constituents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Live Birth, COLB (1 set) Parents' Certificate of Marriage (1 Original) For Illegitimate child: ➢ Notarized Affidavit to Use the Surname of the Father if the child was acknowledged	Hospital, Maternity/Lying-In-Clinics, other birthing facilities PSA Public Attorney's Office, Law Offices, Hall of Justice

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Certificate of Live Birth and all the requirements 2.Received released document	-Receive Certificate of Live Birth for registration -Checks completeness of entries and attachments -If complete, assigns registry number -Release personal copy to registrant	None	5 minutes / COLB	EDGAR CARILIMAN

Registration of Regular and Timely Certificate of Live Birth is qualified for multi-stage processing.

All incomplete data/requirements will not be accepted.

4. LATE REGISTRATION OF CERTIFICATE OF LIVE BIRTH

Description of Service: This is the process of registering Certificates of Live Birth of Filipino citizens, born in Opol, Misamis Oriental, after 30 days filing period from the date of birth of the person or those who have no existing record in the Registry of Birth in the municipality

Office or Division:	Municipal Civil Registrar
Classification	Simple
Type of Transaction:	Government to Client

Who may avail:	All government/private hospitals, Maternity & Lying-In-Clinics/other birth attendants, Opol Constituents, Non-Opol residents (who were born in Opol)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Negative Result from PSA (1 Original)	PSA
Baptismal Certificate	Church, Place of Baptismal
Notarized Affidavit of Non-Baptism (for those of other religion)	PAO, Law Offices, Hall of Justice
Affidavit for Delayed Registration	PAO, Law Offices, Hall of Justice
Affidavit of Two Disinterested Person	Municipal Civil Registrar
For Legitimate Child ➢ Certified True Copy of Parents Certificate of Marriage (1 Original)	PAO, Law Offices, Hall of Justice
For Illegitimate Child ➢ 0 – 6 years old, mother/guardian executes AUSF ➢ 7 – 17 years old, child executes AUSF w/ attested by the mother/guardian ➢ 18 years old and above, child executes AUSF w/o need of attestation	COMELEC NBI Police Station School
Supporting Documents: ➢ Medical Records; ➢ Voters Affidavit; ➢ NBI Clearance; ➢ Police Clearance; ➢ School Records; and ➢ Others as may deem	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1.Submit all necessary requirements 2.Claim copy of COLB after 10 days posting	-Check as to completeness -Posting -Prepare COLB	None None None	5 minutes 10 days 5 minutes	MCR Staff EDGAR CARILIMAN MCR Staff

Registration of Late Filing of Certificate of Live Birth is qualified for multi-stage processing.

Note: All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.

5. REGISTRATION OF REGULAR AND TIMELY CERTIFICATE OF DEATH

Description of Service: This is the process of registering the Certificates of Death of the constituents whose death occurred in Opol within 30 days from the Date of Death.

Office or Division:	Municipal Civil Registrar
Classification	Simple
Type of Transaction:	Government to Client
Who may avail:	Opol Constituents, Non-Opol constituents who died in the vicinity of Opol
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Barangay Certification Autopsy Report if applicable	Barangay were the place of death PNP – Medico Legal Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out Data Sheet 2.Proceed for signatories to Embalmer and Municipal Health Officer *Medico Legal if applicable	-Encode entry in the MF 103 -Enter to Registry of	P 100.00	5 minutes 5 minutes	MCR Staff ZERRAH MAE E. CLAVANO Registration Officer I

3.Submit accomplished MF 103 to LCRO for Registration	Books and issue Burial Permit for Burial in Opol			

Registration of Regular and Timely Certificate of Live Birth is qualified for multi-stage processing.

6. LATE REGISTRATION OF CERTIFICATE OF DEATH

Description of Service: This is the process of registering the Certificates of Death of the constituents who died in Opol after the 30 days filing period from the Date of Death.

Office or Division:	Municipal Civil Registrar
Classification	Complex
Type of Transaction:	Government to Client
Who may avail:	Opol Constituents, Non-Opol constituents who died in Opol
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Barangay Certification Affidavit of Two Disinterested Person Affidavit for Delayed Registration Authenticated copy of the certificate of burial, cremation or other means of corpse disposal PSA Negative Result Other legal document for reference	Barangay were the place of death PNP – Medico Legal Section LCRO Church, Funeral PSA Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out Data Sheet	-Check support documents for verification		5 minutes 10 days	MCR Staff

2.Report to LCRO on the 11th day 3.Receive copy	-Posting -Register MF 103 to Registry of Books -Logbook of copy issuance		3 minutes 1 minute	ZERRAH MAE E. CLAVANO Registration Officer I MCR Staff

Registration of Regular and Timely Certificate of Live Birth is qualified for multi-stage processing.

7. ADMISSION OF PATERNITY/R.A. 9255 (AN ACT ALLOWING ILLEGITIMATE CHILDREN TO USE THE SURNAME OF THE FATHER

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

Office or Division:	Municipal Civil Registrar
Classification	Simple
Type of Transaction:	Government to Client
Who may avail:	Opol Constituents, Non-Opol constituents who died in the vicinity of Opol
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Certified True Copy of Child's Certificate of Live Birth, back-to-back, if with admission of Paternity (Original) Baptismal Certificate School Records or Medical Records To prove child's filiation any 2 of the following: + Father employment record + SSS/GSIS Record + ITR + SALN + Insurance Policy AUSF Executed by the following:	LCRO Place of Baptismal School , hospital Company employer of the father SSS/GSIS Insurance Company Law Firm

+ By the mother if child is 0-6 years; + By the child if the child is 7-17 years old; with the Attestation of the mother; + By the child if the child is 18 years old and above Years old; without mothers attestation	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits required document 2.Pays at the Treasurers Office 3.Receive / Release document	-Receive requirements for registration, check if documents are in order -Issue order for payment -Encode entries -Upon receipt of the O.R. -Signature of the MCR -Records, assign registry no.	DONATION FEE OF P 10.00	10 minutes 5 minutes 5 minutes	EDGAR CARILIMAN Admin. Aide III Collector ZERRAH MAE E. CLAVANO Registration Officer I

Admission of Paternity is qualified for multi-stage processing. Note: All incomplete data/requirements will not be accepted.

Only documents with official receipt will be processed.

8. R.A. 9048 – PETITION FOR CHANGE OF FIRST NAME (CFN)

Description of Service: This is the process of allowing the document owner to have his/her first name be changed in his/her Certificate of Live Birth

Office or Division:	Municipal Civil Registrar
Classification	Complex
Type of Transaction:	Government to Client
Who may avail:	Parents/document owners/Attorneys-in-Fact who have discrepancies in the Certificate of Live Birth
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
PSA Copy	PSA
Clearance from the authorities – mandatory requirements to be submitted (3 photocopies) + Employer (if employed): Certification of Employment with no pending case + If not employed: Affidavit of Non-Employment + NBI Clearance (current) purpose: ***For Change of First Name*** + Police Clearance (current with 6 months validity) purpose: ***For Change of First Name***	Employer Law Firm NBI Police Office
Documents showing the correct entry/ies upon which the correction shall be based. All must be presented in original/certified true copies to be submitted (3 photocopies) + Baptismal Certificate + School Records + Voters Affidavit + SSS/GSIS Records + Medical or Business Records + Certificate of Marriage + Certificate of Live Birth + Government-issued / valid identification card + Note: The MCR will determine applicable document + Other relevant document	Place of Baptism School of Client COMELEC SSS/GSIS Hospital MCR MCR Company

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present the document sought for correction/change 2.Interview with the MCR 3.Signature on the Petition applied *(wait for PSA-OCRG decision)*	-Check documents as to required for petition -Ask the Petitioner to proceed to the MCR for interview -Ask the Petitioner for payment -Upon receipt of O.R., process the petition , assign petition number, signed by the petitioner and gives contact number for follow-up -After 2 weeks consecutive Publication + MCR Decision + Forward to PSA-OCRG -Upon receipt of the PSA-OCRG Decision + Update Client (Affirmed/impugned) + Forward to PSA-Region - Petition / OCRG Decision / Certificate of Finality / Annotated/U	P 3,000.00 Filing Fee P 130.00 for LBC	5 minutes 10 minutes 5 minutes 10 days mandatory Posting 2 weeks consecutive Publication 5 minutes w/in 5 working days after decision 3 – 6 months 1 – 3 months	MCR Staff ROLAND B. CAINHOG MCR Collector MCR CLIENT MCR MCR MCR

	nannotated COLB -Upon verification of positive result + Inform Client to secure copy to the PSA (SECPA)			

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

9. R.A. 9048 – PETITION FOR CORRECTION OF CLERICAL ERROR OR TYPOGRAPHICAL ERROR (CCE)

Description of Service: This is the process of allowing the document owner to correct clerical or typographical error in his/her Civil Registration documents.

Office or Division:	Municipal Civil Registrar
Classification	Complex
Type of Transaction:	Government to Client
Who may avail:	Parents/document owners/Attorneys-in-Fact who have discrepancies in the Certificate of Live Birth, Marriage and Death
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
PSA Copy Documents showing the correct entry/ies upon which the correction shall be based. All must be presented in original/certified true copies to be submitted (3 photocopies) + Certificate of Live Birth (Wife/Husband for Marriage Petition + Baptismal Certificate + School Records + Voters Affidavit + SSS/GSIS Records + Medical or Business Records + Certificate of Marriage + Certificate of Live Birth of Child/Children	PSA Place of Baptism School of Client COMELEC SSS/GSIS Hospital MCR / Client Copy MCR / Client copy MCR /Client Copy MCR / Client copy

+ Certificate of Live Birth of the Father, Mother and Siblings + Certificate of Marriage of Parents + Government-issued / valid identification card + Note: The MCR will determine applicable document + Other relevant document	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present the document sought for correction/change 2.Interview with the MCR 3.Signature on the Petition applied *(wait for PSA-OCRG decision)*	-Check documents as to required for petition -Ask the Petitioner to proceed to the MCR for interview -Ask the Petitioner for payment -Upon receipt of O.R., process the petition , assign petition number, signed by the petitioner and gives contact number for follow-up -After 10 days mandatory posting + MCR Decision + Forward to PSA-OCRG -Upon receipt of the PSA-OCRG Decision + Update Client (Affirmed/impugned)	P 1,000.00 Filing Fee P 130.00 for LBC	5 minutes 10 minutes 5 minutes 10 days mandatory Posting w/in 5 working days after posting w/in 5 working days after MCR decision 1 – 3 months	MCR Staff ROLAND B. CAINHOG MCR Collector MCR MCR MCR MCR

	+ Forward to PSA-Region - Petition / OCRG Decision / Certificate of Finality / Annotated/Un annotated COLB -Upon verification of positive result + Inform Client to secure copy to the PSA (SECPA)			

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

10. R.A. 10172 CORRECTION IN THE ENTRY OF SEX, CORRECTION IN THE ENTRY OF THE DAY AND/OR MONTH IN THE DATE OF BIRTH (IN THE CERTIFICATE OF LIVE BIRTH)

Description of Service: This is the process of correcting the entry of the sex or day and/or month of the date of birth of the document owner in his/her Certificate of Live Birth.

Office or Division:	Municipal Civil Registrar
Classification	Complex
Type of Transaction:	Government to Client
Who may avail:	For Correction in the Date/Month of Birth: + Parents/document owners/Attorneys-in-Fact who have discrepancies in the Certificate of birth For Correction in the Entry of Sex: + Personal Appearance of Document owner
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
PSA Copy	PSA

Clearance from the authorities – mandatory requirements to be submitted (3 photocopies) + Employer (if employed): Certification of Employment with no pending case + If not employed: Affidavit of Non-Employment + NBI Clearance (current) purpose: ***Petition to Correct Date of Birth/Sex*** + Police Clearance (current with 6 months validity) purpose: ***Petition to Correct Date of Birth/Sex*** + Medical Certification (for Petition to correct entry on sex) issued by an accredited government physician that the petitioner has not undergone sex change or sex transplant with the following required information: - Full name of government physician with valid medical /PRC license number - Name of hospital, designation and contact number Documents showing the correct entry/ies upon which the correction shall be based. All must be presented in original/certified true copies to be submitted (3 photocopies) + Certificate of Live Birth (Wife/Husband for Marriage Petition + Baptismal Certificate + School Records + Voters Affidavit + SSS/GSIS Records + Medical or Business Records + Government-issued / valid identification card	Employer Client Law Firm NBI Police Station Municipal Health Officer Place of Baptism School of Client COMELEC SSS/GSIS Hospital

+ Note: The MCR will determine applicable document + Other relevant document	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present the document sought for correction/change 2.Interview with the MCR 3.Signature on the Petition applied *(wait for PSA-OCRG decision)*	-Check documents as to required for petition -Ask the Petitioner to proceed to the MCR for interview -Ask the Petitioner for payment -Upon receipt of O.R., process the petition , assign petition number, signed by the petitioner and gives contact number for follow-up -After 2 weeks consecutive Publication + MCR Decision + Forward to PSA-OCRG -Upon receipt of the PSA-OCRG Decision + Update Client (Affirmed/impugned)	P 3,000.00 Filing Fee P 130.00 for LBC	5 minutes 10 minutes 5 minutes 10 days mandatory Posting 2 weeks consecutive Publication 5 minutes w/in 5 working days after decision 3 – 6 months 1 – 3 months	MCR Staff ROLAND B. CAINHOG MCR Collector MCR CLIENT MCR MCR MCR

	+ Forward to PSA-Region - Petition / OCRG Decision / Certificate of Finality / Annotated/ Unannotated COLB -Upon verification of positive result + Inform Client to secure copy to the PSA (SECPA)			

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

11. REQUEST FOR ISSUANCE OF CERTIFIED TRUE COPY OF BIRTH CERTIFICATES / MARRIAGE CERTIFICATES / DEATH CERTIFICATES

Description of Service: The process of acquiring the Certified True Copy (CTC) or Local Civil Registry (LCR) copy of the Certificate of Live Birth registered in Opol, Misamis Oriental.

Office or Division:	Municipal Civil Registrar
Classification	Simple
Type of Transaction:	Government to Client
Who may avail:	Opol constituents and non-Opol residents (who were married in Opol
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Form for COLB / COM / COD Government –issued / valid identification card Letter of Authority, if applicable (original)	LCRO Window BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office Client document owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled out CTC application form and ID	Receives application w/ requirements and issues order of payment	P 100.00	5 minutes 3 minutes	MCR Staff Collector
2.Pays at the Treasurers Office the corresponding fees	LCRO staff prepares the CTC requested while the client process the fees to the treasury		3 minutes	LCRO Staff
	Stamped the document with Certified True Copy and signed by the MCR		1 minute 1 minute	ZERRAH MAE CLAVANO Registration Officer I
3.Receive documents	Logbook Signed in the logbook			LCRO Staff

Request for issuance of COLB / COM / COD is qualified for multi – stage processing.

Municipal Disaster Risk Reduction & Management Office

Frontline Services

1. EMERGENCY RESPONSE

Description of Service: The emergency response team should respond to any emergency situation in the area of responsibility.

Office or Division:	Disaster Risk Reduction and Management Office
Classification:	Simple
Type of Transaction:	Government to Citizens
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE?
N/A	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the DRRM hotline number for any emergency situations that needs response from the Emergency Response Team.	Answer the call and ask necessary questions during the phone conversation regarding the situation so the personnel would know what needs to do or bring in the area.	NONE	The emergency response team should arrive at the area within 7 minutes (for coastal areas), 1 hour and a half (for hinterland barangays)	Duty personnel of Emergency Response Team

2. Certification on damaged house/structure due to natural calamity.

Description of Service: The victim of calamity shall accomplish the certification from the DRRM officer to validate if the victim can claim financial assistance.

Office or Division:	Disaster Risk Reduction and Management Office
Classification:	Simple
Type of Transaction:	Government to Citizens
Who may avail:	Residents of Opol Misamis Oriental

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE?
1. Barangay Certification	Respective barangay
2. Fire Incident Certification (for fire incident)	BFP Opol
3. Police Blotter	PNP Opol
4. Picture/s of the damaged structure	
5. Photocopy of 2 valid ID's	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the necessary documents listed above and request for a certification from the DRRM Office.	If all requirements are complete, provide certification w/ signature of DRRM Officer.	N/A	5-10 minutes	DRRM Staff

3. Request for Search and Rescue Training

Description of Service: the government/private institution may request a training for search and rescue.

Office or Division:	Disaster Risk Reduction and Management Office
Classification:	Simple
Type of Transaction:	Government to Government, Government to Citizens
Who may avail:	Government/private institutions within Opol Misamis Oriental

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE?
1. Client must reside/located within the area of responsibility of Opol.	
2. Write a letter request addressed to the DRRM Officer	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a letter request addressed to the DRRM Officer and submit it to the Administrator's Office. Note: please provide your contact details in the letter.	Once the office receives the letter from the Administrator's Office, the DRRM Officer will check the availability of schedule and call the recipient.	N/A	2 minutes	DRRM Officer

4. Request for Lifeguard Training

Description of Service: the government/private institution may request a training on lifeguarding.

Office or Division:	Disaster Risk Reduction and Management Office
Classification:	Simple
Type of Transaction:	Government to Government, Government to Citizens
Who may avail:	Government/private institutions within Opol Misamis Oriental

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE?
1. Client must reside/located within the area of responsibility of Opol.	
2. Write a letter request addressed to the DRRM Officer	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a letter request addressed to the DRRM Officer and submit it to the Administrator's Office. Note: please provide your contact details in the letter.	Once the office receives the letter from the Administrator's Office, the DRRM Officer will check the availability of schedule and call the recipient.	N/A	2 minutes	DRRM Officer

5. Request for Standard First Aid Training

Description of Service: the government/private institution may request a training on Standard First Aid.

Office or Division:	Disaster Risk Reduction and Management Office
Classification:	Simple
Type of Transaction:	Government to Government, Government to Citizens
Who may avail:	Government/private institutions within Opol Misamis Oriental

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE?
1. Client must reside/located within the area of responsibility of Opol.	
2. Write a letter request addressed to the DRRM Officer	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a letter request addressed to the DRRM Officer to be submitted to the Administrator's Office. Note: please provide your contact details in the letter.	Once the office receives the letter from the Administrator's Office, the DRRM Officer will check the availability of schedule and call the recipient.	N/A	2 minutes	DRRM Officer

6. Request for Basic Life Support – Cardio Pulmonary Resuscitation (BLS-CPR) Training

Description of Service: The government/private institution may request a training on Basic Life Support -Cardio Pulmonary Resuscitation (BLS-CPR).

Office or Division:	Disaster Risk Reduction and Management Office
Classification:	Simple
Type of Transaction:	Government to Government, Government to Citizens
Who may avail:	Government/private institutions within Opol Misamis Oriental

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE?
1. Client must reside/located within the area of responsibility of Opol.	
2. Write a letter request addressed to the DRRM Officer	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a letter request addressed to the DRRM Officer to be submitted to the Administrator's Office. Note: please provide your contact details in the letter.	Once the office receives the letter from the Administrator's Office, the DRRM Officer will check the availability of schedule and call the recipient.	N/A	2 minutes	DRRM Officer

7. Request for Community Based Disaster Risk Reduction and Management (CBDRRM) Training

Description of Service: the Punong Barangay or any barangay official/s may request a training on Community Based Disaster Risk Reduction and Management (CBDRRM).

Office or Division:	Disaster Risk Reduction and Management Office
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Barangay Official/s of Opol Misamis Oriental

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE?
1. Client must reside/located within the area of responsibility of Opol.	
2. Write a letter request addressed to the DRRM Officer	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a letter request addressed to the DRRM Officer to be submitted to the Administrator's Office. Note: please provide your contact details in the letter.	Once the office receives the letter from the Administrator's Office, the DRRM Officer will check the availability of schedule and call the recipient.	N/A	2 minutes	DRRM Officer

8. Issuance of Hazard Susceptibility Certification

Description of Service: the client may request an issuance of Hazard Susceptibility Certification.

Office or Division:	Disaster Risk Reduction and Management Office
Classification:	Simple
Type of Transaction:	G2C/G2B/G2G
Who may avail:	Government or private individual/institution within Opol Misamis Oriental

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE?
1. Client must reside/located within the area of responsibility of Opol.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client can visit the office and request for a certification.	Discuss with the DRRM Officer the purpose of request and location of the area for hazard assessment.	N/A	5 minutes	DRRM Officer

9. Request for Hazard Contingency Training (e.g. flood, landslide, storm surge, earthquake)

Description of Service: the Punong Barangay or any barangay official/s may request a training on Hazard Contingency. (e.g. flood, landslide, storm surge, earthquake)

Office or Division:	Disaster Risk Reduction and Management Office
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Barangay Official/s of Opol Misamis Oriental

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE?
1. Write a letter request addressed to the DRRM Officer	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a letter request addressed to the DRRM Officer to be submitted to the Administrator's Office. Note: please provide your contact details in the letter.	Once the office receives the letter from the Administrator's Office, the DRRM Officer will check the availability of schedule and call the recipient.	N/A	2 minutes	DRRM Officer

10. Request for Hazard Drill/s (e.g fire drill, earthquake drills)

Description of Service: the client may request for hazard drill (e.g flood, earthquake)

Office or Division:	Disaster Risk Reduction and Management Office
Classification:	Simple
Type of Transaction:	Government to government/private institutions
Who may avail:	Government/private institutions within Opol Misamis Oriental.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE?
1. Client must reside/located within the area of responsibility of Opol.	
2. Write a letter request addressed to the DRRM Officer	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a letter request addressed to the DRRM Officer to be submitted to the Administrator's Office. Note: please provide your contact details in the letter.	Once the office receives the letter from the Administrator's Office, the DRRM Officer will check the availability of schedule and call the recipient.	N/A	2 minutes	DRRM Officer

Municipal Economic Enterprise Office

Frontline Services

1. APPLICATION FOR MARKET STALLS AND OPEN SPACE RENTAL

Description of Service: APPLICATION FOR MARKET STALLS AND OPEN SPACE RENTAL

Office or Division:	MUNICIPAL ECONOMIC ENTERPRISE OFFICE
Classification:	Simple
Type of Transaction:	G2C/G2B Government to Citizen/Government to Business
Who may avail:	Residents and non-residents of the municipality

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1) Letter of Intent	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submits letter of Intent	Accepts letter and makes stall inspection		15 minutes	Sylvia Padero/Ruel Y. Gamolo
Pays stall right and rental	Issues Or and records client's name		5 minutes	Sylvia Padero/Ruel Y. Gamolo
TOTAL:			20 minutes	

Municipal Engineering Office

Frontline Services

1. BUILDING MAINTENANCE/DE-CLOGGING OF CANALS/ROAD REPAIR

DESCRIPTION OF SERVICE: Building maintenance / de Clogging of Canals and Road Repair

Office or Division:	MUNICIPAL ENGINEERING OFFICE
Classification:	HIGHLY TECHNICAL
Type of Transaction:	G2C/G2B/G2G Government to Citizen/Government to Business/Government to Government
Who may avail:	BARANGAY COUNCIL, RESIDENTS OF OPOL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	
2. Thru Text Messaging / Phone Calls	
3. Walk-ins	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter from various barangay council, constituents 2. Report the Concern thru Phone 3. Walk-in	1. Evaluation, Inspection of reported area concern Preparation of Program of Works, if Necessary	None	7 days	Lilibeth S. Uy Edsyll M. Esmeralda Bernard L. Paclar Melbin B. Bulaso Jefrey V. Pakino
	2. Transmit the	None	1 day	Florence Shiella M. Jacalan

	result/ Bill of Quantities/ Program of works to requesting Party			Rex Ali Janubas
	3. When the work/ concern area can be done by Engineering Personnel with no material cost involve. The office will schedule the works according to targets and prioritization.	None	Scheduling	Engineering Personnel
TOTAL			8 days	

2. EXCAVATION AND BORING CLEARANCE

DESCRIPTION OF SERVICE: Request for Excavation, Boring clearance

Office or Division:	MUNICIPAL ENGINEERING OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C/G2B Government to Citizen/Government to Business
Who may avail:	RESIDENTS OF OPOL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled-up Application Form for Excavation & Boring Clearance. Form is available at the OBO 2. Service Connection from COWD 3. Water Service Contract 4. Barangay Clearance 5. Building Permit, if applicable 6. TCT/ Tax Declaration 7. Sketch Plan	Form is available at the Office of the Building Official (OBO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Excavation Form and submit to Office of the Building Office (OBO) to be endorsed to MEO with complete attachments:	Check/ Evaluate all documents submitted by the applicant.	None	1 day	Edsyll M. Esmeralda Melbin B. Bulaso
	Subject to inspection/ recommendation for Approval/ Issuance of Clearance by the Municipal Engineer	100.00	2 days	Edsyll M. Esmeralda Melbin B. Bulaso Lilibeth S. Uy
TOTAL			3 days	

3. REQUEST FOR CERTIFICATION

DESCRIPTION OF SERVICE: Request for Certification for Titling, Quarry and any related Certification

Office or Division:	MUNICIPAL ENGINEERING OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C/G2G Government to Citizen/Government to Government
Who may avail:	RESIDENTS OF OPOL

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. List of Requirements from CENRO 2. Property Identification Sketch Plan showing Vicinity Map from Assessors Office 3. Tax Declaration Additional Requirements for Quarry Clearance: 4. Barangay Clearance 5. SB Resolution, if necessary	Form is available at the Office of the Building Official (OBO)

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit requirements	Check/ Evaluate all documents submitted by the applicant.	None	1 day	Edsyll M. Esmeralda Melbin B. Bulaso
	Subject to inspection/ recommendation for Approval/ Issuance of Clearance by the Municipal Engineer	100.00	2 days	Edsyll M. Esmeralda Melbin B. Bulaso Lilibeth S. Uy
TOTAL			3 days	

Municipal Environment & Natural Resources Office

Frontline Services

1. TREE PLANTING CERTIFICATE

Description of Service: Issuance of Tree Planting Certificate for Marriage License

Office or Division:	MUNICIPAL ENVIRONMENT OF NATURAL RESOURCES OFFICE
Classification:	Simple
Type of Transaction:	Government To Citizen (G2C)
Who may avail:	Couples Applying for Marriage License

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Personal Appearance of the couple 2) Official Receipt for Tree Planting	MENRO Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1)Proceeds to MENRO for referal	Perform brief on Tree Planting, Requirements, Schedule, and releases Statement of Account to the Client for payment		5 minutes	MENRO Personnel
2)Proceeds to Treasurer's Office	Receives payment and Issues Official Receipt	130.00	5 minutes	Office of the Municipal Treasurer's Personnel
3)Proceeds to MENRO	Issues Tree Planting Certificate		5 minutes	MENR Officer
	TOTAL:	130.00	15 minutes	

2. ENVIRONMENTAL CLEARANCE FOR TREE CUTTING/BALLING

Description of Service: Issuance of Environmental Clearance for Tree Cutting/Baling

Office or Division:	MUNICIPAL ENVIRONMENT OF NATURAL RESOURCES OFFICE
Classification:	Simple
Type of Transaction:	G2C/G2G Government to Citizen/Government to Government
Who may avail:	All residents of the Municipality of Opol

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Personal appearance of the Proprietor/Representative 2) Barangay Clearance 3) Official Receipt for Tree Cutting/Balling	MENRO Barangay Hall Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Proceeds to MENRO for evaluation	Performs briefing on Tree Cutting/Balling, Requirements, Schedule of Inspection		5 minutes	MENRO Personnel
2)Proceeds to MENRO for referral	Releases Statement of Account to the Client for payment		5 minutes	MENRO Personnel
3)Proceeds to Treasurer's Office	Receives payment and Issues Official Receipt	130.00	5 minutes	Municipal Treasurer
4)Proceeds to MENRO	Issues Environmental Clearance and Endorses client's request to CENRO Initao		5 minutes	MENR Officer
	TOTAL:	**130.00**	**20 minutes**	

3. ISSUANCE OF BACKFILL CLEARANCE

Description of Service: Issues Backfill Clearance for Backfill and Excavation of Lands

Office or Division:	MUNICIPAL ENVIRONMENT OF NATURAL RESOURCES OFFICE
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C), Government to Government (G2G), and Government to Business (G2B)
Who may avail:	All residents/ business operators of the Municipality of Opol

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1)Personal appearance of the Proprietor/Representative 2)Zoning Clearance 3)Official Receipt for Backfilling/Excavation	MENRO MPDC Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1)Proceeds to MENRO for evaluation	Performs briefing on Backfilling and Excavation of Lands, Requirements, Schedule of Inspection		5 minutes	MENRO Personnel
2)Proceeds to MPDC	Issues Zoning Clearance	130.00	5 minutes	MPDC Officer
3)Proceeds to MENRO for referral	Releases Statement of account to the Client for payment		5 minutes	MENRO Personnel
4)Proceeds to Treasurer's Office	Receives payment and Issues Official Receipt	130.00	5 minutes	Office of the Municipal Treasurer's Personnel
5)Proceeds to MENRO	Issues Backfill Clearance and Endorsement to the Office of the Municipal Mayor		5 minutes	MENR Officer
6)Proceeds to Office of the Municipal Mayor	Issues Backfill Special Permit		5 minutes	Municipal Mayor
	TOTAL:	**260.00**	**30 minutes**	

4. SPECIAL COLLECTION ON SOLID WASTE

Description of Service: Set Schedule for Special Collection

Office or Division:	MUNICIPAL ENVIRONMENT OF NATURAL RESOURCES OFFICE
Classification:	Simple
Type of Transaction:	Government to Business (G2B), and Government to Government (G2G)
Who may avail:	Business Operators/Representative and Government Units within the Municipal of Opol

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1)Personal Appearance of the Business operator/Representative 2)Official Receipt for Special Collection	MENRO Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1)Proceeds to MENRO for evaluation and referral	Performs briefing on Special Collection and Schedule of Inspection, and releases Statement of Account to the Client for payment		10 minutes	MENRO Personnel
2)Proceeds to Treasurer's Office	Receives payment and Issues Official Receipt	A. 6 cu. m. capacity (Mini DT) per trip- **₱2,500.00** 14 cu. m. capacity (Reg. DT) per trip **- ₱4,500.00** B. In excess of 10km additional **₱300.00** per km C.	5 minutes	Municipal Treasurer

		Tipping fee (Private & Government) 6 cu. m. capacity (Mini DT) per trip **₱800.00** 14 cu. m. capacity (Reg DT) per trip - **₱1000.00**		
3)Proceeds to MENRO	Photocopies Official Receipt and Sets Schedule for Special Collection		5 minutes	MENR Officer
TOTAL:			**20 minutes**	

Municipal Health Office

Frontline Services

1. MEDICAL CONSULTATION

Description of Service: Provides consultation, assistance to sick patients or clients in need of medical attention.

Office or Division:	Municipal Health Center
Classification:	Simple
Type of Transaction:	Government to Government, Government to Citizen
Who may avail:	Clients or Patients coming for medical consultation
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1) Any available past medical data 2) Voters Verification or Certificate 3) Barangay Clearance or Certificate of Residency	➢ Municipal Health Office ➢ COMELEC Barangay

CLIENT STEPS	AGENCY ACTIONS	FEEDS TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Registration	Provide Individual Treatment Record (ITR) Take Vital Signs	Free	3 minutes	Receiving Area Personnel
2) Medical Consultation	Conduct medical history, physical exam, diagnosis and possible treatment or referral	Free	10 minutes	Physician/ Nurse/ Midwife
3) Payment for Consultation (Non-Resident)	Receive payment and provide receipt	Php 100.00	2 minutes	Cashier
4) Access free medicines for Opol residents	Provide available medicines to patients	Free	5 minutes	Pharmacy In-charge
TOTAL			**20 mins.**	

2. MEDICAL CONSULTAION WITH LABORATORY EXAMINATION

Description of Service: Provides consultation, assistance to sick patients or clients in need of medical attention and conduct laboratory examinations for further evaluation and assessment of the patients/client.

Office or Division:	Municipal Health Center
Classification:	Simple
Type of Transaction:	Government To Government, Government to Citizen
Who may avail:	Clients or Patients coming for medical consultation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Any available past medical data 2) Voters Verification or Certificate 3) Barangay Clearance or Certificate of Residency	➢ Municipal Health Office ➢ COMELEC ➢ Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Registration	Provide Individual Treatment Record (ITR) Take Vital Signs	Free	3 minutes	Receiving Area Personnel
2) Medical Consultation	Conduct medical history, physical exam, diagnosis and possible treatment or referral	Free	10 minutes	Physician/ Nurse/ Midwife
3) Payment for laboratory examination and consultation (Non-Resident)	Receive payment and provide receipt	Php 100.00 *(urinalysis, CBC, Fecalysis, Bloodtyping)* Php 50.00 *(Hemoglobin)* Php 150.00 *(HepaB, Pregnancy Test)* Php 100.00	2 minutes	Cashier

		(consultation)		
4) Laboratory examination	Conduct laboratory examination	Free	1 hour	Medical Technologist
5) Medical Consultation	Review laboratory result, formulate diagnosis and give possible treatment or referral	Free	5 minutes	Physician
6) Access free medicines for Opol residents	Provide available medicines to patients	Free	5 minutes	Pharmacy In-charge
TOTAL			**1hr. & 25 mins.**	

3. DENTAL CONSULTATION WITH TOOTH EXTRACTION

Description of Service: Conduct dental consultation and tooth extractions.

Office or Division:	Municipal Health Center
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Clients or Patients coming for dental consultation or tooth extraction

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1) Any available past medical data 2) Voters Verification or Certificate 3) Barangay Clearance or Certificate of Residency	➢ Municipal Health Office ➢ COMELEC ➢ Barangay	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Registration	Provide Individual Treatment Record (ITR) Take Vital Signs	Free	3 minutes	Receiving Area Personnel
2) Dental Consultation	Conduct dental consultation	Free	1 hour	Dentist

	and perform tooth extraction			
3) Payment for Consultation or tooth extraction (Non-Resident)	Receive payment and provide receipt	Php 200.00 per tooth	2 minutes	Cashier
4) Access free medicines for Opol residents	Provide available medicines to patients	Free	5 minutes	Pharmacy In-charge
TOTAL			**1 HR. 10 MINS.**	

4. PRENATAL CONSULTATION WITH LABORATORY EXAMINATION

Description of Service: Conduct medical checkups consisting of recommendations on managing a healthy lifestyle and the provision of medical information such as maternal physiological changes in pregnancy, biological changes and prenatal nutrition including vitamins which prevents potential health problems throughout the course of the pregnancy and promotes the mother and child's health.

Office or Division:	Municipal Health Center
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Pregnant women coming in for prenatal consultation & laboratory examination

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1) Any available past medical data or Prenatal Booklet 2) Voters Verification or Certificate 3) Barangay Clearance or Certificate of Residency	➢ Municipal Health Office ➢ COMELEC ➢ Barangay	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Registration	Provide Individual Treatment Record (ITR) Take Vital Signs	Free	3 minutes	Receiving Area Personnel
2) Prenatal Consultation	Conduct medical history, physical exam, and referral for	Free	10 minutes	Midwife

	laboratory examination			
3) Payment for Consultation and laboratory examination (Non-Resident)	Receive payment and provide receipt	Php 100.00 *(urinalysis, CBC, Fecalysis, Bloodtyping)* Php 50.00 *(Hemoglobin)* Php 150.00 *(HepaB, Preg.Test)* Php 100.00 *(consultation)*	2 minutes	Cashier
4) Laboratory examination	Conduct laboratory examination	Free	1 hour	Medical Technologist
5) Prenatal Consultation	Review laboratory result, give possible referral, schedule ext prenatal consult	Free	5 minutes	Midwife
6) Medical Consultation	Review laboratory result, Formulate diagnosis and give possible treatment or referral	Free	5 minutes	Physician
7) Access free medicines for Opol Residents	Provide available medicines to patients	Free	5 minutes	Pharmacy In-charge
TOTAL			**1 hr. 30 mins.**	

5. FAMILY PLANNING CONSULTATION

Description of Service: Helping clients or patients to make voluntary choices about number of children and spacing of the children within family.

Office or Division:	Municipal Health Center
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Clients or Patients coming for family planning consultation or counseling

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1) Any available past medical data 2) Voters Verification or Certificate 3) Barangay Clearance or Certificate of Residency	➢ Municipal Health Office ➢ COMELEC ➢ Barangay	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Registration	Provide Individual Treatment Record (ITR) Take Vital Signs	Free	3 minutes	Receiving Area Personnel
2) Family Planning Counseling	Conduct family planning counseling and possible artificial family planning methods (IUD) insertion/removal, DMP administration	Free	25 minutes	Midwife
3) Payment for Consultation (Non-Resident)	Receive payment and provide receipt	Php 100.00 *(consultation)* Php 150.00 (*Depo or DMP Administration)*	2 minutes	Cashier
TOTAL			**30 mins.**	

6. NORMAL DELIVERIES

Description of Service: Attends the mother in giving birth of offspring though the vagina

Office or Division:	Municipal Health Center
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Pregnant women about to give birth

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Any available past medical data or Prenatal Booklet 2) Voters Verification or Certificate 3) Barangay Clearance or Certificate of Residency 4) Philhealth ID/ Philhealth MDR 5) Marriage Contract 6) Birth Certificate	➢ Municipal Health Office ➢ COMELEC ➢ Barangay ➢ Philhealth Office CDO ➢ Local Civil Registrar ➢ Local Civil Registrar

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Registration	Provide Individual Treatment Record (ITR) Take Vital Signs	Free	3 minutes	Receiving Area Personnel
2) Labor Watch	Monitor Stage of labor	Free	Variable	Midwife
3) Parturition	Assist patient in childbirth	Free	Variable	Midwife
4) Newborn Care	Conduct Routine Newborn care	Free	30 minutes	Midwife
5) Post-Partum Monitoring	Monitor status of post-partum patient Breastfeeding, Counseling	Free	Usually 24 hours post-partum	Midwife or Physician
6) Newborn Screening	Conduct Newborn Screening	Free	30 minutes	Medical Technologist
7) Philhealth Processing	Process Philhealth requirements (For Philhealth Beneficiaries)	Free	Variable	Midwife or Philhealth Coordinator

8) Payment for delivery and Newborn care (Non-resident and Outborn delivery)	Receive payment and provide receipt Newborn Screening	Php 1,000 *(Normal Delivery& Outborn delivery)* Php 1,700 *(Newborn Screening)*	2 minutes	Cashier
9) Discharge	Postpartum assessment before discharge	Free	5 minutes	Physician/ Midwife

7. ISSUANCE OF MEDICAL CERTIFICATE/ MEDICO- LEGAL CERTIFICATES

Description of Service: Issuance of written statement from a physician which attests to the result of a medical examination of a patient.

Office or Division:	Municipal Health Center
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Government
Who may avail:	Clients or Patients coming for family planning consultation or counseling

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1) Any available past medical data 2) Voters Verification or Certificate 3) Barangay Clearance or Certificate of Residency 4) Police Blotter (for Medico-Legal)	➢ Municipal Health Office ➢ COMELEC ➢ Barangay ➢ Opol Police Station	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Registration	Provide Individual Treatment Record (ITR) Take Vital Signs	Free	3 minutes	Receiving Area Personnel
2) Medical Consultation	Conduct medical history, physical examinations, diagnosis	Free	10 minutes	Physician

	and possible treatment or referral			
3) Payment for medical certificate or Medico-legal (Resident & Non-Resident)	Receive payment and provide receipt	Free *(Employment-Resident)* Php 300.00 *(Employment-Non Resident)* Php 300.00 *(Medico-Legal, Resident & Non resident)* Free *(as required for Provincial/Regional Meet/Palarong Pambansa – Resident)* Php 300.00 *(as required for Provincial/Regional Meet/Palarong Pambansa –Non resident)* Php 100.00 *(Other purpose such as Sick leave, School requirement -Resident)* Php 200.00 *(Other purpose such as Sick leave, School*	2 minutes	Cashier

		requirement -No Resident)		
4) Issuance of Medical certificate	Issue medical certificate/ medico-legal certificate (with dry seal)	Free	3 minutes	Physician
TOTAL			**18 MINS.**	

8. EXHUMATION PERMIT/ TRANSFER OF CADEVER

Description of Service: Assist the client in complying their requirement for the transfer of the remains of their family.

Office or Division:	Municipal Health Center
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Clients coming In to secure Exhumation Permit and Transfer of Cadaver

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1) Death Certificate	➢ Local Civil Registrar	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Application for Exhumation and/or Transfer of Cadaver	Fill-up Exhumation Permit and Transfer of Cadaver Forms	Free	5 minutes	Sanitary Inspector
2) Payment for Exhumation permit and/or Transfer of Cadaver	Receive payment and provide receipt	Php 400.00 *(Exhumation Permit)* Php 200.00 *(Transfer of Cadaver)*	2 minutes	Cashier
3) Issuance of Exhumation Permit and/or Transfer of Cadaver	Issue Exhumation Permit and/or Transfer of	Free	5 minutes	Sanitary Inspector

	Cadaver to client			
4) Signing of Exhumation permit and/or Transfer of Cadaver	Sign and release of Exhumation Permit and/or Transfer of Cadaver	Free	3 minutes	Municipal Health Officer
TOTAL			**15 MINS.**	

9. BUSINESS PERMIT, SANITARY PERMIT AND HEALTH CERTIFICATES

Description of Service: Assist the client in complying requirement for their business permit.

Office or Division:	Municipal Health Center
Classification:	Simple
Type of Transaction:	Government to Citizen; Government to Business
Who may avail:	Clients coming in to secure business permits (Establishment owners, etc)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Barangay Clearance 2) Business Permit & Sanitary Permit of the previous year 3) X-Ray Result	➢ Barangay ➢ Personal/ Company File Any Laboratory

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Payment for health cards, laboratory fees & sanitary permit	Receive payment and provide receipt	Php 100.00 (*fecalysis, sputum)*	2 minutes	Cashier
2) Filling up of Health Cards	Provide Health cards (blank)	Free	2 minutes	Sanitary Inspector
3) Laboratory Exam	Obtain sputum specimen and stool exam result photocopy	Free	5 minutes	Medical Technologist

	of chest x-ray result			
4) Secure Sanitary permit	Provide sanitary permit to clients	Free	3 minutes	Sanitary Inspector
5) Signing of Health cards, Sanitary Permit, business permits	Sign Health cards, Sanitary Permit, business permits	Free	3 minutes	Sanitary Inspector
6) Completion of Business permit				Mayor's Office
TOTAL			**15 MINS.**	

10. ISSUANCE OF HEALTH CARDS

Description of Service: Issuance of health cards.

Office or Division:	Municipal Health Center
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Business
Who may avail:	Clients coming in to secure health cards for employment purposes

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1) Stool examination 2) Chest X-ray result	➢ Opol RHU Laboratory ➢ Any Laboratory	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Registration	Provide Individual Treatment Record (ITR) Take Vital Signs	Free	3 minutes	Receiving Ares Personnel
2) Medical Consultation	Conduct medical history, physical exam	Free	5 minutes	Physician
3) Payment for Health card	Receive payment and	Php 100.00	5 minutes	Cashier

and laboratory examination	provide receipt	*(health card)* Php 100.00 *(laboratory fee)*		
4) Laboratory exam	Obtain sputum specimen and photocopy of chest x-ray Sign health cards	Free	5 minutes	Medical Technologist
5) Issuance of Health Card	Issue health card to client	Free	2 minutes	Sanitary Inspector
6) Signing of Health cards	Sign Health cards, Sanitary Permit, business permits	Free	3 minutes	Sanitary Inspector
7) Signing of Health Card	Sign Health Card	Free	2 minutes	Physician
TOTAL			**25 MINS.**	

Municipal Planning and Development Office

Frontline Services

1. SECURING OF LOCATIONAL CLEARANCE FOR BUILDING PERMIT

DESCRIPTION OF SERVICE: Locational Clearance is issued to business owners that serve as a pre-requisite document in issuance of Business Permit to guarantee that the business is in compliance with the Zoning Ordinance.

Office/ Division:	Office of the Municipal Planning and Development Coordinator
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who May Avail:	☑ Land Owners ☑ Land/Subdivision Developers ☑ Enterprises/ Business Owners
Checklist of Requirements:	**Where to Secure**
✓ Duly accomplished and notarized application form	-Office of the Building Official
✓ Proof of ownership over land or affidavit of consent if not the owner	-Registered Lot Owner
✓ Real Property Tax Declaration	-Municipal Assessor's Office -Municipal Treasurer's Office
✓ Real Property Tax Clearance (for non-indigenous structure application)	-Municipal Treasurer's Office
✓ Real Property Tax Receipt (for indigenous structure application only)	-Licensed Engineer/Architect -Licensed Engineer
✓ Lot/ Building Plan with vicinity map drawn to scale duly signed by architect/engineer	-Concerned Barangay where the project will be implemented
✓ Bill of Materials/ Cost Estimates of the project duly signed by the Engineer	DENR-EMB
✓ Three copies of barangay construction clearance	DPWH

✓ Others - Feasibility study and ECC/CNC for light & heavy industries - DPWH Certification if property is along National Road	
Fees: ***Building Type***	***Amount***
A) Single Residential Structure Attached or Detached:	1. ₱100,000.00 and below - ₱ 288 2. Over ₱ 100,000.00 to ₱ 200,000.00- ₱ 576 3. Over ₱ 200,000.00 - ₱ 720 + (1/10 of 1% cost in excess of ₱ 200,000)
B) Apartment / Townhouses	1. ₱ 500,000.00 and below - ₱ 1,440 2. Over ₱ 500,000.00 to ₱ 2 Million - ₱ 2,160 3. Over ₱ 2 Million - ₱ 3,600 + (1/10 of 1% cost more than ₱2 Million regardless of the number of floors)
C) Dormitories/ Boarding Houses	1. ₱ 2 Million and below - ₱ 3,600 2. Over ₱2 Million - ₱ 3,600 + (1/10 of 1% of cost in excess of ₱ 2 Million regardless of the number of floors)
D) Institutional Project	1. Below ₱ 2 Million - ₱ 2,880 2. Over ₱ 2 Million - ₱ 2,880 + (1/10 of 1% of cost in excess of ₱ 2 Million)
E) Commercial, Industrial and Agro-Industrial Project	1. Below ₱ 100,000 - ₱ 1,440 2. Over ₱ 100,000 - ₱ 500,000 - ₱ 2,160 3. Over ₱ 500,000 - ₱ 1 Million - ₱ 2,880 4. Over ₱ 1 Million - ₱ 2 Million - ₱ 4,320 5. Over ₱ 2 Million - ₱ 7,200.00 + (1/10 of 1% of cost in excess of ₱ 2 Million)
	1. Below ₱ 2 Million - ₱ 7,200 + (1/10 of 1% of cost in excess of ₱ 2

F) Special Uses / Special Projects (Gasoline Station, Cell Sites, Slaughterhouse, Treatment Plants, Etc.) G) Alteration Expansion (Affected area's cost only)	Million) 2. Over ₱ 2 Million - ₱ 7,200 + (1/10 of 1% of cost in excess of ₱ 2 Million) 1. Same as the original application computation

How to avail of The Service:

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Locational Clearance Form	Submit Required Documents *Verification as to approved zoning/Land Use map	Based on Project Type	10 Minutes	➢ Jingle Romano
2. Site inspection	Area Site Inspection	-do-	25 Minutes	➢ Julie M. Ebuña ➢ Apollo E. Madelo
3. Document Preparation	Preparation, Printing of Zoning Certification and Locational Clearance	-do-	15 Minutes	➢ Jingle Romano ➢ Metelyn C. Antigua
4. Document Verification	Verify and Signing of Zoning Certification and Locational Clearance	-do-	5 Minutes	➢ Ailel Rose S. Asequia ➢ Metelyn C. Antigua
5. Releasing	Record and Release of duly signed Documents	-do-	5 Minutes	➢ Staff In-charge
TOTAL		Refer fees above	**60 mins. /1 hour**	

2. SECURING OF ZONING CERTIFICATION FOR LAND TITLING AND TRANSFER OF TAX DECLARATION APPLICATION

Office/ Division:	Office of the Municipal Planning and Development Coordinator
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who May Avail:	☑ Property owners; Developers, ☑ Subdivision applicants/ owners, ☑ Enterprises/ business owners
Checklist of Requirements:	**Where to Secure**
✓ Real Property Tax Declaration current year (3 copies) ✓ Certificate of Real Property Tax Clearance (3 copies) ✓ Proof of Ownership (Transfer Certificate of Title (TCT) or Deed of Sale or Authorization from the Lot owner if not the Lot Owner) (3 copies)	-Municipal Assessor's Office -Municipal Treasurer's Office -Lot Owner, Attorney at Law
Fees:	**₱ 100.00 (if lot is below 1 hectare) + ₱30.00 *Documentary Stamp*** **₱ 720.00 (per hectare) + ₱30.00 *Documentary Stamp***

How to avail of The Service

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Zoning Certification	Submit Required Documents *Verification as to approved Zoning/Land Use map	Based on Lot Area	10 Minutes	➢ Jingle Romano
2. Document Preparation	Preparation, Printing of	-	15 Minutes	➢ Staff In-charge

	Zoning Certification			
3. Document Verification	Verify and Signing of Zoning Certification	-	10 Minutes	➢ Ailel Rose S. Asequia ➢ Metelyn C. Antigua
4. Releasing	Record and Release of Documents	-	5 Minutes	➢ Staff In-charge
TOTAL		Refer fees above	**30 minutes**	

3. SECURING OF ZONING CLEARANCE FOR BACKFILLING

Office/ Division:	Office of the Municipal Planning and Development Coordinator
Classification:	Simple
Type of Transaction:	G2B- Government to Business
Who May Avail:	☑ Property owners; Developers, ☑ Subdivision applicants/ owners, ☑ Enterprises/ business owners
Checklist of Requirements:	**Where to Secure**
✓ Real Property Tax Declaration current year (3 copies) ✓ Certificate of Real Property Tax Clearance (3 copies) ✓ Proof of Ownership (Transfer Certificate of Title (TCT) or Deed of Sale or Authorization from the Lot owner if not the Lot Owner) (3 copies)	-Municipal Assessor's Office -Municipal Treasurer's Office -Lot Owner, Attorney at Law
Fees:	**₱ 100.00 + ₱30.00 *Documentary Stamp***
How to avail of The Service	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Zoning Clearance	Submit Required Documents *Verification as to approved zoning/Land Use map	-	10 Minutes	➢ Jingle Romano
2. Document Preparation	Preparation, Printing of Zoning Clearance	-	5 Minutes	
3. Document Verification	Signing of Zoning Clearance	-	10 Minutes	➢ Ailel Rose S. Asequia ➢ Metelyn C. Antigua
4. Releasing	Record and Release of Zoning Clearance	-	5 Minutes	➢ Jingle Romano
TOTAL		**₱130.00**	**30 Minutes**	

4. PROVISION OF DATA/ INFORMATION (STATISTICAL & NON-STATISTICAL)

Office/ Division:	Office of the Municipal Planning and Development Coordinator
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who May Avail:	☑ Property owners; Developers, ☑ Subdivision applicants/ owners, ☑ Enterprises/ business owners ☑ Government Offices/ counterparts ☑ Students (for Educational Purposes)
Checklist of Requirements:	**Where to Secure**
✓ Duly approved Letter request from the Municipal Mayor's Office (as per Memorandum Order: 2020-48) ❖ (Addressed to Ailel Rose S. Asequia, EnP, Municipal Planning and Development Coordinator) ✓ Valid Identification Card ✓ Blank recordable cd or Flash Drive (USB)	-Requesting party -Requesting party -Requesting party
Fees:	**NONE**
Data Available Includes:	1. Socio-Economic Profile 2. Comprehensive Land Use Plan 3. Annual Investment Plan 4. Barangay Development Plan 5. Others (MPDC related Data)

How to avail of The Service

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request and Requirements as per Memorandum Order: 2020-48 to the Mayor's Office	Receive duly approved request letter from the	-	5 Minutes	➢ Staff In-charge

	Mayor's Office			
2. Preparation of data requested	Preparation of data requested	-	10 -15 Minutes	➢ Enrico Fornolles
3. Releasing	Record and Release of Data Requested	-	5 Minutes	➢ Staff In-charge
TOTAL		-	**20- 25 Minutes**	

Municipal Slaughterhouse

Frontline Services

1. SLAUGHTERHOUSE SERVICES

DESCRIPTION OF SERVICE:

This operation procedure starts with the acceptance and presentation of live animals for slaughter. All animals to be slaughtered and intended to be sold in the public market should undergo ante-mortem and post-mortem inspection and shall be done only in the accredited slaughterhouse. The meat inspector or deputized meat inspector assigned in the slaughterhouse shall issue an official certificate or Meat Inspector Certificate (MIC) attesting that the meat being certified are from animals that were subject to ante-mortem and post-mortem inspection and that, at the time and date of inspection, the meat were found to be fit for human consumption.

Office or Division:	OPOL SLAUGHTERHOUSE
Classification:	SIMPLE
Type of Transaction:	G2C/G2B Government to Citizen/Government to Business
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Animal/s to be Slaughtered shall be already in placed in the Slaughterhouse holding pen for at least 8 hours prior to its Slaughtering for inspection and observation purposes.	Municipal Abattoir
1. Barangay Certification and Municipal Certificate if backyard raising	Barangay Hall and Municipal Agriculture Office
2. Veterinary Heath Certificate	Private/ Municipal Veterinary
3. Shipping Permit / Permit to Transport	Point of Origin
4. 4. For Large Animals, Certificate of Ownership and Certificate of Transfer of Ownership	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Client shall present the documents to the security on duty prior to lairage area	Security on duty shall check if there is a documents prior to enter the premises, if found complete, the client proceed to lairage area.	none	1 minute	Employee In-charge
2. Client shall present the required documents to the Meat Inspector (MI) prior to storing of animals in the holding pen.	Meat Inspector (MI) shall evaluate the documents presented. If found complete, the animals can then be place in the holding pen area.	none	3 Minutes	Cindy M. Quimanhan Benjamin III D. Macadenden
3. Registration of animals to the receiver.	To register animals the above document are required to ensure the traceability of the animals.	none	3 Minute	Employee In-charge
4. Ante Mortem Inspection shall be carried out prior to slaughter	Meat Inspector shall monitor the condition of animals for slaughter atleast 4 hours before slaughter. Depending on the distance of the farm. Beyond 2 Km radius from slaughterhouse the resting time of animals atleast 8 hours before slaughter.	10.00/head for swine and goat, and 20.00/ head for cattle incorporate in the slaughter fees	4 hours to 8 hours	Cindy M. Quimanhan Benjamin III D. Macadenden
5. Slaughtering Procedures , Hygienic Slaughtering Technique and carcass handling	Perform Good Hygienic Slaughhtering Practices (GHSP), Good Manufacturing Practices (GMP) and Sanitation Standard Operation	3.20/kg for swine 4.00/kg for cattle incorporate in the	20 mins.	Cindy M. Quimanhan Benjamin III D. Macadenden and Butchers

	Procedures (SSOP) during slaughtering procedures of animals.	slaughter fees		
a. Showering	Animals shall be washed using pressurized water to remove all dirts prior to slaughter.	none	3 Mins	Butcher Assigned
b. Stunning	Animals shall be stunned before slaughter by an appropriate and acceptable stunning method	none	30 sec.	Butcher Assigned
c. Sticking	Shall be performed by making stab incision into the large vessels situated at the base of thre neck and shall be kept as small as possible. Only animal has been properly stunned before sticking	none	30 sec	Butcher Assigned
d. Bleeding	Animals shall be completely bled before any further dressing procedure is carried out and it shall be done immediarely after stunning.	none	5 mins	Butcher Assigned
e. Scalding	The process of immersingthe animals body of its parts into hot water (App.60°c) to loosen hairs for easy removal.	none	3 mins	Butcher Assigned
f. Dehairing/Dehiding	Dehairing and removal of hooves shall be done off	none	5 mins	Butcher Assigned

	floor and on slatted dehairing machine, table and hoist.			
	Dehiding and removal of feet, tail and head of large animals shall be done off floor by means of cradle and hoist.	none	15 mins	Butcher Assigned
g. Evisceration	Ensure the proper evisceration to prevent accidental cuts and leaks of organs contents which may contaminate the carcass.	none	1 min.	Butcher Assigned
h. Final Trimming and washing	Trimming and washing shall be done to remove damaged, soiled or unwanted tissues.	none	1 min.	Butcher Assigned
i. Weighing and branding the carcass	Weighing of carcass after final trimming and washing and post mortem inspection	none	1 min.	Butcher Assigned
6. Post- Mortem Inspection	Post-Mortem inspection are cared out after slaughtering of animals	0.35/kg carcass weight incorporate in the slaughter fees	3 mins	Cindy M. Quimanhan Benjamin III D. Macadenden
7. Proper Marking and Issuance of Meat Inspector Certificate (MIC) to the clients	Carcasses found to be fit for human consumption are marked Inspected and Passed. Issuance of Meat Inspection Certificate Pursuant to Section 29 of Republic Act No. 10536 Amending	none	3 Mins	Cindy M. Quimanhan Benjamin III D. Macadenden

	Meat Inspection Code of the Philippines Act No. 9296 and the Department of Agriculture A.O No. 4, series as a mandatory requirement of Food Safety Measures and Veterinary Quarantine Procedures.			
8. Transportation and Delivery	Meat delivery van shall be used for transporting meat from tha slaughterhouse to the market, other means of conveyance may be allowed provided that carcasses are protected from contamination.	150.00 within poblacio n and 200.00 outside Opol area	1 hour & 30 mins.	Meat Van driver helper
9. Payment of Slaughter fees and received O.R.	A copy of the daily slaughtering form is submitted to the revenue collector for collection of corresponding slaughter fees. Issue O.R to client and received payment	Total charges as of per animals slaughte red	2 mins	Revenue collection /MEEO/MTO
10. Cleaning, sanitizing and disinfection of the Municipal Abbattoir	All equipment and facilities are properly cleaned and sanitized and returned to its proper places after regular disinfection is done.	none	4 hours	Utility workers
NOTHINGS FOLLOW				

Municipal Social Welfare and Development Office (MSWD)

Frontline Services

1. Request for Social Case Study Report (SCSR)-regular/in-depth and Certifications of indigent.

Description of Service: These are the services for those clientele who belonged to the Poverty threshold individuals/families needing social welfare Interventions to obtain free hospitalization and/or discounts, free legal services; court related cases; financial assistance for current or lingering illnesses from charitable Institutions and other government entities.

Office or Division:	Municipal Social Welfare and Development- MSWD
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	1. Individuals/ families unable to meet their minimum basic needs belonged to the poverty threshold income classification; 2. Solo parent headed families due to death of spouse, abandonment, separation including temporary as in the case of OCWs and incarcerated spouses; 3. Families at risks as manifested by threats to family dissolution due to infidelity of spouse, working wife, in-law problems, OCW spouse; petition for legal separation due to violence within the family; 4. Families experiencing crisis such as death of spouse, chronic illness, role reversal and others which may cause dysfunction among members if left unaverted; 5. Families unprepared and unable to fulfill their responsibilities to their members per Family Code of the Phil. Youth and PD 603 including families of 2.18 million working children, 1.5 million street children and youth, 1.3 million abused and exploited children; 6. Families where individuals and couples of reproductive age are at risk due to uncontrolled child bearing caused by unresolved psycho social barriers, low appreciation of the values of child spacing planned family sized; 7. Families who are homeless; 8. Displaced families due to man-made and natural disaster.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Written request or notice from requesting agency and/or institution; 2. Certification from the Barangay indicating	Agency and/or Barangay

his/her residency and economic status; 3. Personal or family representative.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client come to the office	➢ Ask client, determine the need of the client.	None		
2. Intake interview for regular and in-depth	➢ Interview to gather pertinent /vital information or data from the client itself.	None	5-10 minutes regular 1-2 hours for in-depth	H. Galorio L. Pabilona
3. Waiting period	➢ Preparation of the needed service, encoding and entry logbook (SCSR)	None		
	TOTAL		**2 hrs-10 min.**	

2. Provision of Aid to Individual in Crisis Situation (AICS)-financial Emergency Burial Assistance and Food Assistance

Description of Service: A supplemental assistance (outright) given to individuals or families who are in crisis or emergency situation or affected by recent calamity man-made or natural.

Office or Division:	Municipal Social Welfare and Development- MSWD
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	1. Individuals/ families unable to meet their minimum basic needs belonged to the poverty threshold income classification;

	2. Solo parent headed families due to death of spouse, abandonment, separation including temporary as in the case of OCWs and incarcerated spouses; 3. Families at risks as manifested by threats to family dissolution due to infidelity of spouse, working wife, in-law problems, OCW spouse; petition for legal separation due to violence within the family; 4. Families experiencing crisis such as death of spouse, chronic illness, role reversal and others which may cause dysfunction among members if left unaverted; 5. Families unprepared and unable to fulfill their responsibilities to their members per Family Code of the Phil. Youth and PD 603 including families of 2.18 million working children, 1.5 million street children and youth, 1.3 million abused and exploited children; 6. Families where individuals and couples of reproductive age are at risk due to uncontrolled child bearing caused by unresolved psycho social barriers, low appreciation of the values of child spacing planned family sized; 7. Families who are homeless; 8. Displaced families due to man-made and natural disaster
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client come to the office	➢ Ask client, determine the need of the client.	None		
2. Intake interview	➢ Determine eligibility of the client. ➢ Prepare voucher and other pertinent documents. ➢ Seek for LCEs approval.	None	15-30 minutes	H. Galorio A. Yasay D. Mabao ME. Balansag
	TOTAL		**30 minutes**	

3. Provision of Counseling Services (CS); Marriage Counseling Services (MCS) and Pre-Marriage Counseling Services (PMC)

Description of Service: A counseling services provided to walk-in clients who have marital conflicts/crisis or victims of domestic abuse.

Office or Division:	Municipal Social Welfare and Development- MSWD
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	For MCS: 1. Individuals/ families unable to meet their minimum basic needs belonged to the poverty threshold income classification; 2. Solo parent headed families due to death of spouse, abandonment, separation including temporary as in the case of OCWs and incarcerated spouses; 3. Families at risks as manifested by threats to family dissolution due to infidelity of spouse, working wife, in-law problems, OCW spouse; petition for legal separation due to violence within the family; 4. Families experiencing crisis such as death of spouse, chronic illness, role reversal and others which may cause dysfunction among members if left unaverted; 5. Families unprepared and unable to fulfill their responsibilities to their members per Family Code of the Phil. Youth and PD 603 including families of 2.18 million working children, 1.5 million street children and youth, 1.3 million abused and exploited children; 6. Families where individuals and couples of reproductive age are at risk due to uncontrolled child bearing caused by unresolved psycho social barriers, low appreciation of the values of child spacing planned family sized; 7. Families who are homeless; 8. Displaced families due to man-made and natural disaster. For PMC: 1. Would be couple applying for marriage license certificates.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For MCS: None For PMC: Filled Up Marriage Expectation Inventory	MSWD office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
for MCS: 1. Client come to the office	➢ Ask client, determine the need of the client.	None		
2. Intake interview	➢ Determine eligibility of the client. ➢ Counseling proper	None	1 hour minimum	M. Alo L. Pabilona
For PMC: 1. Client come to the office	➢ Interview ➢ Provide marriage inventory questionnaire ➢ Answer/filled up the questionnaire ➢ Provide schedule for PMC session	None	30 minutes to 1 hour	L.Pabilona ME Balansag D. Mabao A. Yasay
	Total		**1 hour and 30 minutes**	

4. Request for:

1. **PWD forms for membership**
2. **PWD IDs, booklets for medicines and grocery discounts**

Description of Service: These are the outright services provided to all PWDs in this locality.

Office or Division:	MSWD- Persons on Disability Affairs Office (PDAO)
Classification:	Simple
Type of Transaction:	G2C Government to Citizens
Who may avail:	Any person who has difficulties or disabilities by birth or disability caused by accidents or other forms regardless of age and race

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certification from the barangay indicating his/her residency and economic status. 2. Medical certificate confirming client's disability.	Barangay

3. 2 pcs 2 x 2 ID picture. 4. Photocopy of client's birth certificate 5. Blood type result 6. Phil-health and SSS number 7. If minor, parents Phil-health/SSS number	Mun. Health Office LCR MHO Phil-health/SSS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client come to the office	Intake interview		2 min.	Araceli C. Yasay
2) Obtain form for membership	Filled up form for membership		2 min.	
3) Submit the needed requirements	Issued ID and booklets	P 30.00	5 min.	
4) If client lack or no requirement	Issuance of ID will be withheld, client will come back next time			
TOTAL:		**30.00**	**9 MINUTES**	

5. Request for:

1. **Senior Citizens forms for membership,**
2. **Senior Citizens IDs and booklets for meds/grocery discounts**
3. **Application for Social Pension Program**
4. **Application for Phil-health Registration**

Description of Service: These are the outright services provided to all Senior Citizens in this locality.

Office or Division:	MSWD- Office of the Senior Citizens Affair (OSCA)
Classification:	Simple
Type of Transaction:	G2C Government to Citizens
Who may avail:	Any person or individual ages 60 years old and above regardless of race.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

For SC membership and SC IDs/booklets: 1. Signed registration form from the SC barangay president. 2. 3 pcs. 1 x 1 ID picture 3. Certification of transfer of residence, if transferee **For Social Pension Program:** 1. Intake form- signed by barangay senior citizen president 2. 2 pcs. 2 x 2 ID picture 3. 2 pcs photocopy of SC ID **For Phil-health registration:** 1. Phil-health registration form 2. 2 pcs. 2 x 2 ID picture	OSCA or Barangay SC association MSWD office from his/her previous residence OSCA OSCA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client come to the office				
2) Obtain form for membership	Filled up form for membership		2 min.	
3) Submit the needed requirements	Issued ID and booklets	P 100.00	3-5 min.	
	Enter to waitlist for SPP		2-3 min.	
	Enter to PH registry		2-3 min.	
TOTAL:		**P100.00**		

Municipal Tourism Office

Frontline Services

1. Walk-in Customer service and Assistance to visitors in Tourism Site Visits

Description of Service: The Municipal Tourism Office is the frontline office in rendering immediate service to walk in visitors in the Municipal Hall. The Tourism Staff assigned in the information desk is required to be knowledgeable in the general services of the different departments of the Local Government Unit (LGU). Also, the office assists visitors in tourism site visits along the Philippines Ostrich & Crocodile Farm, the Opol Boardwalk and secure affordable food package rates in the sea-side restaurants located in the town center.

Office or Division:	MUNICIPAL TOURISM OFFICE
Classification:	Simple
Type of Transaction:	G2C/G2G Government to Citizen/Government to Government
Who may avail:	1. General Public 2. Academe 3. Lakbay-Aral Groups 4. Local and International Tourists

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Submit contact information for confirmation for scheduled tourist site visits	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Proceeds to Municipal Tourism Office	Tourism Staff coordinates with the establishments/tourism site desired		10 – 15 minutes	Kim S. Lazo Tourism Officer Designate and Tourism Staff
	TOTAL:		**15 MINUTES**	
END OF TRANSACTION				

Municipal Treasurer's Office

Frontline Services

1. ISSUANCE OF COMMUNITY TAX CERTIFICATE

Description of Service: All taxpayers and general public who need to pay the Community Tax.

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction	G2C/G2B/G2G Government to Citizen/Government to Business/Government to Government
Who may avail:	Tax payers and a resident of Opol, Misamis Oriental who are 18 years old and above

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Personal Appearance	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client looks to the front windows on what Brgy. he/she resides and informs the service provider on the need. (If no teller in-charge is present at the window of the Brgy., proceed to the other window)	- Gives form to fill-up for data information or personal interview - Issues the Community Tax	- per actual assessment	3 minutes	Window 1 – N. Macasarte Window 2 – D. Abellanosa Window 3 – J. Bacadon Window 4 – J. Dablio Window 5 – F. Naallatan Window 6 – E. Estrada
TOTAL:		3 minutes		

2. ISSUANCE OF OFFICIAL RECEIPTS

Description of Service: All taxpayers and general public who need to pay the Community Tax, Building Permit, Police Clearance, Environmental Protection Fee, Extract Copy from Police Blotter, Certification Certified True Copy, Marriage License Fees and donations

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C/G2B/G2G Government to Citizen/Government to Business/Government to Government
Who may avail:	Tax payers and a resident of Opol, Misamis Oriental who are 18 years old and above

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Personal Appearance	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Looks to windows 1 – 5 where he/she resides (proceed to other window if there is no available teller)	- Issues Official Receipt	- per actual assessment	3 minutes	Window 1 – N. Macasarte Window 2 – D. Abellanosa Window 3 – J. Bacadon
				Window 4 – J. Dablio
				Window 5 – F. Naallatan Window 6 – E. Estrada
		TOTAL:	3 minutes	

3. ISSUANCE OF OFFICIAL RECEIPTS OF REAL PROPERTY TAX

Description of Service: All taxpayers and general public who need to pay the Community Tax.

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C/G2B/G2G Government to Citizen/Government to Business/Government to Government
Who may avail:	All taxpayers and general public who need to pay the Real Property Tax.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Tax Declaration of the Property or any documents	-Municipal Assessors Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Looks to windows 1 – 6 where he/she resides (proceed to other window if there is no available teller)	- Verifies Documents	- per actual assessment	5 minutes	Window 1 – N. Macasarte Window 2 – D. Abellanosa Window 3 – J. Bacadon Window 4 – J. Dablio Window 5 – F. Naallatan Window 6 – E. Estrada
2. Proceeds to Widows 1 – 6 where the property/ies is/are located	- Issues the RPT Official Receipts for complete documents. (If there is no available record, advice the client to proceed to the Office of the Municipal Assessor)	- per actual assessment		
	TOTAL:		5 minutes	

4. ISSUANCE OF OFFICIAL RECEIPTS ON LOCATIONAL CLEARANCE

Description of Service: All taxpayers and general public who needs the Locational Clearance

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C/G2B/G2G Government to Citizen/Government to Business/Government to Government
Who may avail:	Tax payers and general public who build any structure located in this Municipality.(Primary requirement of the Building Permit)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Order of Payment from MPDC	-Municipal Planning and Development Coordinator Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents order of payment from the Municipal Planning and Development Office	- Issues the Official Receipts as per Assessment	- per actual assessment	5 minutes	Window 1 – N. Macasarte Window 2 - D. Abellanosa Window 3 – J. Bacadon Window 4 – J. Dablio Window 5 – F. Naallatan Window 6 – E. Estrada
	TOTAL:		5 minutes	

5. ISSUANCE OF OFFICIAL RECEIPTS ON CERTIFICATION OF BIRTH

AND DEATH

Description of Service: All taxpayers and general public who need Certification on Birth and Death

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C/G2B/G2G Government to Citizen/Government to Business/Government to Government
Who may avail:	All taxpayers and general public who are: 1. Born in this Municipality 2. Solemnized in this Municipality 3. Died/buried in this Municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Assessment form from the Office of the Local Civil Registrar Office	Municipal Civil Registrar Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents the order payment from the Local Civil Registry Officer	- Issues the Official Receipts	- per actual assessment	5 minutes	Window 1 - N. Macasarte Window 2 - D. Abellanosa Window 3 - J. Bacadon Window 4 - J. Dablio Window 5 - F. Naallatan Window 6 - E. Estrada
TOTAL:			5 minutes	

6. ISSUANCE OF OFFICIAL RECEIPTS ON CERTIFICATION (SURRENDERED/STOPPED AND NO BUSINESS ESTABLISHMENT)

Description of Service: All taxpayers and general public who need to pay the Certification, surrendered/stopped and no Business Establishment

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C/G2B Government to Citizen/Government to Business
Who may avail:	Business Tax payers and general public that have Business Establishment and non-business Operators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Barangay Clearance with specific purpose and original copy of the Business Permit (operator)	-Barangay where the business establishment located

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. - Client presents Barangay Clearance where the Business Establishment is located and his/her residency if no business operation -Client submits Brgy. Clearance stating that Business stopped/ surrender	- Issues the Official Receipts	- Business Certification Fee Php 130.00	5 minutes	Window 2 - D. Abellanosa Window 3 - J. Bacadon Window 4 - J. Dablio Window 5 - F. Naallatan
TOTAL:			5 minutes	

7. REQUEST FOR TAX ASSESSMENT

Description of Service: Taxpayers on Business Establishment who need the Tax Assessment

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C/G2B/G2G Government to Citizen/Government to Business/Government to Government
Who may avail:	Tax payers owner/operator of the Business Establishment

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Barangay Clearance 2. Filled-up application form for business permit 3. Income statement	-Barangay where the business establishment located -Negosyo Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. - Client presents the Barangay clearance and filled – up application for assessment to Windows 2,3,4,5 according to Barangay.	- Verifies the documents - Business Establishment - Assesses / computes - Personal Interview	- Per actual assessment	Simple : 5 minutes Complex : 10 minutes	Window 2 - D. Abellanosa Window 3 - J. Bacadon Window 4 - J. Dablio Window 5 - F. Naallatan
	TOTAL:		**5 minutes**	

8. REQUEST FOR REAL PROPERTY TAX CLEARANCE

Description of Service: All taxpayers and general public who need a Tax Clearance on Real Property

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C/G2B/G2G Government to Citizen/Government to Business/Government to Government
Who may avail:	All tax payers and general public who own the Real Property / ies within this Municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Current Official Receipt of Realty 2. Current Official Receipt of Clearance	-Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. - Client presents the current Official Receipt of the Real Property /ies with specific purpose for the Tax Clearance	- Prepares the document and issue Official Receipt	- Php 100.00	5 minutes	Window 1 - Records Section -Cecilia Actub , Jessa Jane Nabo -Adiodeta B. Malaya
TOTAL:			5 minutes	

9. REQUEST FOR REAL PROPERTY TAX COMPUTATION

Description of Service: All taxpayers own the Realty Property who needs the Tax Computation

Office or Division:	Municipal Treasurer's Office
Classification:	Simple ; Complex
Type of Transaction:	G2C/G2B/G2G Government to Citizen/Government to Business/Government to Government
Who may avail	All taxpayers own the Realty Property who needs the Tax Computation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Tax Declaration of the Property 2. Previous Official Receipts	-Municipal Assessors Office -Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. - Client presents the previous Official Receipt of the Real Property /ies or the Tax declaration number	- Verifies the Office record in Real Property for active computation. (If there is no available record, advice the client to proceed of the Municipal Assessor's Office.)	- per actual assessment	Simple transaction - 5 minute Complex transaction - 15 minutes	Window 1 - Records Section -Cecilia Actub , Jessa Jane Nabo
TOTAL:			5 minutes	

10. REQUEST FOR BUSINESS PERMIT COMPUTATION

Description of Service: All taxpayers own the Realty Property who needs the Tax Computation

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C/G2B/G2G Government to Citizen/Government to Business/Government to Government
Who may avail:	All taxpayers own the Realty Property who needs the Business Permit Computation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application form for signatories	- Negosyo Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. - Presents Brgy. Clearance to the Mun. Health Center & get Bus. application form w/ Doctor's signature - Completes /filla-up application for assessment - Application form already signed	- Assessment - Payments	- per actual assessment	2 to 5 minutes 2 to 3 minutes	Window 2 – D. Abellanosa Window 3 – J. Bacadon Window 4 – J. Dablio Window 5 – F. Naallatan
TOTAL:			8 minutes	

11. REQUEST FOR DOCUMENT ON LARGE CATTLE

Description of Service: All taxpayers and general public who need document on Large Cattle Registration

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C/G2B Government to Citizen/Government to Business
Who may avail:	Tax payers and general public that owns Large Cattle in this Municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Personal appearance 2. Community Tax (latest) 3. Steel Mark	-Barangay where taxpayer resides / Municipal Treasurer's office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client brings the steel mark for official registration and latest community tax to Windows 4,5,6	- Prepares the document in three copies and issue the Official Receipt	- Php 130.00	- 5 minutes	Window 4 - J. Dablio Window 5 - F. Naallatan Window 6 - E. Estrada
TOTAL:			5 minutes	

12. REQUEST FOR APPLICATION AND PAYMENT ON MOTORIZED/ TRICYCLE/ TRISIKAD/HABAL- HABAL OWNER/OPERATOR

Description of Service: All taxpayers and general public who need to apply for Business permit of Motorized,tricycle,trisikad, habal-habal

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C/G2B/G2G Government to Citizen/Government to Business/Government to Government
Who may avail:	Tax payers and owners/operators of the following: 1. Motorized 2. Tricycle 3. Trisikad 4. Habal –habal
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Barangay Clearance or 2. Previous Mayor's Permit	-Barangay where taxpayer resides

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client gets the application form from Negosyo Center	-Provides the Application form		-1 - 2 minutes	Window 1 - N. Macasarte Window 2 - D. Abellanosa
2. Proceeds to Sanitary Inspector for Signature	-Signs the application form		-1 - 2 minutes	Window 3 - J. Bacadon
3. Proceeds to PNP for Signature	-Signs the application form		-1 - 2 minutes	Window 4 – J Dablio. Abellanosa
4. Proceeds to MEO for Signature	-Signs the application form		-1 - 2 minutes	Window 5 - F. Naallatan
5. Proceeds to MTO for signature and payment	-Verifies the document -Issues Official Receipts	per actual assessment	-3 -7 minutes	Window 6 - E. Estrada
TOTAL:			13 minutes	

13. REQUEST FOR TRANSFER OF LARGE CATTLE

Description of Service: All taxpayers and general public who need to transfer Large Cattle

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C/G2B Government to Citizen/Government to Business
Who may avail:	Tax payers and general public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Ownership of Large Cattle 2. Personal Appearance of the owner/buyer 3. Brgy. Certification (w/ form fill-up)	-Barangay where taxpayer resides

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the ownership of Large Cattle and inform the service provider for the transfer	- Verifies the originality of the document - Issues and paid the transfer of Large Cattle	- Php 110.00	-10 minutes	Window 1 - N. Macasarte Window 2 - D. Abellanosa Window 3 - J. Bacadon Window 4 - J. Dablio Window 6 - E. Estrada Window 5 - F. Naallatan
TOTAL:			**10 minutes**	

14. REQUEST FOR TRANSFER OF LARGE CATTLE OWNERSHIP

Description of Service: All taxpayers and general public who need to register ownership on Large Cattle

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C/G2B Government to Citizen/Government to Business
Who may avail:	Tax payers and general public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	- Barangay where taxpayer resides

1. Barangay Certification that he/ she is the owner with form from Barangay specifying the cowlicks	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the Barangay Certification testifying he /she is the owner	-Verifies the completeness of the document -Lacking requirement advise to go back to his / her Barangay -Issues the ownership Registration	- Php 110.00	-10 minutes	Window 1 – N. Macasarte Window 2 – D. Abellanosa Window 3 – J. Bacadon Window 4 – J. Dablio Window 6 – E. Estrada Window 5 – F. Naallatan
		TOTAL	**10 minutes**	

Office of the Building Officials

Frontline Services

1. ISSUANCE OF BUILDING & OCCUPANCY PERMITS, INCLUDING ANCILLARY AND ACCESSORY

Description of Service: PERMITS:

A.) ANCILLARY PERMITS
1. Architectural Permit
2. Civil/Structural Permit
3. Electrical Permit/Temporary Electrical Permit (for indigenous dwelling units)
4. Mechanical Permit (if any)
5. Sanitary Permit
6. Plumbing Permit
7. Electronics Permit (if any)
8. Excavation and Ground Preparation Permit

B.) ACCESSORY PERMITS
1. Fencing Permit
2. Others (stipulated in the National Building Code of the Philippines PD1096)

Office or Division:	OFFICE OF THE BUILDING OFFICIALS
Classification:	Simple
Type of Transaction:	G2C/G2B/G2G Government to Citizen/Government to Business/Government to Government
Who may avail:	Individual, corporation or government agency who intends to build a residential dwelling unit, commercial, industrial buildings or any other structures.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
BUILDING PERMIT 1. FOUR (4) COPIES OF FILLED UP UNIFIED APPLICATION FORM FOR BUILDING PERMIT AND FSEC (Notarized) 2. CERTIFIED TRUE COPY OF CERTIFICATE OF TITLE / TRANSFER CERTIFICATE OF TITLE FROM REGISTER OF DEEDS. 3. CERTIFIED TRUE COPY OF TAX DECLARATION FROM ASSESSOR'S OFFICE If Tax declared, secured a certificate of land disposition status form CENRO-Malasag. Note: Secure first V-37 / Technical Description form Bureau of Lands DENR – Macabalan, Cagayan de Oro City. Note : In case the applicant is not a registered owner of the lot ; 1. 3 copies - Duly Notarized Deed of Absolute Sale 2. 3 copies - Duly Notarized Authorization from the lot owner	OBO

3. 3 copies - Duly Notarized Affidavit of Heirship / Consent 4. 3 copies - Duly Notarized Extrajudicial settlement 5. 3 copies - Duly Notarized Contract of lease 6. 3 copies - Board Resolution with secretary certificate for authorized signatory 4. FOUR (4) SETS OF SURVEY PLANS, DESIGN AND OTHER DOCUMENTS AS FOLLOWS: A. GEODETIC SURVEY PLAN (sign & sealed by Geodetic Engineer) - Site Development Plan (must indicate the Building or Structures foot prints and setbacks) B. ARCHITECTURAL PLANS (sign & sealed by Civil Engineer or Architect) - Perspective View - Location Plan/ Vicinity Map - Floor Plans - Front Elevation - Rear Elevation - Side Elevations - Sections - Roof Plan - Reflected Ceiling Plan - Doors & Windows Schedule - Other Details C. CIVIL / STRUCTURAL PLANS (sign & sealed by Civil Engineer) - Foundation Plans - Beam / Beams schedule - Floor Framing Plan - Truss Details - Roof Framing Plans - Other Details - Column Details - Footing Details D. PLUMBING PLANS (sign & sealed by Registered Master Plumber) - Plumbing layout - Isometric Plans - Technical Specifications - Legend & General Notes E. SANITARY PLANS (sign & sealed by Sanitary Engineer) - Detailed plan and Sanitary layout drawing - Design Analysis and Technical Specifications F. ELECTRICAL PLANS (sign & sealed by Professional Electrical Engineer)	OBO OBO

- General Notes & Symbols - Schedule of Loads and Computations - Electrical Lay-out G. MECHANICAL PLANS (sign & sealed by Professional Mechanical Engineer) - General Notes & Symbols - Schedule of Loads and Computations - Mechanical Lay-out H. ELECTRONICS PLANS (sign & sealed by Professional Electrical Engineer) - General lay-out plans with legends - Isometry of the system - Single line diagram - Equipment specifications - Riser diagram - Design analysis (if applicable) I. FIRE PROTECTION PLAN (If Applicable) 5. NOTARIZED BILL OF MATERIALS / DETAILED ESTIMATE (sign & sealed by Designed Engineer) 6. NOTARIZED PROJECT SPECIFICATIONS (sign & sealed by Designed Engineer) 7. THREE (3) COPIES – STRUCTURAL DESIGN ANALYSIS / COMPUTATIONS (for two(2) – storey and above structures) 8. THREE (3) COPIES – ELECTRICAL DESIGN ANALYSIS (for two(2) – storey and above structures) 9. THREE (3) COPIES – Photocopy of PTR and PRC license of Achitect/Engineers and Registered Master Plumber who signed and sealed the Plans and Other supporting documents. 10. THREE (3) COPIES – SOIL TEST (for three(3) – storey and above structures) 11. Construction Safety & Health Program - DOLE Certification (for all types of construction) 12. DPWH RROW Clearance (for structures situated along the national highway) 13. Provincial Engineering Office RROW Clearance (for structure situated along the Provincial Road) 14. Environmental Compliance Certificate (if Applicable) FENCING PERMIT : 1. GEODETIC SURVEY PLAN (sign & sealed by Geodetic Engineer) - Site Development Plan 2. ARCHITECTURAL PLANS (sign & sealed by Civil Engineer/Architect)	OBO

- Fencing Plan & its details 3. CIVIL / STRUCTURAL PLANS (sign & sealed by Civil Engineer) - Foundation Plans - Beam / Beams schedule (if applicable) - Column Details - Footing Details 4. 3 copies – Bill of materials / Detailed Estimates 5. 3 copies – Project Specifications 6. 3 copies – Locational / Zoning Clearance(MPDC) 7. FENCING PERMIT FORMS – 3 copies (duly signed & sealed by Engineer & Applicant) 8. Barangay Construction Clearance (for fencing permit) 9. DPWH RROW Clearance (structures situated along national highway) 10. Provincial Engineering Office RROW clearance (structures along provincial road) 11. Certified True copy of Land Title from Register of Deeds (Province) if Titled Lot/Land 12. If tax declared lot, a certification from DENR must be secured certifying that the subject cadastral lot number has pending application for Titling in favor of other claimant. TEMPORARY / INDIGENOUS DWELLINGS FOR TEMPORARY ELECTRICAL CONNECTIONS 1. Fill –up Application forms properly , please indicate : a. Name of Applicant b. Address of Applicant c. Location of Installation d. Signature of Applicant and Community Tax Certificate Number e. Signature of Lot Owner and Community Tax Certificate Number 2. Prepare Building/Sketch Plan (forms available at the Office of the Building Official) a. Floor Plan with dimensions b. Location plan/vicinity map c. Electrical Plan and its Load 3. 2 copies – locational/zoning certification (MPDC office) 4. 3 copies – Affidavit of Consent duly Notarized or signed by the Municipal Mayor if Lot is not owned by the applicant 5. Affidavit of Undertaking from the Barangay if lot is a government owned and/or a public land	OBO OBO

6. Barangay Construction Clearance for Electrical connection 7. Location & Inspection report sheet from Power Utility (Moresco-1) ELECTRICAL RECONNECTION 1. Location and Inspection Report from power utility (Moresco-1) 2. Barangay Construction Clearance for electrical reconnection purposes 3. Old / Latest (Moresco – 1) Billing 4. Proof of ownership over the property. OCCUPANCY PERMIT 1. Three (3) Copies – Completely filled-up Certificate of Completion, duly notarized. 2. Construction Logbook, signed and sealed by the Owner's Architect or Civil Engineer who undertook full-time inspection and supervision. 3. As-Built Plans, signed and sealed by the Owner's architect or Civil Engineer who undertook full-time inspection and supervision. 4. One (1) Photocopy of the valid licenses of all involved Professionals. 5. Captioned photographs of Site and Completed Building / Structure showing front, sides and rear areas.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Clients secure checklist of building permit requirements from the Office of the Building Official.	Facilitate clients, gives list of requirements & provide / explain procedures		10 mins	Charlie Q. Igloria, Jr.

After complying steps 1, client can now submit the required documents stipulated in the checklists to the Evaluation Officer of the Office of the Building Official for review and validation	Review and Validates the Building Plans with respect to other documents stipulated in the checklist of requirements		20mins	Lester L. Boter Engr. Jeson G. Jacalan
	The Building Official endorse plans and other documents to the Municipal Planning and Development Office and Bureau of Fire for the Locational Clearance and Fire Safety Evaluation Clearance respectively.		variable	MPDC and BFP

After securing the clearances from MPDC and BFP, client can now endorsed to the Evaluation Officer of the Office of the Building Official, for	The office of the Building Official sets a schedule for actual ocular inspection on site prior to assessment of its		3 days	Charlie Q. Igloria Jr. Engr. Jeson G. Jacalan Engr. Patrick D. Opeña

inspection on site and assessment of building permit fees	building permit fees.			Engr. Bryle C. Opena Lester L. Boter
Payment of Building Permit Fees to Treasurer's Office	Hand-in to client the filled in Order of Payment form for payment to Treasurer's Office		2 mins	Charlie Q. Igloria, Jr.
Present the Official Receipt to OBO	Entry of the Approved Building Permit Number to the Official logbook		15mins	Charlie Q. Igloria, Jr. Lester L. Boter
		15 mins		Engr. Jeson G. Jacalan
	Release of Approved Building Permit to client		2 mins	Charlie Q. Igloria, Jr.
END OF TRANSACTION	**TOTAL RESPONSE TIME**		**3 DAYS and 64 mins**	

2. FOR ELECTRICAL PERMIT / TEMPORARY ELECTRICAL PERMIT APPLICATION

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Clients secure checklist of requirements and temporary	Facilitate clients, gives list of requirements &		10 mins	Charlie Q. Igloria, Jr.

electrical application forms from the Office of the Building Official	provide/ explain procedures			
After complying steps 1, client can now submit the required documents stipulated in the checklists to the Evaluation Officer of Office of the Building Official for review and validation	Review and Validates the temporary electrical connection application with respect to other documents stipulated in the checklist of requirements and set schedule for actual inspection on site prior to assessment of its regulatory fees		1 day	Lester L. Boter Engr. Jeson G. Jacalan Engr. Bryle C. Opena
	The Building Official endorse plans and other documents to the Municipal Planning and Development Office and Bureau of Fire for the Locational Clearance and Fire Safety Evaluation Clearance respectively.		variable	MPDC and BFP
Payment of Electrical Permit / Temporary	Hand-in to client the Order of Payment		2 mins	

Electrical Permit Fees to Treasurer's Office	form for payment to Treasurer's Office			Charlie Q. Igloria, Jr.
	Entry of the Approved Temporary Electrical Permit to the Official logbook		15mins	Lester L. Boter Engr. Bryle C. Opena
	Approval of the Temporary Electrical Permit Application by the Building Official		5 mins	Engr. Jeson G. Jacalan
	Releasing of Approved Building Permit to client		2 mins	Charlie Q. Igloria, Jr.
END OF TRANSACTION	TOTAL RESPONSE TIME		**1 day & 34 mins**	

3. FOR FENCING PERMIT APPLICATION:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Clients secure checklist of requirements and fencing permit application forms from the Office of the Building Official.	Facilitate clients, gives list of requirements & provide/ explain procedures		10 mins	Charlie Q. Igloria, Jr.

After complying steps 1, client can now submit the required documents stipulated in the checklists to the Evaluation Officer of the Office of the Building Official for review and validation	Review and Validates the fencing permit application with respect to other documents stipulated in the checklist of requirements and set schedule for actual inspection on site prior to assessment of its regulatory fees		20 mins	Lester L. Boter
	The Building Official endorse plans and other documents to the Municipal Planning and Development Office for the Zoning Certification.		variable	MPDC
After securing the certification from MPDC, MPDC Staff can now endorsed to the Evaluation Officer of the Office of the Building	The office of the Building Official sets a schedule for actual ocular inspection on site prior to assessment of its fencing permit fees.		2 day	Engr. Jeson G. Jacalan Engr. Patrick D. Opeña Lester L. Boter

Official, for inspection on site and assessment of building permit fees				
Payment of Fencing Permit Fees to Treasurer's Office	Hand-in to client the Order of Payment form for payment to Treasurer's Office		2 mins	Charlie Q. Igloria, Jr.
	Entry of the Approved Fencing Permit to the Official logbook		15mins	Lester L. Boter
	Approval of the Fencing Permit Application by the Building Official		5 mins	Engr. Jeson G. Jacalan
	Releasing of Approved Fencing Permit to client/applicant		2 mins	Charlie Q. Igloria, Jr.
END OF TRANSACTION	**TOTAL RESPONSE TIME**		**2 days & 54mins**	

4. FOR ELECTRICAL RECONNECTION APPLICATION

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Clients secure checklist of requirements from the Office of the Building Official	Facilitate clients, gives list of requirements & provide/ explain procedures		10 mins	Charlie Q. Igloria, Jr.
After complying step 1 , client can now submit the required documents stipulated in the checklists to the Evaluation Officer of the Office of the Building Official for review and validation	Review and Validates the electrical reconnection application with respect to other documents stipulated in the checklist of requirements and set schedule for actual inspection on site prior to assessment of its regulatory fees		1 day	Lester L. Boter
Payment of Electrical Reconnection Fees to Treasurer's Office	Hand-in to client the Order of Payment form for payment to Treasurer's Office	Php 350.00	2 mins	Charlie Q. Igloria, Jr.
	Entry of the Approved Electrical Reconnection Permit to the Official logbook		5 mins	Lester L. Boter

	Approval of the Electrical Reconnection Application by the Building Official		5 mins	Engr. Bryle C. Opena Engr. Jeson G. Jacalan
	Releasing of Approved Building Permit to client		2 mins	Charlie Q. Igloria, Jr.
END OF TRANSACTION	**TOTAL RESPONSE TIME**		**1 day & 24 mins**	

5. FOR OCCUPANCY PERMIT

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Clients secure checklist of requirements from the Office of the Building Official	Facilitate clients, gives list of requirements & provide/ explain procedures		10 mins	Charlie Q. Igloria, Jr.
After complying step 1 , client can now submit the required documents stipulated in the checklists to the Evaluation Officer of the Office of the Building Official for review and validation	Review and validates the Occupancy application with respect to other documents stipulated in the checklist of requirements.		10 mins	Charlie Q. Igloria, Jr.
	The office of the Building Official sets a schedule for actual ocular inspection on site prior to		2 days	Lester L. Boter Engr. Bryle C. Opena

	assessment of its occupancy permit fees.			Engr. Jeson G. Jcalan
	The Building Official endorsement letter to the Bureau of Fire (BFP) for Fire Safety Inspection Certificate.		variable	BFP
After securing the Certificate from BFP, client can now endorsed the same to the Evaluation Officer of the Office of the Building Official,				
Payment of Fees to Treasurer's Office	Hand-in to client the Order of Payment form for payment to Treasurer's Office		2 mins	Charlie Q. Igloria, Jr.
	Entry of the Approved Occupancy Permit to the Official logbook		10 mins	Charlie Q. Igloria, Jr.
	Approval of the Occupancy Application by the Building Official		5 mins	Engr. Jeson G. Jacalan
	Releasing of Approved Building Permit to client		2 min	Charlie Q. Igloria, Jr
END OF TRANSACTION	**TOTAL RESPONSE TIME**		**2 days & 39 mins**	

Opol Community College

Frontline Services

1. ENROLLMENT OF STUDENTS

DESCRIPTION OF SERVICE:

Students who intend to enroll in the school must take the admission exam and must comply with the admission requirements. Students will be evaluated before issuing a Certificate of Registration. The Certificate of Registration (COR) is the student's proof of enrollment in the school.

Office or Division:	Opol Community College/Office of the Registrar
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	Students eligible to enroll; have passed the admission exam and complied with the admission requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
● PSA Birth Certificate ● Medical Certificate ● Police Clearance ● Form 138 ● Cert of Good Moral Character ● Long Brown Envelope with Plastic Cover ● 4 pcs 1x1 ID Picture with white background	PSA Office RHU or any Government-recognized medical facility Police Station Previously attended school Previously attended school

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Take Entrance Exam	Facilitate Entrance Exam	Php 250	1 hr and 30 mins.	Mr. Ron Jake Romero
2. Proceed to the Program Head for academic evaluation	Evaluate subjects to be enrolled and issue pre-enrollment form	None	30 mins.	Program Head (Dr. Pura Villar – Educ) (Dr. Bernardito Dacubor – BSBA)

				(Ms. Leilani Ranara – BSIT)
3. Proceed to Encoding Section	Issue enrollment form	None	5 mins.	Encoder
4. Proceed to Billing and Assessment Window	Assess and validate student's billing	None	5 mins.	Ms. Karyll A. Canoy
5. Proceed to CSG for CSG Payment	Accept payment and Issue Official Receipt	Php 75	5 mins.	CSG/SBO Officer
6. Proceed to Registrar's Office	Validate enrollment form and issue a Certificate of Registration	None	5 mins.	Ms. Bernadeth T. Nacua
TOTAL: 2 hrs and 20 minutes				

2. ISSUANCE OF TRANSCRIPT OF RECORDS AND CERTIFICATIONS

DESCRIPTION OF SERVICE:

Students who need school credentials such as Transcript of Records and school certifications will be issued such provided that a request must be made to the Office of the Registrar. A corresponding fee for each document requested must be paid for the request to be processed.

Office or Division:	Opol Community College/Office of the Registrar
Classification:	Complex
Type of Transaction:	Government to Client
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Request for Credentials Form • Valid ID • Official Receipt • Documentary Stamp	-Window 5 (Registrar's Office) -Computer Laboratory (upon enrollment) - Window 2 (Admin Office)

• Claim Stub • Authorization Letter with valid ID of the owner and the authorized person, if claimed by an authorized representative	- BIR - Window 5 (Registrar's Office)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request for Credentials Form at Window 5	Verify information provided and locate the records	None	30 mins.	Employee In-charge
2. Proceed to Window 1 for account verification	Verify financial account	None	5 mins.	Ms. Karyll A. Canoy
3. Pay amount required	Accept payment and issue official receipt	• TOR-Php100.00/per page • Certs – Php165.00 • Authentication – Php50.00 / page	5 mins.	Ms. Shirley Centillas
4. Proceed to Window 5	• Issue Claim Stub with date of release • Process documents requested	None	5 mins (10 working days – TOR) (5 working days – Cert)	Employee In-charge Employee In-charge
5. Claim document on the date specified	Release document requested (Window 4)	None	5 mins.	Employee In-charge

END OF TRANSACTION

3. COMPLETION OF INC GRADES

DESCRIPTION OF SERVICE:

Students with INC Grade must be complied with within a period of one semester. Students must secure a completion of INC Grade Form from the Office of the Registrar and must pay Php100 per subject.

Office or Division:	Opol Community College/Office of the Registrar
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	Students with INC Grades

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
● Completion of INC Grade Form	Window 5 (Office of the Registrar)
● Official Receipt	Window 2 (Admin Office)
● School ID	Computer Laboratory (upon enrollment)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Completion of INC Grade Form at Window 5	Verify information provided	None	5 mins.	Employee In-charge
2. Pay the required amount	Accept payment and issue official receipt	Php 100 per subject	5 mins.	Ms. Shirley Centillas
3. Proceed to the instructor for the semestral grade	Instructor issue semestral grade	None	5 mins.	Instructor concerned
4. Proceed to Program	Attest grade issued by	None	5 mins.	Program Head concerned

Head concerned	the instructor			
Proceed to Window 5 and present duly signed Completion of INC Grade Form	Validate and accept the Completion of INC Grade form submitted	None	5 mins.	Employee In-charge Ms. Bernadeth T. Nacua
TOTAL: 25 min.				

4. ISSUANCE OF SEMESTRAL REPORT CARD

DESCRIPTION OF SERVICE:

Grades from the recently concluded semester will be released to the students through the issuance of semestral report card. The students may secure their Grade Reports from the Office of the Registrar.

Office or Division:	Opol Community College/Office of the Registrar
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	Currently enrolled students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
● Student ID	- Computer Laboratory (upon enrollment)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present student ID	Verify student ID Prepare and validate report card	None	10 mins	Employee In-charge Employee In-charge
2. Fill up logbook	Release the report card and student ID	None	3 mins.	Employee In-charge
TOTAL: 13 min.				

5. HEALTH SERVICES

DESCRIPTION OF SERVICE:

The school clinic promotes health of students through disease prevention, discussion and/or referral for intervention between other health agencies.

Office or Division:	Opol Community College/Clinic
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
● None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to school clinic for consultation	Interview and check vital signs Record medical info in the individual records	None	10 mins	Mr. Ron Jake I. Romero, RN
Fill up logbook	Dispense medicines	None	3 mins	Mr. Ron Jake I. Romero, RN
TOTAL: 13 min.				

6. ISSUANCE OF LIBRARY CARD

DESCRIPTION OF SERVICE: In order for a student to borrow a book he/she must have a library card. This can be also used in all library transactions.

Office or Division:	Opol Community College/Library
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
● School ID ● Picture 1x1 or 2x2	- Computer Laboratory

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present School ID	Get the School ID	None	2 mins.	Rodelia T. Arancon Employee In-charge
Fill up log book	Fill up Library Card with students' information and release library card	None	3 mins.	Rodelia T. Arancon Employee In-charge
			TOTAL: 5 min.	

7. BORROWING OF BOOKS

DESCRIPTION OF SERVICE: Students are allowed to borrow 2-3 books at a time that would help them on their studies.

Office or Division:	Opol Community College/Library
Classification:	Simple
Type of Transaction:	Government to Client

Who may avail:	Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
● Library Card	Library

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present library card	Get the library card, the book to be borrow and verify the book card if the details are correct	None	5 mins	Rodelia T. Arancon Employee In-charge
Fill up the book card and log book	Fill up Borrower's receipt and give the book	None	3 mins	Rodelia T. Arancon Employee In-charge
Get book to be borrow	File the library card with book card	None	2 mins	Rodelia T. Arancon Employee In-charge
			TOTAL: 10 min.	

8. RETURNING OF BOOKS

DESCRIPTION OF SERVICE: Students are expected to return the borrowed book on time to let also other students used the book.

Office or Division:	Opol Community College/Library
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
● None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present borrowed book	Receive the borrowed book and get the student library card with book card in the filing folder	P20.00 per day, per book if not returned on specified date	3 mins.	Rodelia T. Arancon Employee In-charge
Get the library card	Marked the log book "returned" corresponding to students' name and shelve the book to its proper place	None	3 mins	Rodelia T. Arancon Employee In-charge
			TOTAL: 6 min.	

9. ISSUANCE OF ALINET FORM (Visit other Libraries)

DESCRIPTION OF SERVICE:

In order for a student to visit other school libraries (in case the book they are looking for is not available in the library) , one must secure ALINET form.

Office or Division:	Opol Community College/Library
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
● School ID	Computer Laboratory

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Present School ID	Get the School ID and fill up the ALINET form	None	3 mins.	Rodelia T. Arancon Employee In-charge
Fill up log book	Orient student about visiting other libraries and give ALINET form	None	3 mins	Rodelia T. Arancon Employee In-charge
TOTAL: 6 min.				

10. BORROWING OF RESERVED MATERIALS FOR INSIDE READING

DESCRIPTION OF SERVICE: These are books that are placed in closed shelves that were of frequent used and of limited copies.

Office or Division:	Opol Community College/Library
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
● School ID	- Computer Laboratory (upon enrollment)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present School ID	Get the book to be borrow	None	3 mins.	Rodelia T. Arancon Employee In-charge
Fill up the book card and log book	Kept the school ID	None	3 mins	Rodelia T. Arancon Employee In-charge
TOTAL: 6 min.				

11. BORROWING OF BOOKS (Photocopy outside school)

DESCRIPTION OF SERVICE: A library service which let the students photocopy parts of the book.

Office or Division:	Opol Community College/Library
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
● Library Card	Library

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present library card	Get the library card, the book to be borrow and verify the book card if the details are correct	None	5 mins.	Rodelia T. Arancon Employee In-charge
Fill up the book card and log book	Fill up Photocopy receipt and give the book	None	3 mins	Rodelia T. Arancon Employee In-charge
Get the book to be photocopied	Remind that it must be returned after one hour or else pay a penalty	P20.00 if returned not on allotted time (1 hour)	2 mins	Rodelia T. Arancon Employee In-charge
		TOTAL: 10 min.		

Public Employment Service Office

Frontline Services

1. JOB APPLICANTS SCREENING, MATCHING, AND ISSUANCE OF REFERRAL

Description of Service: In general, the PESO ensure the prompt, timely, and efficient delivery of employment service and the provision of information on the other DOLE Programs.

Office or Division:	PUBLIC EMPLOYMENT SERVICE OFFICE
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Job seekers who are constituents of Opol

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1) Resume 2) Credentials (Scholastic, employment)	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1) Registers in visitor's logbook - Presents requirements and applies for screening / matching	-Receives applicant -Checks requirements		2 minutes	Employee In-charge
2) Secure and fills-up Skills Registry System form	Provides Skills Registry System Form		2 minutes	Employee In-charge
3) Submits duly accomplished SRS form and avail of self-searching via Philjob.net	-Receives the fully accomplishment SRS form -Assist client in self-searching and job posting		10 minutes	Employee In-charge
4) Submits to Matching	-Conduct applicants interview and		10 minutes	Employee In-charge

	screening for job matching			
5. Waits while referral letter is processed	-Processes referral letter		2 minutes	Employee In-charge
6. Claims referral letter	-Processes referral letter duly signed with LGU seal		1 minute	Odette p. Galangke
TOTAL			**27 MINUTES**	

Road Traffic Management Office

Frontline Services

1. Issuance of Clearance (for the issuance of Permit to Operate)

Description of Service: Application of Permit to Operate transport vehicle requires Clearance.

Office or Division:	ROAD TRAFFIC MANAGEMENT OFFICE
Classification:	Simple
Type of Transaction:	G2C Government to Citizens
Who may avail:	Transport Sector

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. License of the driver 2. Official Receipt/Certificate of Registration 3. Duly accomplished form from BPLO with corresponding requirements 4. Vaccination Card	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to RTMO for verification of the requirements for issuance of clearance	• License of the driver • Official Receipt/Certificate of Registration (Vehicle) • Duly accomplished form from BPLO with corresponding requirements • Verification of the body color of vehicle as to their association		3-5 minutes	RTMO personnel
Proceed to BPLO for further verification and payments	• Clearance with certification			BPLO Staff Treasury Teller
TOTAL:			**3-5 minutes**	

2. Apprehension of Violators

Description of Service: Apprehended violators to claim and clear records of violations.

Office or Division:	ROAD TRAFFIC MANAGEMENT OFFICE
Classification:	Simple
Type of Transaction:	G2C Government to Citizens
Who may avail:	Transport Sector

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. License of the driver 2. Official Receipt/Certificate of Registration 3. Violation of the apprehended person 4. Vaccination Card	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Checking of license and OR/CR of the apprehended violator	• License of the driver • Official Receipt/Certificate of Registration		5-10 minutes	RTMO enforcer
Proceed to BPLO for further verification and payments	• Clearance with certification			BPLO Staff Treasury Teller
TOTAL:			**5-10 minutes**	

Office of the Sangguniang Bayan

Frontline Services

1. ISSUANCE OF REQUESTED COPIES OF RESOLUTIONS & ORDINANCES

Description of Service : The Office of the Sangguniang Bayan is the repository of official records and documents on matters relating to the performance of the Sangguian.

Office or Division:	Office of the Secretary to the Sanggunian
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may Avail:	Barangay Officials, employees from departments in the Local Government and agencies of other government offices
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
File copy of documents received by SB staff or none at all	Office of the Vice-Mayor, Legislative Building

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches front liners stating his/her request	Searches in the Tracking of Referrals and List of Approved Resolutions and Ordinances	None	5 minutes for recent legislations and 10 minutes for legislations in the past years	Ramon Panulaya/Ariel Nob
	TOTAL		**5-10 Minutes**	

2. ACCREDITATION OF CIVIL SOCIETY ORGANIZATIONS/ ISSUANCE OF SOCIAL ACCEPTABILITY AS A REQUIREMENT FOR MINING AND QUARRYING PERMIT AND FOR THE ISSUANCE OF ENVIRONMENTAL COMPLIANCE CERTIFICATE

Description of Service : The Office of the Sangguniang Bayan grants accreditation to a Civil Society Organization, and issues social acceptability to a private or companies after meeting all the set criteria and requirements.

Office or Division:	Office of the Sangguniang Bayan
Classification:	Highly Technical
Type of Transaction:	G2C/G2B Government to Citizens, Government to Business
Who may Avail:	Civil Society Organizations (like coops, associations)/ Private individuals or companies
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
I. Accreditation 1. Letter of Intent 2. Accreditation of the Barangay Council 3. Registration with either SEC, DOLE or CDA 4. Constitution & By Laws 5. List of Current Officers & Members 6. Resolution authorizing the filing for accreditation 7. Certification of Tree Planting 8. Minutes of General Assembly 9. Annual Accomplishment Report 10. Financial Statement **II. Social Acceptability** 1. Letter of intent for social acceptability addressed to the Sangguniang Bayan thru the Honorable Vice Mayor 2. Consultation/Public Hearing in the area applied for a. Minutes of the public hearing/consultation b. Attendance Sheet/Signature Sheet of the participants affected of the small scale mining application	Office of the Vice-Mayor, Legislative Building

c. Photo Documentation of the activities 3. Barangay Clearance or Resolution of the Barangay Council interposing no objection to the application **III. Additional Requirements for Mining only** 1. Community Development and Management Program duly approved by the Mines and Geosciences Bureau or at least a Certification from the MGB of the on-going Community Development Plan 2. Mine Rehabilitation/Decommissioning Plan approved by the Mines and Geosciences Bureau or at least a Certification from the MGB of the on-going plan 3. Certification from the Mines & Geosciences Bureau that the area applied for has not overlapped with other mining applicants or approved applicants 4. In case the area is within the ancestral claims of the Indigenous People, there should be a prior consent of the IP concerned 5. Sketch Plan and Locational Plan of the Site	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Letter of Intent/Letter Request addressed to the Sangguniang Bayan thru the Vice-Mayor	Accepts Letter of Intent or Letter Request	None	5 Minutes	Ramon Panulaya/Lisettte Cabanacan/Lanie Lagra

2. Client proceeds to the SB Secretary	Reviews and validates documents If found complete, places it inside folder for 1st Reading & Referral If found incomplete, returns documents and advises client to comply with the documents found to be lacking		15 Minutes	Enn Meriell Largo
3. Client waits to be called for a Committee Hearing			Maximum of 45 working days as per RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018	Committee on Laws and Ordinances/Committee on Environment and Natural Resources

3. RECLASSIFICATION OF LANDS

Description of Service: The Office of the Sangguniang Bayan enact ordinances reclassifying lands as requested by private individuals or companies.

Office or Division:	Office of the Sangguniang Bayan
Classification:	Highly Technical
Type of Transaction:	G2C/G2B Government to Citizens, Government to Business
Who may Avail:	Private individuals or companies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certification from the DA indicating that: a. Such lands are not classified as non-negotiable for conversion or reclassification under AO 20 (1992) b. Such land ceases to be economically feasible and sound for agricultural purposes 2. Certification from DAR indicating that such lands are not distributed nor covered by a notice of coverage or not voluntarily offered for coverage under CARP 3. Vicinity/Locational Map 4. Zonal Clearance 5. Barangay Clearance 6. Certification form the Municipal Agriculture Office that the land ceases to be economically feasible and sound for agricultural purposes 7. Zoning Certification (as to present use) from the Office of the Municipal Planning and Development Coordinator 8. Endorsement of reclassification from the Municipal Development Council 9. Cover letter addressed to the Office of the Sangguniang Bayan, requesting for reclassification of land 10. Certificate of Title/Tax Declaration 11. Barangay Resolution of No Objection on Reclassification	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Letter of Intent/Letter Request addressed to the Sangguniang Bayan thru the Vice-Mayor	Accepts Letter of Intent or Letter Request	None	5 Minutes	Ramon Panulaya/Lisettte Cabanacan/Lanie Lagra
2. Client proceeds to the SB Secretary	Reviews and validates documents If found complete, places it inside folder for 1st Reading & Referral If found incomplete, returns documents and advises client to comply with the documents found to be lacking		15 Minutes	Enn Meriell Largo
3. Client waits to be called for a Committee Hearing			Maximum of 45 working days as per RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018	Committee on Laws and Ordinances/Committee on Environment and Natural Resources
		TOTAL		

4. ISSUANCE OF FRANCHISE TO TRICYCLES-FOR-HIRE

Description of Service: The Office of the Sangguniang Bayan, thru the Municipal Vice-Mayor, issues franchise for the operation of tricycle for hire.

Office or Division:	Office of the Sangguniang Bayan
Classification:	Highly Technical
Type of Transaction:	G2C Government to Citizens
Who may Avail:	Any person, natural or juridical

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized Application (for new applicant only) with P113.00 Application Fee 2. Certificate of Registration & Official Receipt for the motorcycle 3. Barangay Clearance 4. Police Clearance 5. Application for Permit to Operate duly signed by department concerned 6. Certification from the President of the Motorized Operators and Drivers Association	Office of the Vice-Mayor, Legislative Building

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the requirements	Accepts the documents and requires the applicant to pay PhP 113.00 application fee to the MTO	PhP 113.00	5 Minutes	Lanie Lagra/Lisettte Cabanacan
2. Client returns to the SB Session Hall	Records the OR number and date		3 Minutes	
	Secretary endorses the application to the Chairman of the Municipal Tricycle Franchising & Regulatory Board		1 Day	Vice-Mayor Louie Mark Neri

	Convening of the MTFRB		7 Working Days	Vice-Mayor Louie Mark Neri
Client is informed of the approval	Releases the Approval, the Provisional Authority together with other documents to be filled up by other offices concerned. Apprises the applicant of the procedure and the departments concerned in filling up all the inspection reports		30 minutes	Lanie Lagra/Lisettte Cabanacan
TOTAL		**8 Working Days and 30 Minutes**		

Municipal Administrstor’s Office

Support Services

1. REQUEST FOR SIGNATURE OF VOUCHERS AS PER SECTION 344 OF THE LOCAL GOVERNMENT CODE (R.A. 7160) ON CERTIFICATION AND APPROVAL OF VOUCHERS

Description of Service: Provide support services to frontline offices and assist in the coordination of the work of all officials of the LGU under supervision, direction, and control of the Local Chief Executive.

Office or Division:	MUNICIPAL ADMINISTRATOR'S OFFICE
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	1.Disbursements Involving Regularly Recurring Administrative Expenses such as Payrolls of Regular and Job Order Employees a. Any person or individual who needs to have an approval with his/her transaction(s) as stipulated in Section 344 of the Local Government Code 2.Disbursements for Light or Power Bills, Water, Telephone, and Telegraph Services a. Any person or individual who needs to refer and/or consult to, in terms of the internal operations of the Local Government Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Complete attachments of disbursements/vouchers 2. Duly accomplished forms 3. Computer printed or legibly written without unnecessary erasures	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.Disbursements Involving Regularly Recurring Administrative Expenses such as Payrolls of Regular and Job Order Employees		10 minutes	
	2.Disbursements for Light or Power Bills, Water, Telephone, and		10 minutes	

	Telegraph Services			
	3.Remittances to Government Creditor Agencies such as GSIS, SSS, LBP, DBP, National Printing Office, Procurement Service of DBM, and others – 10 minutes		10 minutes	
	TOTAL:		30 minutes	

General Services Office

Support Services

1. PROCUREMENT PROCESS

Description of Service: Procurement of Goods and Other Supplies and Regular Office Equipment as determined by the BAC without Bidding as set forth in R.A. 9184.

Office or Division:	GENERAL SERVICES OFFICE
Classification:	Complex
Type of Transaction :	G2G Government to Government
Who may avail:	All department
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Purchase Request, ALOBs, Program of Work, Training Design(if any)	End-user

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly signed Purchase Request and ALOBs	Prepare canvass form	0	10mins	Daisy B. Almazan
	Forward Canvass form to BAC Chairman for signature		5mins	
	Signed and Process quotation of 3 suppliers		3 days	Rufus D. Langala
	Prepare Abstract of Canvass and forward to BAC for signature		3 hrs	Daisy B. Almazan
	Prepare Notice of Award, Purchase Order, Inspection Report and Disbursement Voucher			
	Track for signature		2 days	

	Controls Number of PR/PO/Inspection Report		5 mins	Employee In-charge
	Issue and Sign Inspection Report/Report of waste Material/Acknowledgement Receipt		10 mins	Cherryl G. Magnetico

2. ASSISTANCE ON PHYSICAL ARRANGEMENT ON VARIOUS EVENTS

Description of Service: Provision of Logistics (sound system, tents, chairs and tables)

Office or Division:	GENERAL SERVICES OFFICE
Classification:	Simple
Type of Transaction:	G2G Government to Government, G2C Government to Citizens
Who may avail:	Other Offices/Barangays/ Private Individuals
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Letter	End-user

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents Request letter	Schedules date, time & location of the event	0	10 mins	Cherryl G. Magnetico
	Install and operate sound system, tents, chairs and tables	0	3 hrs	Employee In-charge
	TOTAL		**3 hrs. 10 mins.**	

2. REQUEST AIRCONDITION CLEAN - UP

Description of Service: Cleaning of Window/Split type Aircon in every LGU offices

Office or Division:	GENERAL SERVICES OFFICE
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	Other Offices/Barangays/ Private Individuals
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Letter	End-user

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents Request letter	Schedules date and time Clean air condition unit	0 0	10 mins 3 hrs	Cherryl G. Magnetico Employee In-charge
	TOTAL		**3 hrs. 10 mins.**	

Human Resource Management Office

Support Services

1. Request for Service Record, Employment Certificate

Description of Service: A collection of either electronic or printed material which provides a documentary history of an employees activities and accomplishments while serving in the government.

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who may avail:	All LGU officials and employees, retired/separated LGU officials/employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1) Fill out request form	Receive and verify records	n/a	5 min.	Michael E. Escaba
	Encoding and printing	n/a	5 min.	Michael E. Escaba
	For signature of HR head	n/a	1 min.	Joseph A. Actub
	For signature of Administrator	n/a	1 min.	Alona M. Guigayoma
	TOTAL:		**12 min.**	

2. Request for Certificate of Leave Credit

Description of Service: Records of all LGU employees and retired/separated LGU employees, can be obtained by filling out the request form.

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who may avail:	All LGU officilas and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Fill out request form	Receive and verify records	n/a	5 min.	Rezan M. Cagatan
	Encoding and printing	n/a	5 min.	Michael E. Escaba
	For signature of HR head	n/a	1 min.	Joseph A. Actub
	For signature of Administrator	n/a	1 min.	Alona M. Guigayoma
	TOTAL:		**12 min.**	

3. Request for Travel Order

Description of Service: The travel order provides information regarding authorized official travel. It should be issued before travel begins.

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who may avail:	All LGU officials and employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1) Fill out request form	Receive and verify records	n/a	5 min.	Rezan M. Cagatan
	Encoding and printing	n/a	5 min.	Michael E. Escaba
	For signature of HR head	n/a	1 min.	Joseph A. Actub
	For signature of Administrator	n/a	1 min.	Alona M. Guigayoma
	TOTAL:		**12 min.**	

Municipal Accounting Office

Support Services

1. ACCOUNTANT'S ADVICE FOR CHECK ISSUED

Description of Service: Preparation of the accountants advice of Local Check Advice Disbursements before encashment to the bank to ensure legality of check issued by the Treasurer.

OFFICE OR DIVISION:	MUNICIPAL ACCOUNTING OFFICE
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C - Government to Client
WHO MAY AVAIL:	All Office transaction for which disbursement are made such as: 1. PERSONAL SERVICES (PS) 2. MAINTENANCE AND OTHER OPERATING EXPENSES (MOOE) 3.CAPITAL OUTLAY EXPENSES (CO) 4.FINANCIAL EXPENSES (FE)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Disbursement Voucher	Mayor's Office
Authorized Check	Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits Disbursement Voucher (DV) with complete supporting documents and signed and countersigned check	Receives and Verify the name of Payee and Amount in the DV with the details in the check	None	2 minutes	Accounting Staff
	Journalized Voucher and record to Check Disbursment Journal	None	5 minutes	Accounting Staff
	Prepares Advice of Checks Issued and assigns number thereto	None	5 minutes	Accounting Staff
	Reviews accuracy of entry in the Accountant's Advice and signs afterwards	None	5 minutes	Municipal Accountant

	Forward to Treasurer's Office in order to verify Check to Authorized Government Depository Bank	None	2 minutes	Accounting Staff
	TOTAL:		**19 minutes**	

2. ISSUANCE OF TAX CERTIFICATES

Description of Service: The Tax certificates are issued to clients (suppliers and employees) as proof that the payor withheld taxes and bound to remit the withhold amount to the Bureau of Internal Revenue.

OFFICE OR DIVISION:	MUNICIPAL ACCOUNTING OFFICE
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C - Government to Client
WHO MAY AVAIL:	Employees and Suppliers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Disbursement Voucher/ Payroll	Treasurer's Office
TAX IDENTIFICATION NUMBER	Bureau of Internal Revenue

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits Disbursement Voucher (DV) with complete supporting documents	Receives and Verify the name of Payee and Tax Withholding Amount in the DV	None	1 minute	Accounting Staff
	Prepare and print the Tax Certificates	None	3 minutes	Accounting Staff
	Review the accuracy of Tax Certificates	None	3 minutes	Municipal Accountant
	Approve and sign the tax certificate before release	None	2 minutes	Municipal Accountant
	Forward to Treasurer's Office	None	1 minute	Accounting Staff
	TOTAL:		**10 minutes**	

3. ISSUANCE OF NET TAKE HOME PAY

Description of Service: The Net Take Home Pay is issued to employees for various purposes it will serve them.

OFFICE OR DIVISION:	MUNICIPAL ACCOUNTING OFFICE
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C - Government to Client
WHO MAY AVAIL:	Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Payroll	Accounting Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Employee requests certificate to the Accounting Office.	Validate request as to period and employee information	None	2 minute	Accounting Staff
	Secure copy of the payroll	None	3 minutes	Accounting Staff
	Preparation of Net Take Home Pay Certificate	None	3 minutes	Accounting Staff
	Review the accuracy of entries in the certificate and sign for approval	None	2 minutes	Municipal Accountant
	TOTAL:		**10 minutes**	

4. PRE AUDIT OF DISBURSEMENT VOUCHER

Description of Service: To check the completeness of supporting documents attached in the Disbursement Voucher

OFFICE OR DIVISION:	MUNICIPAL ACCOUNTING OFFICE
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C - Government to Client
WHO MAY AVAIL:	Requesting Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ALOBS	Budget
Disbursement Voucher and Purchase Request	Requesting Office
Canvass, Abstract of Canvass, Notice of Award, Purchase Order, Inspection Report	BAC/ GSO
Payroll	Accounting
DTR	HRMO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits Disbursement Voucher (DV) with complete supporting documents	Receives and Record to Logbook	None	2 minutes	Accounting Staff
	Review the completeness of supporting documents and signs the Disbursement Vouchers/Payrolls afterwards	None	5 minutes	Municipal Accountant
	Forward to Treasurer's Office all completed Disbursement Vouchers/Payrolls	None	2 minutes	Accounting Staff
	TOTAL:		**9 minutes**	

Municipal Budget Office

Support Services

1. Finance & Budgetary Services

DESCRIPTION OF SERVICE: Support to frontline Officers & Barangay Preparation

Office or Division:	MUNICIPAL BUDGET OFFICE
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	All Departments/Office including National Government Agencies; 14 Barangay Council

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly signed Purchase Requests, and/or Vouchers	Implementing Departments/Offices
2. Duly prepared Barangay Annual Budget	Implementing Barangays

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send/Submit Purchase Requests, Vouchers;Training/Activity Design	- Review & Sign - Obligate various transactions by object of expenditure and by office concerned	N/A	Regular Payroll - 4 hours Job Order Payroll - 4 hours PR's/Vouchers - 20 hours Review & Sign Documents - 5 hours	Tampus/Actub/Yana Tampus/Actub/Yana Tampus/Actub/Yana MBO

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ALOBS	Budget
Disbursement Voucher and Purchase Request	Requesting Office
Canvass, Abstract of Canvass, Notice of Award, Purchase Order, Inspection Report	BAC/ GSO
Payroll	Accounting
DTR	HRMO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits Disbursement Voucher (DV) with complete supporting documents	Receives and Record to Logbook	None	2 minutes	Accounting Staff
	Review the completeness of supporting documents and signs the Disbursement Vouchers/Payrolls afterwards	None	5 minutes	Municipal Accountant
	Forward to Treasurer's Office all completed Disbursement Vouchers/Payrolls	None	2 minutes	Accounting Staff
	TOTAL:		**9 minutes**	

Municipal Sports Office

Support Services

1. Assist the Sangguniang Kabataan and other Government agencies to facilitate Sports Program

Description of Service: The Municipal Sports Office is an agency rendering immediate service to all Sports Enthusiast.

Office or Division:	MUNICIPAL SPORTS OFICE
Classification:	Simple
Type of Transaction:	G2C/G2G - Government to Citizens, Government to Government
Who may avail:	1. Sangguniang Kabataan 2. General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Proceed to Municipal Sports Office	Facilitate Sports Program		Variable	Christopher C. Salvan Sports Coordinatorand Sports Staffs
TOTAL:				

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback?	Answer the client feedback form and drop it at the designated drop box in front of the Municipal Main building at the Public Assistance and Complaint Desk (PACD) Contact info: 0956-4136655
How feedbacks are processed?	Every Friday, the PACD in-charge opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices which are required to answer within three (3) days of the receipt of the feedback. Answer to the feedback given is relayed to the client. For inquiries and follow-up, the client may call 0956-4136655.
How to file complaints?	Answer the client Complaint Form and drop it at the designated drop box in the Municipal Main building at the Public Assistance and Complaint Desk (PACD) Complaints can also be filed via telephone. Make sure to provide the following information: - Name of person being complained - Incident - Evidence For inquiries and follow-ups, clients may contact the following telephone number: 0956-4136655
How complaints are processed?	The Complaints Officer at the PACD opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The Complaints Officer will create a report after the investigation and shall

	submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: 0956-4136655
Contact Information of ARTA, PCC, CCB	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

LISTS OF DEPARTMENT/OFFICE HEADS

Deparment/Office Heads	Address	Contact Information
Mayor's Office	Annex Building, Municipal Hall, Poblacion, Opol, Misamis Oriental	09067922864
Administrator's Office	Annex Building, Municipal Hall, Poblacion, Opol, Misamis Oriental	09065053426
Municipal Planning and Development Office	Annex Building, Municipal Hall, Poblacion, Opol, Misamis Oriental	09177725710
Municipal Social Welfare and Development	Ground Floor, Municipal Hall, Poblacion, Opol, Misamis Oriental	09177016655
Municipal Treasurer's Office	Ground Floor, Municipal Hall, Poblacion, Opol, Misamis Oriental	09173199755
Municipal Assessor's Office	Ground Floor, Municipal Hall, Poblacion, Opol, Misamis Oriental	09171729478
Municipal Civil Registrar's Office	Ground Floor, Municipal Hall, Poblacion, Opol, Misamis Oriental	09773069518
Municipal Engineering Office	Annex Building, Municipal Hall, Poblacion, Opol, Misamis Oriental	09173199072
Office of the Building Official	Annex Building, Municipal Hall, Poblacion, Opol, Misamis Oriental	09179636569
Municipal Budget Office	Ground Floor, Legislative Hall, Poblacion, Opol, Misamis Oriental	09177035515
Municipal Health Office	Taboc, Opol, Misamis Oriental	09173199907
Municipal Accounting Office	Ground Floor, Legislative Hall, Poblacion, Opol, Misamis Oriental	09260355633
Municipal General Services Office	Annex Building, Municipal Hall, Poblacion, Opol, Misamis Oriental	09177735450

Municipal Agriculture Office	Annex Building, Municipal Hall, Poblacion, Opol, Misamis Oriental	09367459490
Municipal Economic Enterprise Office	2nd Floor, Opol Public Market, Taboc, Opol, Misamis Oriental	09354645730
Business Permit and Licensing Office	Annex Building, Municipal Hall, Poblacion, Opol, Misamis Oriental	09177002612
Human Resource Management Office	Annex Building, Municipal Hall, Poblacion, Opol, Misamis Oriental	09056188085
Municipal Environment and Natural Resources Office	2nd Floor, Opol Public Market, Taboc, Opol, Misamis Oriental	09177066618
Public Employment Service Office	National Highway, Poblacion, Opol, Misamis Oriental	09278276575
Municipal Disaster Risk Reduction and Management Office	Municipal Plaza, Poblacion, Opol, Misamis Oriental	09676630279
Municipal Tourism Office	Annex Building, Legislative Hall, Poblacion, Opol, Misamis Oriental	09177073179
Municipal Sports Office	Annex Building, Legislative Hall, Poblacion, Opol, Misamis Oriental	09533616572
Municipal Motorpool	Zone 4, Bonbon, Opol, Misamis Oriental	09454859515
Office of the Secretary to the Sangguniang Bayan	2nd Floor, Legislative Hall, Poblacion, Opol, Misamis Oriental	09176563569