



MUNICIPAL GOVERNMENT OF BUREAUEN

CITIZEN'S CHARTER



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CITIZEN'S CHARTER **2022 (1ST Edition)**



I. Mandate:

Republic Act No. 7160, otherwise known as the Local Government Code of 1991, gives the local governments powers to ensure the preservation and enrichment of culture, promotion of health and safety, right of the people to a balanced ecology, the development of scientific and technological capabilities, improvement of public morals, economic prosperity and social justice, full employment among their residents, peace and order, and the safety and convenience of inhabitants.

II. Vision:

The Municipal Government of Burauen aims to be the “Eco-Tourism Hub” of Leyte with a progressive, god-loving and empowered community, governed by strong and proactive leaders working collaboratively with stakeholders towards inclusive growth and sustainable development.

III. Mission:

To uplift the quality of life of the populace through sustainable, economic, social, infrastructure, institutional and environmental development.

IV. Service Pledge:

We, the officials and employees of the Municipal Government of Burauen, commit to uphold the Code of Conduct and Ethical Standards for Public Servants and, therefore, promise to serve our constituents and clients with utmost respect, efficiency, devotion, and integrity. We commit to offer our services responsively, promptly, fairly, and equitably.

We pledge to cater to all clients within the premises of the Municipal Hall prior to the end of official working hours and during lunch break.

We shall ensure a high level of openness and transparency by providing accessible and accurate information to our constituents and clients at all times. We will not accept any advantage, gifts or benefits that may compromise our integrity or expose us to conflicts of interest.

This is our pledge to our beloved Municipality of Burauen.



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Office of the Municipal Mayor

External Services



1. Mayor's Clearance

The Mayor's Clearance is issued to individuals needing this document that states that he/she has no pending case filed with the Office of the Mayor.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request addressed to the Mayor stating the purpose of the clearance		Client		
Original Copy of Police Clearance		Municipal Treasurer's Office/ Burauen Police Station		
Original Copy of Court Clearance		Municipal Trial Court/ Regional Trial Court		
Original Copy of Barangay Clearance		Barangay Hall concerned		
Latest Community Tax Certificate		Municipal Treasurer's Office		
Original Copy of Transcript of Records (for PNP applicants only)		College or university concerned		
MPOC Interview (for PNP applicants only)		Municipal Peace and Order Council (MPOC)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach receptionist at the Mayor's Office and submit Letter Request together with other requirements.	1. Receive the Letter Request and check if requirements are complied with.	None	10 minutes	Exec. Receptionist/ Assigned Officer
	1.1 Submit the documents to the Assigned Officer who will go over the documents submitted.	None		Exec. Receptionist/ Assigned Officer
	1.2 Attendant will issue a referral/ rotation slip to the client.	None		Exec. Receptionist/ Assigned Officer
2. Present the referral/ rotation slip at the Municipal Treasurer's Office and pay the applicable fees.	2. Issue Official Receipt.	PHP 230	5 minutes	Revenue Collection Clerk
3. Present the official receipt at	3. Prepare Mayor's Clearance and	None	5 minutes	Exec. Receptionist/ Assigned Officer



the Mayor's Office.	forward to the Mayor or for approval			
	3.1. Approve Mayor's Clearance.			Municipal Mayor
	3.2. Release Mayor's Clearance to client. (client leaves one copy to the attendant)			Exec. Receptionist/ Assigned Officer
TOTAL		PHP 230	20 minutes	



2. Mayor's Permit

The Office of the Municipal Mayor issued Mayor's Permit to:

- individuals/entities that wish to promote or advertise their products or services through billboards, streamers, posters, etc.,;
- individuals/entities/barangays that wish to conduct charitable activities, i.e., benefit dance; and
- individuals/entities/barangays that wish to stage a motorcade, parade or procession for the orderly and organized management of traffic flow.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen/ G2B – Government to Business/ G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request addressed to the Mayor stating the purpose of the permit		Client		
Proof of Legal Existence (for entities only)		Securities and Exchange Commission (SEC)/ Department of Trade and Industry (DTI)		
Barangay Resolution authorizing the activity to be undertaken specifying the project amount to be raised. (for barangays only)		Barangay concerned		
BIR Permit/ Authority to Print Tickets		Bureau of Internal Revenue (BIR)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach attendant at Mayor's Office. Submit Letter Request together with other requirements.	1. Receive and evaluate/review the letter and supporting documents.	None	10 minutes	Exec. Receptionist/ Assigned Officer
	1.1. Issue a referral/ rotation slip to the client.	None		Exec. Receptionist/ Assigned Officer
2. Present the referral/ rotation slip at the Municipal Treasurer's Office and pay the applicable fees.	2. Issue Official Receipt.	PHP 300/ 500	5 minutes	Revenue Collection Clerk
3. Present the official receipt at the Mayor's Office.	3. Prepare Mayor's Clearance and forward to the Mayor for approval	None	5 minutes	Exec. Receptionist/ Assigned Officer
	3.1. Approve Mayor's Permit.			Municipal Mayor



	3.2. Release Mayor's Permit to client. (client leaves one copy to the attendant)			Exec. Receptionist/ Assigned Officer
	TOTAL	PHP 300/ 500	20 minutes	



3. Endorsement/Recommendation

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

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen;			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent/Request		Client		
Barangay Clearance indicating that applicant/client is personally known to the Barangay Chairman, if applicable		Barangay concerned		
Police Clearance, if applicable		Municipal Treasurer's Office/ Burauen Police Station		
Court Clearance, if applicable		MTC/ RTC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Letter of Intent/Request and supporting documents, if any.	1. Receive and evaluate/review the letter and supporting documents.	None	1 minute	Exec. Receptionist/ Assigned Officer
	1.1. Prepare endorsement/recommendation letter	None	10 minutes	Admin. Officer IV
	1.2. Approve and sign the endorsement/recommendation letter	None	5 minutes	Municipal Mayor
2. Receive the endorsement/recommendation letter	2. Issuance and release of Clearance with the Mayor's signature or with the authorized signatory (client leaves one copy to the attendant)	None	1 minute	Exec. Receptionist/ Assigned Officer
TOTAL		None	17 minutes	



4. Financial Assistance

This service is provided exclusively to residents who ask for financial assistance on the basis of a prescription issued by a duly licensed physician or a hospital bill, as the case may be.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription from a licensed physician, if applicable		Licensed Physician		
Hospital bill, if applicable		Hospital concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach receptionist at the Mayor's Office and present requirements. (For clients seeking financial assistance for hospital bill, proceed to step 4.)	1. Receive and evaluate/review the letter and supporting documents. (For hospital bill assistance, proceed to step 3)	None	1 minute	Exec. Receptionist
	1.1. Refer client to the General Services Office (GSO).	None	1 minute	Exec. Receptionist
2. Go to General Services Office to ask for medicine, if available.	2. Check prescription and release the medicine, if available. Otherwise, refer client back to Mayor's Office.	None	5 minutes	Supply Officer
3. Go back to Mayor's Office and inform attendant that medicine is not available at GSO.	3. Prepare Routine Slip.	None	1 minute	Exec. Receptionist
	3.1. Approve Routine Slip.	None	5 minutes	Municipal Mayor
4. Receive Financial Routine Slip. Attach prescription or hospital bill.	4. Issue and release Financial Routine Slip to client. Refer client to Municipal Social Welfare and Development Office (MSWDO).	None	1 minute	Exec. Receptionist



5. Present Routine Slip and prescription or hospital bill at MSWDO.	5. Receive Routine Slip and prescription.	None	1 minute	Social Worker Assistant/ Special Disbursing Officer
6. Receive monetary medical assistance.	6. Release monetary medical assistance.	None	5 minutes	Social Worker Assistant/ Special Disbursing Officer
TOTAL		None	20 minutes	



5. Transportation Assistance

This service is provided to individuals, entities, agencies or offices who request to use municipal vehicle/s for their purpose.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2C – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent/Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach receptionist at the Mayor's Office and submit Letter Request.	1. Receive and evaluate/review the letter	None	3 minutes	Exec. Receptionist/ Assigned Officer
	1.1 Submit the documents to the Mayor for approval.			Exec. Receptionist/ Assigned Officer
	1.2 Approve request.			Municipal Mayor
2. Sign Affidavit of Waiver	2. Prepare Affidavit of Waiver.	None	2 minutes	Exec. Receptionist
	2.1. Forward Waiver to Municipal Engineer's Office.	None	3 minutes	Exec. Receptionist/ Assigned Officer
TOTAL		None	6 minutes	



Office of the Municipal Mayor

Internal Services



1. Processing of Travel Order Request

Travel Orders are issued to ensure that the travel of LGU officials or employees is official or work related.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All permanent, coterminous, casual, and elective officials of the Municipal Government of Burauen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order Form		Client		
Letter of Request to Travel		Client		
Invitation Letter		Training/Event Organizer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Invitation Letter	1. Receive Invitation Letter.	None	2 minutes	Exec. Receptionist
	1.2. Forward to Mayor for Approval.	None		
	1.3 Approve and sign Invitation Letter.	None	2 minutes	Municipal Mayor
2. Receive approved Invitation Letter.	2. Release approved Invitation Letter.	None	1 minutes	Exec. Receptionist
3. Prepare Travel Order and attach approved Invitation Letter.	3. Receive and review Travel Order and Invitation Letter.	None	2 minutes	Exec. Receptionist
	3.1. Forward Transportation Order and Invitation Letter to Mayor	None		
	3.2. Approve and sign the Transportation Order.	None	2 minutes	Municipal Mayor
	3.3 Record Travel Order in logbook	None	1 minute	Exec. Receptionist
4. Receive approved Transportation Order.	4. Release approved Transportation Order	None	1 minute	Exec. Receptionist
TOTAL		None	11 minutes	



Office of the Sangguniang Bayan

External Services



1. Accreditation of Non-Governmental Organizations (NGOs) and People's Organizations

This service is provided to organizations who wish to formally pursuant to the mandate that local government units promote the establishment and operation of the people's and non-governmental organizations to become partners in the pursuit of local autonomy.

Office or Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Civil Society Organizations/People's Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished application form	Client			
Board Resolution signifying intention for accreditation	Client			
Certificate of Registration (DOLE, etc.)	Client			
List of current officers & members	Client			
Annual Accomplishment Report	Client			
Financial Statement	Client			
Profile indicating the purposes and objectives of the organization	Client			
Copy of the minutes if the organizational meeting & adoption of constitution & by-laws	Client			
Copy of constitution & by-laws	Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application for accreditation and other requirements.	1. Receive and evaluate application and requirements.	None	5 minutes	SB Secretariat/ Assigned Officer
	1.1 Submit application to the committee chair on rules; include in the calendar of business.	None	3 minutes	SB Secretary
	1.2. Deliberate accreditation during the session (held every Monday)	None	15 minutes	SB Members
	1.3. Prepare the certificate or resolution of accreditation only after approval of	None		SB Secretary/ Staff



	the minutes of session. (If disapproved due to discrepancies or lack of requirements, return and notify the Punong Barangay)			
	1.4. Sign the Resolution and forward to Vice Mayor for approval.	None	5 minutes	SB Secretary
	1.5. Approve and sign the or Resolution.	None	5 minutes	Vice Mayor/ Presiding Officer
	1.6. Forward Resolution to the Municipal Mayor for approval.	None	2 minutes	SB Staff
	1.7. Approve and sign the Resolution.	None	5 minutes.	Municipal Mayor
2. Receive SB Resolution of Accreditation	2. Release a copy of the SB Resolution to client	None	2 minutes	SB Staff
TOTAL		None	42 mins.	



2. Approval of Barangay Ordinances and Resolutions

The Sangguniang Bayan reviews the Barangay Ordinances furnished by Sangguniang Barangays to ensure consistency with the law.

Office or Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Sangguniang Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of Barangay Ordinance/ Resolution		Sangguniang Barangay		
Supporting documents, if any		Sangguniang Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Barangay Ordinance/ Resolution	1. Receive Barangay Ordinance/ Resolution and supporting documents, if any.	None	5 minutes	SB Secretariat/ Assigned Officer
	1.1. Submit ordinance/ resolution to the committee on rules; record the same for inclusion in the agenda.	None	3 minutes	SB Secretary
	1.2. Review and deliberate during the session. (held every Monday)	None		SB Members
	1.3. If barangay ordinance/ resolution is approved, prepare the municipal resolution/ ordinance approving the same only after approval of the minutes of the session.	None	15 minutes	SB Secretary/ Staff
	1.3. Prepare the certificate or resolution of accreditation only	None	5 minutes	SB Staff



	after approval of the minutes of session.			
	1.4. Sign the Resolution and forward to Vice Mayor for approval.			SB Secretary
	1.5. Approve and sign the or Resolution.			Vice Mayor/ Presiding Officer
	1.6. Forward Resolution to the Municipal Mayor for approval.	None	2 minutes	SB Staff
	1.7. Approve and sign the Resolution.	None	5 minutes.	Municipal Mayor
2. Receive SB Resolution of Accreditation	2. Release a copy of the SB Resolution to client	None	2 minutes	SB Staff
TOTAL		None	20 mins.	



3. Issuance of Photocopy/ True Copy of Sangguniang Bayan Documents

This service is provided to local government units and other government agencies or offices requiring additional copies of the official document for their disposal and reference.

Office or Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen/ G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request stating the purpose		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the assigned officer and submit the letter request.	1. Receive and evaluate/review the letter.	None	2 minutes	SB Secretariat/ Assigned Officer
	1.1. Prepare and issue a Referral Slip to the client for payment of Secretary's Fee at the Municipal Treasurer's Office (MTO)	None	1 minute	Assigned Officer
	1.2. Search for the requested documents.	None	10 minutes	SB Staff
2. Present Referral Slip at MTO and pay the applicable fee.	2. Receive payment and issue Official Receipt.	None	5 minutes	Revenue Collection Clerk
3. Present the Official Receipt at the SB Office.	3. Issue and release requested official document.	None	2 minutes	SB Staff/ Assigned Officer
TOTAL		None	20 minutes	



4. Issuance of Certifications/ Endorsements

This service is provided to persons, entities, local government units and other government agencies & offices to support their intentions and/ or purpose.

Office or Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen/ G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request for Certification/ Endorsement stating the purpose		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the assigned officer & submit letter request	1. Receive and evaluate/review the letter request.	None	2 minutes	SB Secretariat/ Assigned Officer
	1.1. Prepare and issue a Referral Slip to the client for payment of Secretary's Fee at the Municipal Treasurer's Office (MTO)	None	1 minute	SB Staff
	1.2 Prepare the certification/ endorsement.	None	10 minutes	SB Staff
2. Present the Referral Slip at the MTO and pay the applicable fee.	2. Receive payment and issue Official Receipt.	PHP 100	5 mins	Revenue Collection Clerk
3. Present Official Receipt at SB Office	3. Release requested certification/ endorsement.	None	2 minutes	SB Staff/ Assigned Officer
TOTAL		None	21 mins.	



General Services Office

External Services



1. Medicine Assistance

This service is provided exclusively to indigent patients/residents who wish to avail medicines free of charge.

Office or Division:	General Services Office (GSO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Indigent patients or residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription from a licensed physician, if applicable		Licensed Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach assigned officer at the GSO and present prescription.	1. Receive and check prescription.	None	1 minute	Assigned Officer
	1.1. Release the medicine, if available. Otherwise, issue Certificate of Non-availability of Medicine and advise patient to go back to Mayor's Office to seek financial assistance for the purchase of the medicine requested.	None	5 minutes	Supply Officer/Assigned Officer
TOTAL		None	6 mins.	



Municipal Budget Office

Internal Services



1. Processing of Obligation Request (ObR)

The Municipal Budget Office records the amount of obligations.

Office or Division:	Municipal Budget Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal clients (Office to office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Terminal Leave (certification of total earned leaves)		Office concerned		
Purchase Request (for supplies, meals, materials and equipment)				
Travel Order (for training and travel)				
Bill or Statement (for utilities, insurance, LTO registration and subscriptions)				
Project Proposal (for specific activity)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/Present the Application Form and Requirements.	1. Receive request for Obligation (OBR) & check documents as to amount.	None	2 minutes	Budget Office Clerk
	1.1. Check availability of funds & assign funding source	None	1 minute	Budget Office Staff
	1.2. Re-check/verify OBR with Procurement Activity if it is listed in APP/PPMP from end user	None	3 minutes	Budget Office Clerk
	1.3. Encode OBR in the system & Assign OBR No. afterwards	None	1 minute.	Budget Office Staff
	1.4. Certify as to availability of funds	None	2 minutes	Municipal Budget Officer / Authorized officer
TOTAL		None	9 minutes	



2. Preliminary Review of Barangay Budget

The Municipal Budget office renew and endorse approved current and Supplemental Budget of all Barangay.

Office or Division:	Municipal Budget Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	<ul style="list-style-type: none"> ▪ Punong Barangays ▪ Brgy. Treasurers ▪ Brgy. Secretaries of the 77 barangays of Burauen 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appropriation Ordinance		Barangay concerned		
Brgy. Budget Form 1-4				
Approved AIP				
Procurement Plan				
BDRRM Fund Utilization				
Gender Dev. Plan				
For Supplemental Budget <i>Beginning Balance and Certification from MAO</i>				
For SK Budget <i>Approved Comprehensive Brgy. Youth Dev. Plan and Annual Brgy. Youth Investment Plan</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/Present the Proposed Barangay Budget and Requirements	1. Receive/review accomplished Form and requirement.	None	5 working days per Barangay	Budget Office Staff
	1.2 Prepare review / transmittal letter and Endorsed to the Sangguniang Bayan for favorable review.	None	10 mins.	Municipal Budget Officer / Authorized officer
TOTAL		None	5 working days and 10 mins.	



3. Other Services

The Budget Office provides other services to inter-office clients with documents.

Office or Division:		Municipal Budget Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Inter-Office clients with documents.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/Present Request or Document	1. Receive assess and record document	None	1 min.	Budget Office Clerk
	1.1. Stamp "Received" file copy.	None		
	1.2. Receive/ Claim stamped "Received" file copy.	None	1 min.	
TOTAL		None	2 mins.	



Municipal Planning and Development Office

External Services



1. Assessment & Endorsement for Locational Clearance or Certificate of Zoning Compliance

Assessment and endorsement for Locational Clearance is issued to the following:

1. Any person or entity who proposes to construct a Residential, Commercial, Institutional Building and other structures regardless of size and cost;
2. Any person or entity who would like to acquire Zoning Certificate to support an application with other agencies such as ECC, Foreshore Lease, etc.;
3. Any person or entity who proposes to introduce an activity to a piece of land for legal purposes.

Office or Division:	Municipal Planning and Development Coordinator (MPDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished and notarized Application Form		Client		
Certified True Copy of Certificate of Title or Certified True Copy of Tax Declaration		Client		
Notarized Deed of Sale or Deed of Donation or Contract of Lease or Authorization (if property is not registered in the name of applicant)		Client		
Vicinity Map		Client		
Project Cost – Including Bill of Materials and Machineries/Capitalization		Client		
Site Development Plan		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/ present the Application Form and other requirements	1. Receive the Application Form and attached documents.	None	1 minute	Assigned Personnel/ Focal Person
	1.1 Evaluate the Application Form and attached documents.	None	30 minutes	MPDC/Deputy Zoning Coordinator
	1.2 If information are accurate and requirements are complete, assess for payment.			
	1.3 Prepare the endorsement letter to HLURB.	None	10 minutes	Assigned Personnel/ Focal Person



	1.4 Affix signature on the endorsement.	None	2 minutes	MPDC/Deputy Zoning Coordinator
2. Receive assessed documents, the endorsement Letter and affix signature on the release portion of the file copy.	2. Release the evaluated documents and endorsement letter.	None	5 minutes	Assigned Personnel/ Focal Person
TOTAL		None	48 mins.	



2. Zoning Certificate

The Municipal Planning and Development Office issued Zoning Certificate to:

1. Any person or entity who proposes for reclassification of land use
2. Any person or entity applying for Land Title

Office or Division:	Municipal Planning and Development Office (MPDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen/ G2G – Government to Government			
Who may avail:	All walk-in applicants, LGU employees for promotion, Job Order workers applying for permanent position			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request addressed to the MPDC stating the purpose of the certificate		Client		
Certified True Copy of Certificate of Title or Certified True Copy of Tax Declaration		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/ present the Letter Request and other requirements	1. Receive/review letter of request and other requirements.	None	10 minutes	Assigned Personnel/ Focal Person
	1.1. Issue Order of Payment; and advise client to pay to the Cashier	None		Assigned Personnel/ Focal Person
2. Pay to the Cashier	2. Process payment and issue Official Receipt (OR).	PHP 110	10 minutes	Revenue Collection Clerk
3. Present OR to MPDO assigned personnel and wait for the request to be processed. .	3. Process the document, record OR no. to the Zoning Certificate, Print the Certificate	None	10 minutes	Assigned Personnel/ Focal Person
	3.1. Affix signature on the Certificate	None		MPDC/Deputy Zoning Coordinator
4. Receive the certificate and affix signature on the release portion of the file copy	4. Release the Zoning Certificate	None		Assigned Personnel/ Focal Person
TOTAL		PHP 110	30 minutes	



Office of the Municipal Accountant

External Services



1. Certification of Accounting Records

The certification is issued to Government Agencies for any legal purpose concerning their agency

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request addressed to the Municipal Mayor's Office/ Accounting Office stating the purpose of the certification.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach personnel at the Accounting Office and submit Letter Request.	1. Receive the Letter Request and forward to concerned personnel.	None	25 mins.	Assigned Accounting Personnel
	1.1 Receive the letter request and verify existence of accounting records.	None		Accounting Personnel
	1.2 Prepare the certification if records are available otherwise inform the client. Forward the certification to the Municipal Accountant for signature.	None		Accounting Personnel
	1.3 Sign the certification	None	3 mins.	Municipal Accountant
2. Receive the signed certification.	1.4 Release certification to client.	None	2 mins	Assigned Accounting Personnel
TOTAL		None	30 mins.	



MUNICIPAL ASSESSOR'S OFFICE

External Services



1. Issuance of Certified True Copy of Tax Declaration

The CTC of tax declaration is issued to tax payer/individuals who need the document for processing of real property transaction at BIR, ROD, and other offices who require such documents.

Office or Division:	Municipal Assessor's Office (MAO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Real property owner/authorize representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authorization letter and ID of the property owner, if a representative shall get the CTC.		Client		
Official Receipt of the payment of fees.		Municipal Treasurer's Office (MTO)		
Reference Tax Declaration Number.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present authorization letter to Assessment Clerk.	1. Receive authorization letter.	None	2 minutes	Assessment Clerk
2. Pay the certification fee at MTO.	2. Issue Official Receipt.	CTC fee - PHP 100 BIR Doc. Stamp – PHP 30	5 minutes	Revenue Collection Clerk
3. Present OR and TD reference number.	3. Verify and photocopy TD.	None	10 minutes	MAO Staff/ Municipal Assessor
	3.1. Sign and dry seal TD.			
	3.2. Record at logbook and release.			
TOTAL		PHP 130	17 minutes	



2. Issuance of Certificate of No Improvement

The Certificate of No Improvement is issued on a particular tax declaration (lands) to taxpayer/ individuals who need the document for processing of real property transaction at BIR, ROD, and other offices who require such documents.

Office or Division:	Municipal Assessor's Office (MAO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Real property owner/authorize representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authorization letter and ID of the property owner, if a representative shall get the CTC.		Client		
Official Receipt of the payment of fees.		Municipal Treasurer's Office (MTO)		
Reference Tax Declaration Number.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present authorization letter to Assessment Clerk.	1. Receive authorization letter.	None	2 minutes	Assessment Clerk
2. Pay the certification fee at MTO.	2. Issue Official Receipt.	CTC fee – PHP 80 BIR Doc. Stamp – PHP 30	5 minutes	Revenue Collection Clerk
3. Present OR and TD reference number.	3. Verify/search if no improvement.	None	10 minutes	MAO Staff/ Municipal Assessor
	3.1. If none, prepare certification, signature and dry seal.			
	3.2. Record at log book and release			
TOTAL		PHP 110	17 minutes	



3. Issuance of Certificate of Non-Tax Declarant

The Certificate of Non-Tax Declarant is issued to individuals who need the document for processing of real property transaction at BIR, ROD, and other offices who require such documents.

Office or Division:	Municipal Assessor's Office (MAO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Present name and address or any government-issued IDs.		Client		
Official Receipt of the payment of fees.		Municipal Treasurer's Office (MTO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present name and address, or any govt-issued IDs.	1. Receive name and address of client.	None	2 minutes	Assessment Clerk
2. Pay the certification fee at MTO.	2. Issue Official Receipt	CTC fee – PHP 80 BIR Doc. Stamp – PHP 30	5 minutes	Revenue Collection Clerk
3. Present Official Receipt	3. Verify/ search and prepare certification.	None	10 minutes	MAO Staff/ Municipal Assessor
	3.1. Sign and dry seal TD.			
	3.2. Record at logbook and release.			
TOTAL		PHP 110	17 minutes	



4. Issuance of Land Holding Certificate.

The issuance of Land Holding Certificate is issued to property owners who need the document for processing of real property transaction at BIR, ROD, and other offices who require such documents.

Office or Division:	Municipal Assessor's Office (MAO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Real property owner/authorize representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authorization letter and ID of the property owner, if a representative shall get the CTC.		Client		
Official Receipt of the payment of fees.		Municipal Treasurer's Office (MTO)		
Reference Tax Declaration Number.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present authorization letter to Assessment Clerk.	1. Receive authorization letter.	None	2 minutes	Assessment Clerk
2. Pay the certification fee at MTO.	2. Issue Official Receipt.	CTC fee – PHP 150 BIR Doc. Stamp – PHP 30	5 minutes	Revenue Collection Clerk
3. Present OR and name of real property owner.	1. Verify/ search in every barangay. the quantity of real properties.	None	1 hour	MAO Staff/ Municipal Assessor
	2. Prepare/encode and dry seal.			
	3. Record at log book and release.			
TOTAL		PHP 180	1 hr. & 7 minutes	



5. Issuance of Property History/ Tracer Certificate

The issuance of Property History/Tracer Certificate is issued to individuals who need the document for processing of real property transaction at BIR, ROD, and other offices who require such documents.

Office or Division:	Municipal Assessor's Office (MAO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Property owner/Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Present name and address, or any govt-issued IDs.		Client		
Official Receipt of the payment of fees.		Municipal Treasurer's Office (MTO)		
Reference TD number.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present name and address, or any govt-issued IDs.	1. Receive name and address.	None	2 minutes	Assessment Clerk
2. Pay the certification fee at MTO.	2. Issue Official Receipt.	CTC fee – PHP 270 BIR Doc. Stamp – PHP 30	5 minutes	Revenue Collection Clerk
3. Present Official Receipt	3. Verify/ search and prepare certification. release.	None	90 minutes	MAO Staff/ Municipal Assessor
	3.1. Signature and dry seal TD.			
	3.2. Record at logbook and			
TOTAL		PHP 300	1 hr. & 37 minutes	



6. Annotation of Mortgage and Bail Bond.

The purpose of the Annotation of Mortgage and Bail Bond on the face of Tax Declaration is to indicate that the property is encumbered to the lending institution and/or on the proper court.

Office or Division:	Municipal Assessor's Office (MAO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Mortgage document must be duly registered at ROD.		Client		
Court Order documents – for Bail Bond		Client		
Official Receipt of the payment of fees.		Municipal Treasurer's Office (MTO)		
Reference Tax Declaration Number.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documents to Assessment Clerk.	1. Receive documents and give to assign Assessment Clerk.	None	2 minutes	Assessment Clerk
2. Pay the certification fee at MTO.	2. Issue Official Receipt.	Annotation Fee: 1. Below 200T –PHP 100 2. 200T-400T – PHP 200 3. 400T-600T – PHP 300 4. 600T-800T – PHP 400 5. Above 800T- PHP 500 Sec. Fee - PHP 20	5 minutes	Revenue Collection Clerk



3. Present OR and name of real property owner.	3. Annotate TD and Mortgage/ Bailbond documents.	None	30 minutes	MAO Staff/ Municipal Assessor
	3.1. Record at logbook and release the annotated copy.			
	TOTAL	PHP 120 (minimum)	37 minutes	



7. Cancellation of Mortgage and Bail Bond; Annotation of Adverse Claim, Lis Pendens, Court Order and Others

This service refers to the release of encumbrances cancellation thereof on the face of the Tax Declaration.

Office or Division:	Municipal Assessor's Office (MAO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Release of Mortgage document must be duly registered at ROD.		Client		
Court Order documents – for Bail Bond		Client		
Official Receipt of the payment of fees.		Municipal Treasurer's Office (MTO)		
Reference Tax Declaration Number.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documents to Assessment Clerk.	1. Receive documents and give to assign.	None	2 minutes	Assessment Clerk
2. Pay the certification fee at MTO.	2. Issue Official Receipt.	Annotation Fee - 120.00	5 minutes	Revenue Collection Clerk
3. Present OR and name of real property owner.	3. Annotate TD and Mortgage/ Bailbond and other documents.	None	30 minutes	MAO Staff/ Municipal Assessor
	3.1. Record at logbook and release the annotated copy.			
TOTAL		PHP 120	37 minutes	



8. Transfer of Tax Declaration

This service involves the transfer of ownership from the previous owner to the current owners that is mandated and required by the law.

Office or Division:	Municipal Assessor's Office (MAO)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Real property owner/authorize representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Deed of Conveyance (e.g. DOS, Extra-Judicial Settlement, Donation, etc.) duly registered at ROD.		Client		
Certified true copy of Title from ROD.		Client		
Approved Subd. Plan from LMS-DENR, if portion only.		Client		
Certificate Authorizing Registration (CAR) from BIR.		Client		
Tax Clearance Certificate from MTO		Client		
OR payment of Transfer Fee from MTO		Client		
Sworn Affidavit of True Market Value of the property.				
Residence certificate or any govt-issued IDs.		Client		
Special Power of Attorney (SPA), of the one who process the transfer.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present complete documents to Assessment Clerk.	1. Receive complete documents.	None	2 minutes	Assessment Clerk
2. Leave a contact number.	2. Prepare FAAS for the computation of new valuation.	None	2 hours	MAO Staff/ Municipal Assessor
3. Contact client for the signature of documents.	3. Encode, validate, and print tax declaration.	None	2 hours	MAO Staff/ Municipal Assessor
	3.1. Contact client and have signature of the documents.	None	5 minutes	MAO Staff
	3.2. Send to Provincial Assessor for review and approval.	None	3 days	MAO Staff/ Municipal Assessor



	3.3. Get the approved TD and release to the client.	None	7 days	MAO Staff/ Municipal Assessor
	TOTAL	None	10 days, 4 hours, 7 minutes	



9. Issuance of New Tax Declaration for Land – With Title.

This service is recording of land that has title but has not yet recorded in the assessment roll of real property taxation.

Office or Division:	Municipal Assessor's Office (MAO)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Real property owner/authorize representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Posting of Notice of Application for issuance of new tax declaration at the Brgy. Hall where the property is located.		Client/Brgy. where the property is located		
Brgy. Certificate of posting and no showing/presentation/opposition from Brgy. Chairman.		Client/Brgy. where the property is located		
Certified true copy of title-OCT, e.g., CLOA, Homestead, Misc. Sales, etc. from ROD.		Client		
Certificate of Technical Description of the lot from LMS-DENR.		Client		
Affidavit/SPA of the administrator, if not the owner who process the papers.		Client		
Residence Certificate or any govt-issued IDs.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present complete documents to Assessment Clerk.	1. Receive complete documents and give to assign.	None	2 minutes	Assessment Clerk
2. Leave contact number	2. Prepare FAAS for the computation of new valuation.	None	2 hours	MAO Staff/ Municipal Assessor
3. Contact client for the signature of documents	3. Encode, validate, and print tax declaration.	None	2 hours	MAO Staff/
	3.1. Contact client and have signature of the documents.	None	5 minutes	MAO Staff/
	3.2. Send to Provincial Assessor for review and approval.	None	3 days	MAO Staff/ Municipal
	3.3. Get the approved TD and release to the client.	None	7 days	MAO Staff/ Municipal Assessor
TOTAL		None	10 days, 2 hours, 7 minutes	



10. Issuance of New Tax Declaration for Land – Without Title

This service involves the recording of real property without title, especially land, that has not yet been recorded in the assessment roll of real property taxation.

Office or Division:	Municipal Assessor's Office (MAO)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Real property owner/authorize representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved survey plan from LMS-DENR.		Client		
Certificate of A & D from CENRO-DENR.		Client		
Affidavit of ownership & sworn statement of the true market value of the property.		Client		
Affidavit of the applicant that he/she is in long, continuous, and notorious possession of the property.		Client		
Certificate of the two-disinterested party of the adjoining lot duly sworn by the Brgy. Captain and/or Mun. Mayor.		Client		
Certificate from the Brgy. Captain that the applicant is the present possessor & occupant of the land.		Client		
Ocular inspection & investigation report by the Municipal Assessor or his representative.		Assessor's Office		
Residence certificate or any govt.-issued IDs.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present complete documents to Assessment Clerk.	1. Receive complete documents and give to assign	None	2 minutes	Assessment Clerk
	1.1. Conduct ocular inspection and prepare report.	None	2 hours	MAO Staff/ Municipal Assessor
2. Leave contact number	2. Prepare FAAS for the computation of new valuation.	None	2 hours	MAO Staff/ Municipal Assessor
3. Contact client for the signature of documents	3. Encode, validate, and print tax declaration.	None	2 hours	MAO Staff
	3.1. Contact client and have signature of the documents.	None	5 minutes	MAO Staff



	3.2. Send to Provincial Assessor for review and approval.	None	3 days	MAO Staff/ Municipal Assessor
	6. Get the approved TD and release owner's copy to the client.	None	7 days	MAO Staff/ Municipal Assessor
TOTAL		None	10 days, four hours, 7 minutes	



11. Issuance of New Tax Declaration – For Buildings

The issuance of tax declaration for building is necessary because structures like buildings are considered real property subject to real property taxation.

Office or Division:	Municipal Assessor's Office (MAO)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Real property owner/authorize representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of building permit/occupancy permit, if no permit, submit affidavit of ownership.		Client		
Sworn statement of true market value of the building.		Client		
Blueprint of building plan.		Client		
Affidavit/SPA of the administrator, if not the owner who process the property.		Client		
Ocular inspection/measurement of building.		Assessor's Office		
Residence certificate or any govt-issued IDs.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present complete documents to Assessment Clerk.	1. Receive complete document and give to assign Assessment Clerk.	None	2 minutes	Assessment Clerk
2. Leave contact number.	2. Conduct ocular inspection and appraisal.	None	2 hours	MAO Staff/ Municipal Assessor
3. Contact client for the signature of documents	3. Prepare FAAS for the computation of new valuation.	None	2 hours	MAO Staff/ Municipal Assessor
	3.1. Encode, validate and print tax declaration.	None	2 hours	MAO Staff
	3.2. Contact client and have signature of the documents.	None	5 minutes	MAO Staff
	3.3. Send to Provincial Assessor for review and approval.	None	3 days	MAO Staff/ Municipal Assessor



	3.4. Get the approved TD and release owner's copy to the client.	None	7 days	MAO Staff/ Municipal Assessor
	TOTAL	None	10 days, 6 hours, 7 minutes	



12. Issuance of New Tax Declaration – For Machinery

The issuance of tax declaration for machinery is necessary because all non-movable machineries are considered real property subject to real property taxation.

Office or Division:	Municipal Assessor's Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Property owner/Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Present official receipt (OR) of the machinery and/or Sworn Statement of true Market Value of the machinery including transportation and installation cost.		Client		
Affidavit/SPA of the administrator, if not the owner who process the property.		Client		
Ocular inspection/measurement of the machinery.		Assessor Office		
Residence certificate or any govt-issued IDs.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present complete documents to Assessment Clerk.	1. Receive complete document and give to assign Assessment Clerk.	None	2 minutes	Assessment Clerk
2. Leave contact number.	2. Conduct ocular inspection and appraisal.	None	2 hours	MAO Staff/ Municipal Assessor
3. Contact client for the signature of documents	3. Prepare FAAS for the computation of new valuation.	None	2 hours	MAO Staff/ Municipal Assessor
	3.1. Encode, validate, and print tax declaration.	None	2 hours	MAO Staff
	3.2. Contact client and have signature of the documents.	None	5 minutes	MAO Staff
	3.3. Send to Provincial Assessor for review and approval.	None	3 days	MAO Staff/ Municipal Assessor
	3.4. Get the approved TD and release owner's copy to the client.	None	7 days	MAO Staff/ Municipal Assessor
TOTAL		None	10 days, 6 hours, 7 minutes	



13. Request for Updating and Correction of Tax Declaration

This service involves updating those tax declarations that have not been revised to current revision. This also involves correction of those tax declarations that have clerical error during the general revision that needs to be corrected upon request from the real property owner.

Office or Division:	Municipal Assessor's Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Present certified true copy of title from ROD. If no title, affidavit of ownership.		Client		
2. Affidavit/SPA of the owner/administrator requesting for correction/updating of tax declaration, and if not the owner who process the papers.		Client		
3. Official Receipt of the payment of real property tax up to the current year.		Municipal Treasurer's Office (MTO)		
4. Residence certificate or any govt-issued IDs.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present complete documents to Assessment Clerk.	1. Receive complete documents.	None	2 minutes	Assessment Clerk
2. Leave contact number	2. Prepare FAAS for the computation of new valuation.	None	2 hours	MAO Staff
3. Contact client and signature of documents.	3. Encode, validate and print tax declaration.	None	2 hours	MAO Staff/ Municipal Assessor
	3.1. Contact client and have signature of the documents.	None	5 minutes	MAO Staff
	3.2. Send to Provincial Assessor for review and approval.	None	3 days	MAO Staff/ Municipal Assessor
	3.3. Get the approved TD and release to the client.	None	7 days	MAO Staff/ Municipal Assessor
Total		None	10 days, 4 hours, 7 minutes	



Office of the Municipal Civil Registrar

External Services



1. Issuance of Certified True Copies of Civil Registry Documents

The Civil Registrar issues Certified True Copies of Civil Registry documents available in the office for whatever legal purpose the client needs. The requestor has to be the document owner and, if not, has to comply with the needed documentary requirements as mandated by the Data Privacy Law.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authorization (if the requester is not the owner) or Affidavit or Special Power of Attorney from the Document Owner		Client		
Order of Payment		Revenue Collection Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form	1. Receive the Request and validate availability of the document as well as Data Privacy requirement.	None	5 minutes	Civil Registration Clerk
	1.1 Submit the documents to the Assigned Officer who will go over the documents submitted.	None		Civil Registration Clerk
	1.2 Attendant will issue a rotation slip to the client.	None		Civil Registration Clerk
2. Present the referral/ rotation slip at the Municipal Treasurer's Office	2. Issue Official Receipt.	PHP 150	3 minutes	Revenue Collection Clerk
3. Present the official receipt at the Municipal Civil Registrar's Office	3. Print Civil Registration Document.	None	5 minutes	Civil Registration Clerk
	3.1. Sign the document after verification.			Municipal Civil Registrar
	3.2. Release the document to client. (client leaves one receiving copy to the attendant if he/she is not the document owner)			Civil Registration Clerk
TOTAL		PHP 150	13 minutes	



2. Registration of Live Births

The Office of the Municipal Civil Registrar records Live Births within the Municipality of Burauen.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage Contract of Parents (if married)		Client		
Community Tax Certificate of Parents of CTC (if not married)		Client		
For Late Registration: CTC, Baptismal Certificate, Voter's Certification or 2 Valid ID, School Record		Client		
PSA Negative Certificate		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report birth and submit the requirements. Informant is preferably the father, if the parents are not married, or anybody, if the parents are married, as long as he or she has knowledge on the event and can present the marriage contract of parents.	1. Receive, evaluate/review the documents received and interview the informant for verification.		10 minutes	Civil Registration Clerk
	1.1. Issue a referral/ rotation slip to the client.	None		Civil Registration Clerk
2. Present the referral/ rotation slip at the Municipal Treasurer's Office and pay the applicable fees.	2. Issue Official Receipt.	PHP 100-500*	5 minutes	Revenue Collection Clerk
3. Present the official receipt at	3. Prepare Certificate of Live Birth	None	5 minutes	Civil Registration Clerk



the Municipal Civil Registrar's Office.	3.1. Signature of the MCR for registration.			Municipal Civil Registrar
	3.2. Release Certificate of Live Birth to Client			Civil Registration Clerk
TOTAL			PHP 100.00- 500.00*	18 minutes

* Schedule of Fees:

Regular Registration:

P100.00 (married)

P150.00 (if not married)

Delayed Registration (parents are married):

P150.00 (1 to 5 years old)

P250.00 (5 years above)

Delayed Registration (parents not married):

P200.00 (1 month to 5 years old)

P300.00 (5 years to 15 years old)

P500.00 (15 years above)



3. Registration of Deaths

Deaths that occurred within the Municipality of Burauen has to be registered in the Municipal Civil Registrar's Office.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Live Birth of the deceased if available		Client		
Order of Payment		Client		
Accomplished Certificate of Death		Client (secured from the Medical Records Section of the Hospital or the MCRO if the death happened at home or Dead on Arrival at the hospital)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the whereabouts of the deceased. Informant is preferably the nearest kin of the deceased.	1. Receive, evaluate/review and interview the informant on the details of the deceased.	None	5 minutes	Civil Registry Clerk
	1.1. Prepare Routing Slip for the Payment of Burial Fee	PHP 50	5 minutes	Revenue Collection Clerk
	1.2. Prepare certificate of death and have it signed and registered with the MCR	None	5 minutes	Civil Registry Clerk/ Municipal Civil Registrar
2. Present Official Receipt and receive Death Certificate.	2. Issue of Registered Certificate of Death	None	2 minutes	Civil Registry Clerk
TOTAL		PHP 50	17 mins.	



4. Registration for the Application of Issuance of Marriage License

Marriage license is issued to all would-be couples for solemnization and both should appear at the Municipal Civil Registrar's Office upon application.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
COLB for both parties, CENOMAR		PSA		
CTC		Municipal Treasurer's Office		
Certificate of Tree Planting		Barangay of Residence		
PMC		LGU's Population Officer		
Consent of Parent's Advice (if below 25 years old)		Signed by the Parents at the MCRO		
Certificate of No Legal Impediment if one of the contracting party is a foreigner		Consular Office		
Official Receipt for Application Fee		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally appear (would-be couple) at the MCRO and submit documentary requirements.	1. Interview and review documents submitted and prepare the application for issuance of marriage license		20 minutes	Civil Registry Clerk/ Municipal Civil Registrar
2. Pay application fee at the Municipal Treasurer's Office	2. Receive payment and issue Official Receipt.	PHP 300 (both Filipino) PHP 500 (one party is a foreigner)		Revenue Collection Clerk
3. Wait for the posting period to end (10 days).	3. Post marriage details of the contracting parties in the MCRO and at the LGU Bulletin Board for 10 days.	None	10 days	Municipal Civil Registrar
4. Present Official Receipt at the Civil Registry Clerk	4. Release of Marriage License to the client	None	5 minutes	Civil Registry Clerk
TOTAL		PHP 300/ PHP 500	35 minutes	



5. Acknowledgement/ Legitimation/ RA 9255 AUSF

These services are available at the Municipal Civil Registry Office and are vital towards the requirements for the registration of Certificate of Live Birth.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Baptismal Certificate		Client		
Affidavit of Acknowledgement of Paternity (Signed and notarized)				
Affidavit to Use the Surname of the Father (Signed and notarized)				
Marriage Certificate of Parents				
CENOMAR of parents (for legitimation)				
COLB in SECPA				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the documentary requirements to the Civil Registry Clerk	1. Receive and evaluate/ review documents submitted and interview the client, if needed.	None	15 minutes	Civil Registry Clerk
	1.1. Prepare Annotated Birth Certificate			Civil Registry Clerk/ Municipal Civil Registrar
2. Pay fees at the Municipal Treasurer's Office	2. Receive payment and issue Official Receipt.	PHP 300	5 minutes	Revenue Collection Officer
2. Present OR to Civil Registry Clerk	2. Prepare duly approved signed annotated document for release and endorsement to OCRG for request of Annotated SECPA at PSA	None	5 minutes	Municipal Civil Registrar
	2.1. Release document to the client	None	3 minutes	Civil Registry Clerk
TOTAL		PHP 300	28 minutes	



6. Documents under RA 9048 and RA 10172 (Change of First Name; Correction of Clerical Errors on Gender/Day/Month of Date of Birth)

This service is provided to individuals, entities, agencies or offices who request to change their first name or correct clerical errors in their Certificate of Live Birth, particularly their gender, and the day and month of birth.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document to be corrected		PSA		
Baptismal Certificate		Client		
Voter's Registration		Client		
Certificate of Employment Record (for employed)		Client		
Affidavit of Non-employment (for unemployed)		Client		
NBI Clearance		NBI		
Police Clearance		PNP		
Ultrasound Result		Laboratory concerned		
Other requirements (depends on the problem document for correction)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present problem document and the correction needed.	1. Receive and evaluate/ review documents submitted. Interview the client if need	None	30 minutes	Civil Registry Clerk
	1.1. Verify as to completeness and authenticity of the documents presented.			Civil Registry Clerk/ Municipal Civil Registrar
2. Pay the necessary fees	2. Issue Official Receipt	Correction of Clerical Error: PHP 1,000 Change of Name, Date of Birth and Gender: PHP 3,000	5 minutes	Municipal Civil Registrar



	2.1. Post for 10 days and publish correction in a newspaper for 2 consecutive weeks for Petition for Change of Name and Correction of day/month of birth	None	10 days (posting) 14 days (publication)	Municipal Civil Registrar
	2.2. Endorse of Petition to OCRG, PSA	None	4 months waiting Period	Municipal Civil Registrar
	2.3. Receive Affirmed Petition	None	1 day	PSA-OCRG
	2.4. Prepare Annotated Document for release to petitioner	None	1 day	Municipal Civil Registrar
	2.5. Endorse Certificate of Finality to OCRG	None	1 month	Municipal Civil Registrar/PSA-OCRG
	TOTAL	PHP 1,000/ PHP 3,000	5 months, 16 days and 35 minutes	



7. Registration of Legal Instrument/Court Decrees (Adoption and Annulment of Marriage)

The Civil Registrar also registers Legal Instruments such as decisions on Adoption and Annulment of Marriage.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
5 copies of Duly Authenticated Court Decision and Certificate of Finality issued by the Court		RTC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay necessary fees at the Municipal Treasurer's Office	1. Receive payment and issue official receipt.	PHP 1,000		Revenue Collection Clerk
1. Fill-up request form, present Court Decision, Certificate of Finality of Judgement and Official Receipt	1. Receive the request and validate veracity of documents presented		3 days	Civil Registration Clerk
	1.1. Prepare annotated Birth/Marriage Certificate.	None		Civil Registration Clerk/ Municipal Civil Registrar
	1.3 Prepare the endorsement to PSA	None		Municipal Civil Registrar
2. Present Official Receipt	2. Release of annotated document and the endorsement letter to PSA for the annotated SECPA		5 minutes	Civil Registry Clerk
TOTAL		PHP 1,000	3 days and 5 minutes	



MUNICIPAL TREASURER'S OFFICE

External Services



1. Payment of Business Taxes, Fees and Charges

The Municipal Treasurer's Office issues Official Receipts for the payment of business taxes, fee and charges.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		Business Permit and Licensing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Order of Payment and PAY taxes, fees and charges	1. Retrieve client's record, Accept payment and ISSUE official receipt	Based on Chapter 2 of Municipal Ordinance No. 17-15, Series of 2017, pp. 7-13.	5 mins.	Revenue Collection Clerk
TOTAL		Based on Chapter 2 of Municipal Ordinance No. 17-15, Series of 2017, pp. 7-13.	5 mins.	



2. Payment of Community Tax

The Municipal Treasurer's Office issues Community Tax Certificates to residents of the municipality.

Office or Division:		Municipal Treasurer's Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form for the Issuance of Community Tax Certificate		Municipal Treasurer's Office (Revenue Collection Clerk)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File application for the issuance of Community Tax Certificate; pay community Tax Certificate	1. Register in the eBPLS; accept payment ; issue Community Tax Certificate	INDIVIDUALS: PHP 5 + (PHP 1 per PHP 1,000 income), but shall not exceed PHP 5,000. JURIDICAL PERSONS: PHP 500 + (PHP 2 per PHP 5,000 assessed value of property and/or gross receipts earned during the preceding year.	10 mins	Revenue Collection Clerk
TOTAL		INDIVIDUALS: PHP 5 + (PHP 1 per PHP 1,000 income), but shall not exceed PHP 5,000.	10 mins.	



	JURIDICAL PERSONS: PHP 500 + (PHP 2 per PHP 5,000 assessed value of property and/or gross receipts earned during the preceding year.		
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3. Payment of Real Property Tax

The Municipal Treasurer's Office issues Official Receipts for the payment of real property taxes.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tax Declaration		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Real Property Tax Assessment.	1. Verify real property tax record and ISSUE RPT Assessment	None	10 mins	RPT Assessment Staff
2. Pay Real Property Tax	2. Accept payment and issue Official Receipt (OR)	2% of assessed value	5 mins	Revenue Collection Clerk
TOTAL		2% of assessed value	15 mins.	



4. Payment of Water Bills

The Municipal Treasurer's Office issues Official Receipts for the payment of water bills.

Office or Division:		Municipal Treasurer's Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Concessionaire's Bill		Burauen Water Works System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present water bill or client's Name and Address and Pay to cashier	1. Retrieve client's record, accept payment and issue official receipt	Residential- PHP 70 for first 10 cu.m., plus, in excess of 10 cu.m.: <ul style="list-style-type: none"> • PHP 11.50 per cu.m. for 11-20 cu.m. water consumption; • PHP 12.10 per cu.m. for 21-30 cu.m.; • PHP 12.70 per cu.m. for 31-40 cu.m.; • PHP 13.80 for over 40 cu.m. Commercial/Industrial: PHP 80 for first 10 cu.m., plus, in excess of 10 cu.m.: <ul style="list-style-type: none"> • PHP 12.65 per cu.m. for 11-20 cu.m. water consumption; • PHP 13.50 per cu.m. for 21-30 cu.m.; • PHP 14.40 per cu.m. for 31-40 cu.m.; • PHP 15.25 for over 40 cu.m. Special:	5 minutes	Revenue Collection Clerk



		PHP 7 for first 100 cu.m., plus PHP 11.50 per cu.m. in excess of 100 cu.m.		
	TOTAL		5 minutes	



5. Release of Money Claims

The Municipal Treasurer's Office releases money claims to identified claimants.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Cards of claimant		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present client's Name and claim check payment	2. Retrieve client's record, RELEASE check payments.	None	10 mins.	Disbursing Officer
TOTAL		None	10 mins.	



Burauen Rural Health Unit

External Services



1. Medical Consultation Services

This service is primarily intended to provide clients seeking medical assistance from physician or other licensed healthcare professional Primary Health Care services ranging from assessment, diagnostic procedures to therapeutic interventions.

Office or Division:	Burauen Rural Health Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number at Triage Area.	1. Interview, assess, take vital signs and issue priority number.	None	5 minutes	Triage Nurse / Midwife / J.O.
2. Proceed to Record's Section.	2. Obtain and record patient's profile, chief complaint and vital signs.	None	5 minutes	J.O.
3. Consultation	3.1. Assess, diagnose, treat, and refer to other facilities for further evaluation and management.	None	10 minutes	Municipal Health Officer/ Medical Officer IV
	3.2. Administer injections, give medications, perform wound dressing or provide other necessary procedures/services	None	1 hour	Nurse-On-Duty (NOD)
4. Process payment at the Municipal Treasurer's Office.	4. Receive payment and issue Official Receipt.	Urinalysis- PHP 50 Fecalysis - PHP 50 Blood Typing- PHP 80	1 hour	Revenue Collection Clerk



		CBC- PHP 80 Hemoglo bin- PHP 40 Gram Staining- PHP 80 Platelet Count- PHP 60 Pregnanc y Test- PHP 60		
5. Present Official Receipt to Medical Technologist.	3.3. Collect specimen, and issue laboratory result	None		Medical Technologist
TOTAL		PHP 500	without lab procedures: 20 minutes with lab procedures: 2 hrs. & 20 minutes	



2. Maternal and Child Health Services

This program focuses on providing women, children and families access to essential services such as prenatal to postnatal services and child care, newborn screening and immunization in response to Infant and Maternal Mortality prevention.

Office or Division:	Burauen Rural Health Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen/ G2G – Government to Government			
Who may avail:	Pregnant Mothers (20 - 35 years old, 2 nd - 4 th pregnancy, and without co-morbidity)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Mother and Child Book (or similar document) and Laboratory results		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Mother and Child Book, and Laboratory Result	1. Interview client, review prenatal history and laboratory results, take and record vital signs and other significant data, assess and evaluate patient, refer to higher facility (if needed)	None	15 minutes	Midwife/ Nurse-On-Duty
2. Submit self for admission in the facility.	2. Monitor progress of labor and assess patient as necessary	None	15 minutes	Midwife/ Nurse-On-Duty
	2.1. Perform necessary procedure to ensure safe delivery of mother, do essential intrapartum newborn care, monitor and assess patient and baby every 15 minutes, provide post-partum care, transfer and room-in with baby.	None	1 day	Midwife/ Nurse-On-Duty
	2.3 Accomplish patient's chart and record all significant assessment and	None	1 day	Midwife/ Nurse-On-Duty



	necessary data, monitor patient and baby as needed, administer injections, provide medications, assess, evaluate and refer accordingly.			
3. If non-PhilHealth member, pay fees at the Municipal Treasurer's Office. If PhilHealth member, proceed to Step 4.	3. Receive payment and issue Official Receipt.	PHP 2,300	5 minutes	Revenue Collection Clerk
4. Request discharge from the facility after at least 24 hours from time of delivery.	4. Review patient's chart, ensure vital signs are within normal range and all significant data properly documented, assess and evaluate, provide discharge instruction and home medication, schedule follow-up visits.	None	15 minutes	Midwife/ Nurse-On-Duty
TOTAL		PHP 2,300 (No PhilHealth)	2 days and 20 minutes	



3. Child Immunization Services

As one of the basic Health Services provided by the office, this service aims to:

- Ensure that infants and children have access to routinely recommended infant/childhood vaccines through routine and supplemental immunization activities.
- Prevent the most common Vaccine-preventable diseases among infants and children in accordance with set strategies of the DOH.

Office or Division:	Burauen Rural Health Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen/ G2G – Government to Government			
Who may avail:	All infants/ children eligible for routine infant/ childhood vaccines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Child Immunization Booklet (Baby Book)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Child Immunization Booklet	1. Interview the caretaker; take and record child's vital signs (weight, height, MUAC).	None	5 minutes	BHW/ BNS assigned
	1.1. Review the child's immunization history, determine needed vaccine, and record data in the Target Client List for Child Immunization Services	None	10 minutes	Midwife/ Nurse assigned
2. Prepare child for the vaccine administration.	2.1 Administer child's needed vaccines, as determined by the healthcare worker.	None	5 minutes	Midwife/ Nurse assigned
	2.2. Provide health education and instructions to the caretaker post-vaccination .	None	5 minutes	Midwife/ Nurse assigned
TOTAL		None	25 minutes	



4. Family Planning and Responsible Parenthood Services

This service is provided primarily to help eligible men and women achieve desired family size and fulfill reproductive health and rights through increased use of medically safe, effective and culturally acceptable Modern Contraceptives.

Office or Division:	Burauen Rural Health Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen/ G2G – Government to Government			
Who may avail:	All Men and Women of Reproductive Age (10 - 49 years old)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Family Planning Card		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Triage Area and present Family Planning Card	1. Interview the client, take and record vital signs in Family Planning Card	None	5 mins.	Triage Nurse / Midwife / J.O.
2. Proceed to Treatment Area	2. Record client's data in the Family Planning Log sheet and provide needed Family Planning commodity.	None	5 mins	Treatment Nurse/ Midwife
	2.1. Provide necessary health education to the client including basic instructions on use of Family Planning commodity of choice and reminders as to date of next visit.	None	10 mins	Treatment Nurse/Midwife
TOTAL		None	20 minutes	



5. Tuberculosis- Directly Observed Treatment, Short-Course (TB-DOTS)

This program caters to patients suspected to have Tuberculosis or diagnosed with Tuberculosis through a short-course of diagnosis, treatment and control of the disease.

Office or Division:		Burauen Rural Health Unit		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number at Triage Area.	1. Interview, assess, take vital signs and issue priority number	None	5 mins.	Triage Nurse / Midwife / J.O.
2. Proceed to Record's Section.	2. Obtain and record patient's profile, chief complaint and vital signs.	None	5 mins.	J.O.
3. Submit self for consultation.	3. Medical consultation, assessment, diagnosis and referral to TB-DOTS	None	10 mins.	Public Health Nurse/ NTP Coordinator and DOH-HRH Point-person
4. Request for necessary treatment.	4.1. Assess patient, request and analyze DSSM result, TB-DOTS registration, do counselling, issue TB medicines, monitor compliance of patient to treatment regimen (6 months), or referral to other facilities for further evaluation and management	None	1 hour	Public Health Nurse/ NTP Coordinator and DOH-HRH Point-person
	4.2. Collect sputum specimen, and issue laboratory result	None	1 week	Medical Technologist
TOTAL		None	1 week, 1 hour and 20 minutes	



6. Issuance of Health Card and Sanitary Permit (Food Establishments)

This permit is issued to food establishments who passed the sanitary requirements as prescribed by law. It is mandatory that said permit is posted in a conspicuous place in the establishment.

Office or Division:	Burauen Rural Health Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Food Establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Chest X-ray Result		Burauen RHU Medical Technologist		
Fecalalysis Result		Burauen RHU Medical Technologist		
Service Request Form		Burauen RHU Medical Technologist		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Service Request Form (SRF) and present other requirements.	1. NEW: Conduct ocular inspection of applying business establishment for approval. (for renewal, skip this step and proceed to Step 1.1)	None	3 hours	Rural Sanitation Inspector I
	1.1. RENEWAL: Issue laboratory payment slip and examine stool specimen			Medical Technologist
2. Process payment for the requested document.	2. Receive payment for laboratory examination and Health Card	Fecalalysis - PHP 50 Health Card- PHP 100 Sanitary Permit- PHP 100	10 mins.	Revenue Collection Clerk
3. Claim the laboratory results.	3. Analyze laboratory result, provide treatment (if needed), assess compliance of business establishment and issue Health Card and Sanitary Permit.	None	10 mins.	Rural Sanitation Inspector I
TOTAL		PHP 250	3 hours and 20 minutes	



7. Issuance of Sanitary Certificate (Non-Food Establishments)

This permit is issued to non-establishments who passed the sanitary requirements as prescribed by law. It is mandatory that said permit is posted in a conspicuous place in the establishment.

Office or Division:	Burauen Rural Health Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Non-Food Establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form		Burauen RHU Rural Sanitary Inspector I		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Service Request Form (SRF).	1. NEW: Conduct ocular inspection of applying business establishment for approval. ((for renewal, skip this step and proceed to Step 1.1)	None	2 hrs.	Rural Sanitation Inspector I
	1.1. RENEWAL: Assess compliance of business establishment		10 mins.	
2. Process payment for the document.	2. Receive payment for Sanitary Permit	Sanitary Permit- PHP 100	10 mins.	Revenue Collection Clerk
3. Claim health card and Sanitary Permit.	3. Issue Health Card and Sanitary Permit	None	10 mins	Rural Sanitation Inspector I
TOTAL		PHP 100	NEW: 2 Hours and 20 minutes RENEWAL: 30 minutes	



8. Issuance of Sanitary Certificate and Health Card for Motorcycle for Hire (MCH)

An owner/operator/driver should secure these documents in order to operate an authorized motorcycle for hire (MCH).

Office or Division:	Burauen Rural Health Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Motorcycle for Hire (MCH)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
2x2 ID picture			Client	
If RENEWAL - Sanitary Permit & Health Card (previous year)			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary documents.	1. Conduct physical examination and issue medical clearance (or laboratory request if needed)	None	10 minutes	Municipal Health Officer/ Medical Officer IV
2. Process payment for the documents.	2. Receive payment for Health Card and Sanitary Permit	Health Card- PHP 100 Sanitary Permit- PHP 100	10 minutes	Revenue Collection Clerk
3. Claim Health Card and Sanitary Permit	3. Assess compliance, analyze laboratory result (if applicable), provide treatment (if needed) and issue Health Card and Sanitary Permit.	None	10 minutes	Rural Sanitation Inspector I
TOTAL		PHP 200	30 minutes	



9. Issuance of Medical Certificate

The office issues Medical Certificates to individuals who need a written statement from the physician to attest result of a medical examination, request to be assessed or evaluated as fit/unfit for employment or as evidence of a health condition.

Office or Division:	Burauen Rural Health Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Triage Area and secure priority number	1. Interview, assess, take vital signs, issue priority number, and payment slip	None	5 minutes	Triage Nurse/ Midwife/ J.O.
2. Process payment.	2. Receive payment for Medical Certificate	Medical Certificate- PHP 100	10 minutes	Revenue Collection Clerk
3. Submit self for physical examination.	3. Assess/Conduct physical examination 3.1 Issue medical certificate (or laboratory request if needed)	None	10 minutes	Municipal Health Officer/ Medical Officer IV
TOTAL		PHP 100	25 minutes	



10. Issuance of Medico-Legal Certificate

Depending on the client's case, provision of Medico-Legal Certificate entails detailed assessment of the Licensed Physician of the incident and the client's health status as a result. This certificate also includes Physician's recommendation for the client based on his/her assessment.

Office or Division:	Burauen Rural Health Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request from PNP		Burauen PNP Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Letter Request from PNP at Triage Area.	1. Interview, assess, take vital signs, issue priority number, and payment slip	None	5 mins.	Triage Nurse/ Midwife/J.O.
2. Process payment.	2. Receive payment for Medico-legal certificate	Medico-legal Certificate - PHP 100	10 mins.	Municipal Treasurer's Office
3. Claim	3. Assess/Conduct physical examination 3.1 Issue medical certificate (or laboratory request if needed)	None	10 mins	Municipal Health Officer/ Medical Officer IV
TOTAL		PHP 100	25 minutes	



11. Admission to the Municipal Isolation Unit (MIU)

This service is a core component of the COVID-19 Response of the municipality. Not only it concentrates on client's admission to the Isolation Unit, but also incorporates significant activities of the whole COVID-19 Response, such as but not limited to, Contact Tracing, Diagnostics and Psychosocial Activities.

Office or Division:	Burauen Rural Health Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for Notification of RT-PCR result.	1. Notify the patient of RT-PCR result. (If positive, do assessment, counselling, and brief orientation.)	None	20 minutes	MIU Nurse-on-duty
2. Prepare for transfer, wait for the ambulance to arrive.	2. Transfer the patient to MIU.	None	1 day	MIU Nurse-on-duty
3. Proceed to the designated isolation room and complete 14 days isolation (from the day of specimen collection).	3. Render patient care; give medicine (as ordered); do contact tracing, psychosocial counselling, assessment and monitoring.	None	14 days	MIU Nurse-on-duty / Municipal Health Officer/ Medical Officer IV
TOTAL		None	15 days and 20 minutes	



Municipal Agriculture Office

External Services



1. Technical Assistance

This service is given to farmer clientele to provide assistance concerning crop and livestock problems through farm visits and farmers' meetings.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All rice, corn, HVCC and livestock farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for technical assistance		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the visitor's logbook.	1. Record the client's name.	None	2 minutes	Officer of the Day
2. State the problem.	2.1. Listen to the client's concerns.	None	5 minutes	Officer of the Day
	2.2. Forward the concern to the person-in-charge for the necessary course of action.	None	5 minutes	MA, Program Coordinator/AT
TOTAL		None	12 minutes	



2. Extension Service

The Municipal Agriculture Office conducts Technology Transfer Trainings to Farmers' Associations.

Office or Division:	Municipal Agriculture Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request addressed to the Municipal Agriculturist stating the type of training		Client		
Certificate of Registration of Association		Client/Barangay Association concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach attendant at the Municipal Agriculture Office and submit Letter Request together with other requirements.	1. Receive and evaluate/review the letter and supporting documents.	None	3 minutes	Officer of the Day
	1.1. Approve request	None	3 minutes	Municipal Agriculturist (MA)
	1.3. Prepare training design and module	None	2 days	MA, Program Coordinator/ Agricultural Technologist
2. Confirm number of participants	2.1. Note number of participants.	None	5 minutes.	MA, Program Coordinator/ Agricultural Technologist
	2.2. Confirm schedule of training.			
TOTAL		None	3 days and 5 minutes	

**Training is 3 hours/ meeting, 1 day/ week, for 14 weeks.*



3. Crops and Livestock Insurance Services Facilitation

The Municipal Agriculture Office facilitates the processing of crop and livestock insurance.

Office or Division:	Municipal Agriculture Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen/ G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished PCIC form		Client		
Registry System on Basic Sector in Agriculture (RSBSA) stub		Client		
Government issued ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Officer of the Day and provide necessary information.	1. Interview, validate and process application.	None	10 minutes/ client	Officer of the Day
	1.1 Issue Certificate of Insurance Cover (CIC) to farmer.	None	5 minutes/ CIC	Municipal Agriculturist
2. Submit all requirements .	2. Submit crop, livestock insurance application to PCIC, Tacloban City.	None	1 day	Municipal Agriculturist/ Agricultural Technologist
TOTAL		None	1 day and 15 mins.	



4. Issuance of Certification re: Agriculture Related Activities

The certifications are issued upon the request of clients for the transport of plants/livestock domestically.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request		Client		
Vaccination Certificate (livestock)		Licensed Veterinarian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach attendant and present purpose of the certification.	1. Interview the client.	None	10 minutes	Officer of the Day
2. Pay necessary fees at the Municipal Treasurer's Office.	2. Accept payment and issue Official Receipt.	PHP 110	5 minutes	Revenue Collection Clerk
3. Present Official Receipt at the Municipal Agriculture Office.	2.1 Issue Certification.	None	5 minutes	Municipal Agriculturist
TOTAL		PHP 110	22 minutes	



5. Utilization of 4-Wheel Drive Tractor

This service is provided to corn and vegetable farmers to use the tractor for free.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent/Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Officer of the Day and submit Letter Request.	1. Receive and evaluate/ review the letter.	None	3 minutes	Officer of the Day
	1.1 Inspect the area to be tilled.	None	1 hour	Tractor Operator
	1.2 Approve request.	None	3 minutes	Municipal Agriculturist
TOTAL		None	1 hour and 6 minutes	

**Actual land cultivation is 1 day/ hectare.*



6. Provision of Vegetable Seeds

This service is given to vegetable farmers to provide free seeds. The farmers given free seeds may be backyard growers or semi-commercial vegetable growers.

A. Backyard Growers

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach and submit letter request to Officer of the day.	1. Interview and orient client/s as to management of requested seeds	None	20 mins.	Officer of the Day
2. Fill up form/ distribution sheet upon receipt of seeds requested.	2. Release the seeds.	None	5 mins.	Officer of the Day
TOTAL		None	25 mins.	

B. Semi-Commercial Vegetable Growers

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
Sketch of farm location		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Officer of the Day and submit request and farm sketch for ocular inspection.	1. Interview the client and set schedule for ocular inspection of the farm.	None	15 mins.	Officer of the Day
2. Assist Agricultural	2. Conduct ocular inspection. Give	None	1 hr.	Agricultural Technological/



Technologist/ Agriculture Extension Worker during ocular inspection. Take note of the instructions on the cropping activities.	instruction on the cropping activities and the exact date of the release of seeds.			Agriculture Extension Worker
3. Proceed to Municipal Agriculture Office to secure seeds. Sign the vegetable distribution form upon receipt of the requested seeds.	3. Provide the seeds	None	10 mins.	Officer of the Day
TOTAL		None	1hr. and 25 mins.	



7. Animal Treatment, Deworming and Vaccination

This service is provided to livestock farmers and pet owners for free.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent/Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Officer of the Day and report the occurrence of disease/s of animal for treatment	1. Interview the client	None	10 mins.	Agricultural Technologist-Livestock
	1.1. Conduct farm visit/ treatment of sick animal	None	1 hr.	
2. Request for Vaccination or deworming	2. Inform the client on the schedule	None	10 mins.	
3. Prepare the animal to be treated or dewormed	3. Conduct vaccination or deworming	None	10 mins./animal	
TOTAL		None	1 hr. and 30 mins.	



8. Provision of Technical Assistance to Backyard Fishpond Operators

This service is provided to Backyard Tilapia Growers for free.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Officer of the Day and submit the accomplished request form	1. Inform the client on the service	None	10 mins.	Officer of the Day
	1.1. Review submitted Request Form	None	5 mins.	Municipal Agriculturist (MA)/ Agriculture Extension Worker (AEW) -Fishery
	1.3. Submit the requests to BFAR Tacloban and confirm schedule on the release of fingerlings.	None	1 day	AEW-Fishery
2. Prepares the pond for fingerlings stocking	2. Follow up the release of fingerlings	None	1 min.	MA/AEW-Fishery
3. Go to Babatngon for the release of fingerlings.	3. Assist clients in the release of fingerlings at Babatngon.	None	1 day	MA/AEW-Fishery
TOTAL		None	2 days and 16 mins.	



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

External Services



1. Referral Service to DSWD, PSWDO, PCSO and other Agencies through Social Case Study Report (SCSR)

The Social Case Study Report is issued by a duly licensed Social Worker to persons in crisis situations who need the documents for medical or financial, burial, transportation and educational assistance addressed to DSWD, PSWDO, PCSO and other agencies concerned

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS FOR MEDICAL/FINANCIAL ASSISTANCE	WHERE TO SECURE
A. Medicines	
Doctor's prescription (reseta)	Hospital, RHU or Medical Clinic
Cost Estimate of the Prescriptions	Pharmacy
Medical Abstract/Certificate	Hospital, RHU or Medical Clinic
Barangay Certificate of Indigency of the claimant	Barangay
Valid ID of the claimant	Client
B. Laboratory Examinations	
Lab Request	Hospital, RHU or Medical Clinic
Cost Estimate	Pharmacy
Brgy. Certificate of Indigency	Barangay
Valid ID	Client
Medical Abstract/Certificate	Hospital, RHU or Medical Clinic
C. Hospital Bill	
Final Bill	Hospital
Barangay Certificate of Indigency of the claimant	Barangay
Medical Abstract/Certificate	Hospital
Valid ID	Client
CHECKLIST OF REQUIREMENTS FOR BURIAL ASSISTANCE	WHERE TO SECURE
Registered Death Certificate	LCRO
Service Contract with the Funeral	Funeral Service
Valid ID of the claimant	Client
Brgy. Certificate of Indigency of the claimant	Barangay
CHECKLIST OF REQUIREMENTS FOR TRANSPORTATION ASSISTANCE	WHERE TO SECURE
Brgy. Certificate of Indigency	Barangay
Valid ID	Client



CHECKLIST OF REQUIREMENTS FOR EDUCATIONAL ASSISTANCE		WHERE TO SECURE		
Latest school assessment		School		
Certificate of no scholarship		School		
School ID		School		
Brgy. Certificate of Indigency of the claimant		Barangay		
PROVIDE 3 COPIES FOR EACH DOCUMENT				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach and present the documents to MSWDO Staff and submit documentary requirements.	1. Receive, check and verify documents submitted.	None	20 mins.	Municipal Social Welfare Development Officer
2. Receive Social Case Study Report	2. Prepare and issue Social Case Study Report	None	1 day	Municipal Social Welfare Development Officer
TOTAL		None	1 day and 20 minutes	



2. Assistance to Individuals in Crisis Situation

This service involves the provision of medical, burial, transportation and subsistence assistance to persons/families in crisis situations.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS FOR MEDICAL/FINANCIAL ASSISTANCE	WHERE TO SECURE
A. Medicines	
Doctor's prescription (reseta)	Hospital, RHU or Medical Clinic
Certificate of Non-availability of medicines	General Services Office
Brgy. Certificate of Indigency	Barangay
Routine Slip	Mayor's Office
B. Laboratory Examinations	
Lab Request	Hospital, RHU or Medical Clinic
Brgy. Certificate of Indigency	Barangay
Routine Slip	Mayor's Office
C. Hospital Bill	
Estimated Hospital bill	Hospital
Medical Abstract/Medical Certificate	Hospital
Brgy. Certificate of indigency	Barangay
Valid ID of the claimant	Client
Routine Slip	Mayor's Office
CHECKLIST OF REQUIREMENTS FOR BURIAL ASSISTANCE	WHERE TO SECURE
Registered Death Certificate	LCRO
Certificate of Indigency of the claimant	Barangay
Certificate of Relationship of the Claimant to the deceased	Barangay
Valid ID of the claimant	Client
Routine Slip	Mayor's Office
CHECKLIST OF REQUIREMENTS FOR TRANSPORTATION ASSISTANCE	WHERE TO SECURE
Barangay Certification	Barangay
Certificate of Indigency	Barangay
Routine Slip	Mayor's Office
CHECKLIST OF REQUIREMENTS FOR EDUCATIONAL ASSISTANCE	WHERE TO SECURE
Latest school assessment	School



Certificate of no scholarship	School			
School ID	School			
Brgy. Certificate of Indigency of the claimant	Barangay			
PROVIDE 3 COPIES FOR EACH DOCUMENT				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach and present the documents to MSWDO Staff and submit documentary requirements.	1. Receive, check and verify documents submitted.	None	5 minutes.	MSWDO Staff
	1.1. Direct client to secure Routine Slip from the Mayor's Office .	None	3 minutes	MSWDO Staff
2. Go to Mayor's Office and request for Routine Slip.	2. Prepare Routine Slip.	None	1 minute	Exec. Receptionist
	2.1. Approve Routine Slip.	None	5 minutes	Municipal Mayor
3. Receive Routine Slip.	3. Issue and release Routine Slip.	None	1 minute	Exec. Receptionist
4. Present Routine Slip and receive amount indicated in Routine Slip.	4. Issue the amount indicated in the Routine Slip	None	10 minutes	MSWDO Staff
TOTAL		None	30 minutes	



3. Issuance of Pre-Marriage Orientation and Counseling (PMOC) Certificate

The MSWDO provides would-be-couples with a basis for making an informed and responsible decision about marriage.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for a PMOC at the Office of the Mayor for the schedule	1. Let would-be-couples answer the Marriage Expectation Inventory (MEI) Form	None	20 minutes	Population Worker
	1.1. Give schedule to the would-be-couples for PMOC			
2. PMOC Session	2. Conduct of PMOC Session	None	3 hours	MSWDO/ Population Worker/ Midwife
3. Receive PMOC Certificate to would-be-couples	3. Issue of PMOC Certificates to would-be-couples	None	5 minutes	Population Worker
TOTAL		None	3 hours and 25 minutes	



4. Provision of Identification Card and Purchase Booklet to Persons With Disabilities

The MSWDO issues valid identification cards to persons with disabilities which allows them to avail of certain benefits.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All persons with disabilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application Form		MSWDO		
1x1 ID Picture (2 copies)		Client		
Picture of PWD (2 copies)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the MSWDO Staff and submit requirements.	1. Receive and check requirements.	None	3 minutes	MSWDO Staff
2. Receive Referral Form and forward to RHU.	2. Refer to Rural Health Unit for identification of the type of disability.	None	3 minutes	MSWDO Staff
3. Receive PWD ID and Purchase Booklet	3. Give client's schedule for the issuance of PWD ID and Purchase Booklet.	None	7 days	MSWDO Staff
TOTAL		None	7 days and 6 minutes	



5. Provision of Solo Parent's Identification Card

The MSWDO issues a government issued ID for solo or single parents.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All solo parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification		MSWDO		
Registered Birth Certificate of minors		Client		
Certificate of No Marriage (for unwed client)		Philippine Statistics Authority		
Marriage Contract (for married client)		Philippine Statistics Authority		
Death Certificate (for widow client)		Philippine Statistics Authority		
Medical Certificate (for PWD 18 years old and above children)		Hospital, RHU or Medical Clinic		
Old Solo Parent ID (for renewal only)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure copy of Barangay Certification to be filled-up by the PB	1. Issue copy of Barangay Certification Form to client.	None	2 minutes	MSWDO Staff
	1.1. Instruct client to have filled out by the Punong Barangay			
2. Approach MSDWO Staff and submit requirements.	2. Check and verify documents submitted.	None	5 minutes	MSWDO Staff
3. Receive Solo Parent ID.	3. Schedule for the issuance of Solo Parent ID.	None	14 days	MSWDO Staff
TOTAL		None	14 days and 7 minutes	



6. Provision of Senior Citizen's Identification Card and Purchase Booklet

The Senior Citizen's ID is a government ID issued by the Office of the Senior Citizen's Affairs (OSCA).

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All senior citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate/ Baptismal Certificate/ Voter's ID/ Voter's Registration/ 2 Valid IDs		Client		
1x1 ID Picture (4 copies)		Client		
Application Form		OSCA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the OSCA Staff and submit requirements.	1. Receive and verify requirements.	None	5 minutes	OSCA Staff
3. Receive Senior Citizen's ID and Purchase Booklet	3. Give client's schedule for the issuance of Senior Citizen's ID and Purchase Booklet.	None	7 days	OSCA Staff
TOTAL		None	7 days and 5 minutes	



7. Issuance of Certificate of Indigency

The Certificate of Indigency is a document issued by the MSWD OFFICE certifying that the said client belongs to an indigent family in their barangay as certified by the Barangay Captain.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All indigents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification		Barangay		
Valid ID		Client		
Registered or Temporary Birth Certificate of newly born child (for PhilHealth)		Birthing Clinic/Hospital/RHU/LCRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the OSCA Staff and submit requirements and wait for interview.	1. Receive and verify requirements.	None	5 minutes	MSWDO Staff
2. Submit self for interview.	2. Conduct Intake Interview to client	None	15 minutes	MSWD Officer
3. Receive the Certificate of Indigency to Client.	3. Issue Certificate of Indigency to Client.	None	1 day	MSWD Officer
TOTAL		None	7 days and 5 minutes	



8. Provision of Assistance to Victims of VAWC under RA 9262 and Child Abuse under RA 7610

This is a court-related service.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All victims of VAWC and child abuse			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Certificate, if available		Hospital/ RHU/ Clinic		
Birth Certificate of child		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the MSWDO Staff and report VAWC case.	1. Conduct Intake Interview	None	5 minutes	MSWDO Staff
2. Receive mandatory services to victims of VAWC.	2. Render appropriate services, depending on the case presented: a. Provide Counseling b. Refer client to RHU for medical examination c. Refer client to WCPD, PNP (for filing of the case) d. Refer client to EVRMC Tacloban City (for Psychological Evaluation, if necessary) e. Refer client to PAO (for legal advice) f. Refer to any relative/guardians for temporary custody (if necessary)	None	1 hour	MSWD Officer



	g. Refer to BCPC (only for Child Abuse Cases)			
	TOTAL	None	1 hour	



9. Provision of Assistance to Children at Risk (CAR) and Children in Conflict with the Law (CICL)

This is a court-related service.

Office or Division:	Office of the Municipal Social Welfare and Development			
Classification:	Highly Technical			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	All CAR and CICL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Medical Certificate, if available			Hospital/ RHU/ Clinic	
Birth Certificate of child			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach and report case under RA 9344.	1. Conduct Intake Interview	None	2 hours	MSWD Officer
2. Receive mandatory services to victims of VAWC.	2. Provide counseling to the child and family.	None		
	<ul style="list-style-type: none"> • For CAR: <ul style="list-style-type: none"> a. Refer child to parents/ guardians b. Refer to BCPC for Community Intervention • For CICL <ul style="list-style-type: none"> a. Refer child to parents/ guardians b. Refer to BCPC for Community Diversion 			
	2.1. Issue Discernment Report to WCPD, PNP (for CICL only)			
	2.2. Provide Family Therapy (if necessary)	None	6 months (depending on the case)	MSWD Officer
TOTAL		None	6 months (depending on the case)	



10. Disaster Relief and Rehabilitation Assistance

The MSWDO provides timely and appropriate support to augment resources of families affected by natural or manmade disasters

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification		Barangay		
Birth Certificate of child		Client		
Certification from the Fire Marshall (for burnt houses)		Bureau of Fire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the MSWDO Staff and submit requirements and wait for the interview.	1. Check and verify documents.	None	3 minutes	MSWDO Staff
2. Submit self for interview.	2. Conduct Intake Interview to client.	None	30 minutes	MSWD Officer
3. Receive corresponding assistance depending on the case presented	2.2. Give appropriate assistance depending on the assessment of the Social Worker	None	7 days	
TOTAL		None	7 days 33 minutes	



MUNICIPAL ENGINEERING OFFICE

OFFICE OF THE BUILDING OFFICIAL
External Services



1. Issuance of Building Permit

Building Permit is a requirement before construction work or operation commences.

Office or Division:	Office of the Building Official (OBO)	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Five (5) copies of properly filled up & notarized Unified Application Form.	Office of the Building Official
	If applicant is the registered owner: One (1) copy of certified true copy and Three (3) photocopies of Original Certificate of Title (OCT) / Transfer Certificate of Title (TCT)	Registry of Deeds
	If applicant is a lessee: Contract of Lease	Client
	If applicant is the owner, but OCT/TCT is not in his name: Deed of Absolute Sale.	Client
	Three (3) copies of updated Tax Receipt	
	Three(3) copies Tax Declaration	
	Barangay Clearance	
	Special Power of Attorney (SPA) or Secretary's Certificate if the applicant is a Corporation (4 copies: One (1) original and three (3) photocopies).	
	Five (5) sets of Building/Survey Plans, Design plans and other documents, signed and sealed by the concerned Design Professionals, as follows: (20"x30" or A3) <ul style="list-style-type: none"> • Architectural Documents (including Materials and Technical Specifications and Gen. Conditions) • Civil/Structural Documents (including Soil Test and Structural Design Analysis, if applicable). • Electrical Documents • Mechanical Documents • Sanitary Documents • Plumbing Documents • Electronics Documents 	Private Professionals concerned



Geodetic Documents (including Lot Plan with technical description and Vicinity Map covering 2km radius)	Geodetic Engineer
Fire Protection Plan (if applicable)	Private Professionals concerned
Four (4) clear photocopies of Valid Professional Licenses (PRC I.D.) and Professional Tax Receipts (PTR) of all involved professionals	Private Professionals concerned
Five (5) copies of notarized Estimated Total Construction Cost/Value of the building or structure to be constructed as declared by the owner	Client
One (1) Construction Logbook	Client

NOTES:

- Please include this checklist when submitting the above-mentioned documents for your application.
- All the fully accomplished above-mentioned forms and requirements must be fastened in a LONG FOLDER including the Drawing Plans and reports upon submission. (make 4 sets)
- Only COMPLETE and COMPLIANT application will be accepted.
- Keep your CLAIM STUB at all times; “NO CLAIM STUB, NO RELEASE!” Policy.
- A surcharge of 100% shall be imposed and collected from any person who shall construct, repair (buildings), install (Electro-mechanical equipment), alter or cause any change in the use or occupancy of any building or parts thereof or appurtenances thereto without any permit. (Section 25.1 of Rule III of the National Building Code/PD 1096).

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and all required documents via the One Stop Shop/OBO Terminal and get claim stub.	1. Review, check and assess the completeness of the submitted documents, to ensure compliance of the same with the National Building Code and other statutory requirements. (Building, Electrical, Mechanical, Electronics)	None	1 hour	Sorters of the OBO
	1.1 Conduct Site Inspection.	None	1 day	Building, Electrical, Mechanical, and Electronics Evaluators of the OBO
	1.2. Conduct final evaluation.	None	1 day	Inspectorate of the OBO



	Approval shall be based on the assessment done by the Section Head otherwise, the application shall be endorsed for compliance.			
	1.3 Assess fees to be paid by the client.	None	1 day	Assessors of the OBO
2. Return on the date indicated in the stub and inquire on the status of the application in the OBO. If the application is ready for payment, pay the required fees; otherwise if the application is for compliance, get the documents, comply with the requirements, and go back to step 1.	2. If the application is approved for payment, sign the Order of Payment and forward to Officer of the Day. If the application is for compliance, direct Officer of the Day to return the documents to the applicant for compliance of the remarks indicated in the correction.	Based on the schedule of fees prescribed by the DPWH and Local Revenue Code.	30 mins.	Building Official
	2.1. If approved, Issue the Order of Payment to the applicant. If the application is for compliance, return the documents to the applicant for compliance of the remarks indicated in correction sheet.	None		Officer of the Day
3. Present or submit the Official Receipt (OR) to the Officer of the Day	3. Accept and record the receipt. Process and prepare documents for releasing.	None	3 hours	Officer of the Day, Recording Section, and Admin
	3.1. Sign the permit.	None	30 mins.	Building Official or his authorized representative



	3.2. Sort or prepare documents for endorsement to the concerned offices.	None	1 hour	Admin
4. Claim permit and sign logbook or other transmittals for acknowledgement.	4. Release permit to the applicant.	None	1 hour	Releasing Section
TOTAL		Based on the schedule of fees prescribed by the DPWH and Local Revenue Code.	3 days and 7 hours	



2. Issuance of Certificate of Occupancy

A permit is issued to ascertain that a newly constructed edifice or structure complies with stringent safety and sanitary requirements for occupancy.

Office or Division:	Office of the Building Official (OBO)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Four (4) copies of properly filled-up Unified Application Form for Certificate of Occupancy and Fire Safety Inspection Certificate		Office of the Building Official (OBO)		
Four (4) copies of properly filled-up and duly notarized Certificate of Completion (using the form in Annex H), signed by the owner/applicant and signed and sealed by the duly licensed Architect or Civil Engineer in-charge of construction, together with one (1) set of issued Building Permit Plans and a copy of the Construction Logbook. If the construction was undertaken through a contract, the Certificate of Completion shall also be signed by the Contractor/Authorized Managing Officer.		Architect/ Civil Engineer		
Four (4) sets photocopy of the issued Ancillary Permits		Client		
Four (4) sets photocopy of the Owner's copy of issued Fire Safety Checklist and its corresponding Fire Safety Evaluation Clearance		Bureau Central Fire Station		
Four (4) sets of Compliant AS-BUILT PLANS reflecting all corrected comments made in the Issued Building Permit Plans signed and sealed by owner and all involved professionals.		Private Professionals		
Clear 3R size Photographs of the completed structure showing substantial completion of front, sides, and rear areas (4 sets)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and required documents via the	1. Review, check and assess the completeness of the submitted	None	1 hour	Sorters of the OBO/ Building, Electrical, Mechanical, and Electronics



One Stop Shop/OBO Terminal and get claim stub.	documents, in compliance with the National Building Code and other statutory requirements. (Building, Electrical, Mechanical, Electronics)			Evaluators of the OBO
	1.1 Conduct Site Inspection	None	1 day	Inspectorate of the OBO
	1.2 Conduct final evaluation. Approval will be based on the result of the final evaluation otherwise, and endorse application for compliance.	None	1 day	Section Head of the OBO
	1.3 Assess fees to be paid by the client.	None	1 day	Assessors of the OBO
2. Return on the date indicated in the stub and inquire on the status of the application in the OBO. If the application is ready for payment, pay the required fees; otherwise if the application is for compliance, get the documents, comply with the requirements, and go back to step 1.	2. If the application is approved for payment, sign the Order of Payment. If the application is for compliance, direct the Officer of the Day to return the documents to the applicant for compliance of the remarks indicated in correction sheet.	Order of Payment shall be based on the schedule of fees prescribed by the DPWH	30 mins.	Building Official and Officer of the Day
	2.1. If approved, issue the Order of Payment to the applicant.	None		Officer of the Day



	If the application is for compliance, return the documents to the applicant for compliance of the remarks indicated in correction sheet.			
3. Present or submit the Official Receipt (OR) to the Officer of the Day.	3. Accept and record the receipt. Process and prepare documents for releasing.	None	3 hours	Officer of the Day, Recording Section, and Admin.
	3.1. Sign the permit.	None	30 mins.	Building Official or his authorized representative
	3.2. Sort or prepare documents for endorsement to the concerned offices.	None	1 hours	Admin.
4. Claim permit and sign logbook or other transmittals for acknowledgement.	4. Release permit to the applicant.	None	1 hour	Releasing Section
TOTAL			4 days, 7 hours	



3. Issuance of Electrical Permit or Certificate of Final Electrical Inspection (CFEI)

A permit is necessary for the installation of electric power in a construction project.

Office or Division:	Office of the Building Official (OBO)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS FOR ELECTRICAL PERMIT 1 (WITH BP AND OP)	WHERE TO SECURE	
Original Electrical Permit Form (4 copies), completely filled up.	Client	
Electrical Plan	Private Professional	
Photocopy of PTR & PRC ID of Electrical Professionals with 3 original specimen signature	Private Professional	
Original Electrical Barangay Clearance	Barangay	
Photocopy of Building Permit (BP)	OBO	
Photocopy of Occupancy Permit (OP)	OBO	
Photo of site	Client	
If not owned, provide original notarized letter of consent from the lot owner.	Lot Owner	
Provide Duplicate Copy	Client	
CHECKLIST OF REQUIREMENTS FOR ELECTRICAL PERMIT W (WITHOUT BP AND OP)	WHERE TO SECURE	
Original Electrical Permit Form (4 copies), completely filled up	Client	
Original Electrical Layout	Private Professional	
Photocopy of PTR & PRC ID of Electrical Professionals with 3 original specimen signature	Private Professional	
Original Electrical Barangay Clearance	Barangay	
Photocopy of Land Title (TCT)	Registry of Deeds	
Photocopy of Updated Tax Declaration and Tax Receipt	Municipal Assessor's Office	
Photo of site	Client	
If not owned, provide original notarized letter of consent from the lot owner	Lot Owner	
Provide Duplicate Copy	Client	
CHECKLIST OF REQUIREMENTS FOR RECONNECTION/ RELOCATION	WHERE TO SECURE	
Original Electrical Permit (4 copies), completely filled up	Client	
Original Electrical Plan/Layout	Private Professional	



Photocopy of PTR & PRC ID of Electrical Professionals with 3 original specimen signature	Private Professional			
Original Electrical Barangay Clearance	Barangay			
Photocopy of Land Title (TCT)	Registry of Deeds			
Photocopy of Updated Tax Declaration and Tax Receipt	Municipal Assessor's Office			
Photocopy of Site	Client			
Yellow Card from DORELCO	DORELCO			
If not owned, provide original notarized letter of consent from the lot owner	Lot Owner			
Provide Duplicate Copy CFEI	Client			
"Yellow Card" issued by DORELCO/Electrical Service Provider stating "secure CFEI"	DORELCO			
One (1) copy of issued Wiring/ Electrical Permit	OBO			
One (1) set copy of Issued Electrical Plan	Private Professional			
Four (4) sets copy of Compliant AS-BUILT Electrical Plan signed and sealed by owner and all involved professionals	Private Professional			
Clear 3R size Photograph of the completed Service Entrance and Meter Base installation.	Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and all required documents via the One Stop Shop/OBO Terminal and get claim stub.	1. Review, check and assess the completeness of the submitted documents.	None	1 hour	Sorters of the OBO
	1.1. Review, check, and assess the submitted documents, as well as the compliance of the same with the National Building Code and other statutory requirements	None	1 day	Electrical Evaluators of the OBO
	1.2 Conduct site Inspection.	None	1 day	Inspectorate of the OBO



	1.3 If the submitted documents are compliant upon evaluation and inspection, conduct final evaluation and approval of such for assessment; otherwise, endorse application for compliance.	None	2 hours	Section Head of the OBO
	1.4 Assess fees.	None	2 hours	Assessors of the OBO
2. Return on the date indicated in the stub and inquire on the status of the application in the OBO. If the application is ready for payment, pay the required fees; otherwise if the application is for compliance, get the documents, comply with the requirements, and go back to step1.	2. If the application is approved for payment, sign the Order of Payment. If the application is for compliance, direct Officer of the Day to return the documents to the applicant for compliance of the remarks indicated in the correction sheet.	Order of payment shall be based on the schedule of fees prescribed by the DPWH, schedule of fees of the concerned Barangay, Fire Code, Zoning Ordinance, and the Local Revenue Code	30 mins.	Building Official and Officer of the Day
	2.1 If approved, issue Order of Payment to applicant. If for compliance, return the documents to applicant.	None		Officer of the Day
3. Present or submit the Official Receipt (OR) to the	3. Accept the receipt. Process and prepare documents for releasing, which may include printing	None	4 hours	Officer of the Day, Recording Section, and Admin



Officer of the Day.	of the Barangay Clearance, Tax Clearance, Tax Declaration, Building Permit Certificate.			
	3.1 Sign the permit.	None	30 mins.	Building Official or his authorized representative
	3.2. Sort or prepare documents for endorsement to the concerned offices.	None	2 hours	Admin
4. Claim permit and sign logbook or other transmittals for acknowledgment.	4. Release permit to the applicant.	None	1 hour	Releasing Section
TOTAL		None	2 days and 13 hours	



4. Issuance of Mechanical Permit

A Mechanical Permit is necessary before the installation, removal, or alteration of machinery having at least twenty (20) horsepower. A separate permit to operate (Certificate to Operate) is necessary after installation and inspection of the machinery.

Office or Division:	Office of the Building Official (OBO)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized Authorization Letter and Contact Number (For Applicant's Representative) (1 original, and 2 photocopies)		Client		
Applicant's ID (1 original, and 2 photocopies)		Client		
Application forms for Mechanical Permit, signed and sealed by duly licensed professionals and signed by the owners		Private Professional, Client		
Clear photocopies of valid PRC IDs and current PTRs with dry seal and 3 specimen signatures (Blue INK)		Private Professional		
4 sets of complete mechanical plans, details, and computations, signed and sealed by duly licensed professionals and signed by owners		Private Professional, Client		
Barangay Clearance		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and all required documents via the One Stop Shop/OBO Terminal and get claim stub.	1. Review, check and assess the completeness of the submitted documents.	None	1 hour	Sorters of the OBO
	1.1. Review, check and review the submitted documents as well as the compliance of the same with the National Building Code and other statutory requirements.	None	1 day	Mechanical Evaluators of the OBO
	1.2 Conduct Site Inspection.	None	1 day	Inspectorate of the OBO
	1.3 If the submitted documents are	None	1 day	Section Head of the OBO



	compliant upon evaluation and inspection, conduct final evaluation and approval of such for assessment; otherwise, endorse the application for compliance.			
	1.4. Assess the fees.	None	1 day	Assessors of the OBO
2. Return on the date indicated in the stub and inquire on the status of the application in the OBO. If the application is ready for payment, pay the required fees; otherwise if the application is for compliance, get the documents, comply with the requirements, and go back to step 1.	2. If the application is approved for payment, the Order of Payment, sign by the Order of Payment. If the application is for compliance, direct the Officer of the Day to return the documents to the applicant for compliance of the remarks indicated in the correction sheet.	Order of Payment shall be based the schedule of fees prescribed by the DPWH and the Local Revenue Code	30 mins	Building Official and Officer of the Day
	2.1. If the application is approved for payment, issue Order of Payment. If the application is for compliance, return the documents to the applicant.	None		Officer of the Day
3. Present or submit the Official Receipt (OR) to the Officer of the Day	3. Accept and record the receipt. Process and prepare documents for releasing.	None	4 hours	Officer of the Day, Recording Section, and Admin
	3.1. Sign the permit.	None	30 mins.	Building Official or his authorized representative



	3.2. Sort or prepare documents for endorsement to the concerned offices.	None	2 hours	Admin
4. Claim permit and sign logbook or other transmittals for acknowledgement.	4. Release permit to the applicant.	None	1 hour	Releasing Section
TOTAL		None	4 days, 9 hours, & 30 mins.	



MUNICIPAL ENGINEERING OFFICE

Burauen Water Works System External Services



1. Water Connection Installation

This service is provided to applicants for water connection.

Office or Division:	Burauen Water Works System			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen / G2G – Government to Government			
Who may avail:	Residents of Burauen Población / Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Community Tax Certificate		Municipal Treasurer's Office		
Picture of Location		Client		
Application Form		Municipal Engineer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished forms together with the requirements	1.1 Check & Evaluate Application Form	None	5 minutes	BWWS Personnel/ BWWS-in-Charge
	1.2. Set date of Inspection	None		
	1.3. Conduct inspection of the location site	None	30 minutes	
	1.4. Inform to attend Orientation on the schedule date	None	1 minute	
2. Attend Orientation.	2.1 Conduct Orientation of BWWS	Registration Fee: PHP 500	30 minutes	BWWS Personnel/BWWS-in-Charge
		Installation Fee: PHP 600		
		Water meter: PHP 1,800		
		Full payment Inspection Fee: PHP 900		
		Partial Inspection Fee: PHP 150		
		Meter Calibration: PHP 300		
	2.2 Prepare & Issue Order of Payment	None	10 minutes	
3. Pay water Fees	3. Receive payment and Issue Official Receipts	None	5 minutes	Revenue Collection Clerk



4. Submit Official Receipt	4. Photocopy the Official Receipt,, attach to the application form	None	5 minutes	BWWS Personnel/BWW S-in-Charge/ Mun. Engineer/ Mun. Mayor
	4.1. Endorse to the BWWS-in-Charge, Mun. Engr. & Mun. Mayor for approval		20 minutes	
5. Claim approved Permit	5.1 Issue Approved Application Form together with the list of materials needed for water installation	None	1 minute	
6. Comply the materials needed for water connection	7. Install water connection.	None	3 days	
TOTAL		Full Payment: PHP 4,100	4 days & 47 minutes	
		Partial Payment: PHP 3,350		

Note : Water connection may depend on the completion of the materials needed for water meter installation prepared by the newly applicant.



2. Senior Citizen Discount

This service is provided to resident senior citizens, who are entitled to discount.

Office or Division:	Burauen Water Works System			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Residents of Burauen Población / Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photo Copy of Senior Citizen		Client		
Application Form		Municipal Engineer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished forms together with the requirements	1.1 Check & Evaluate Application Form	None	10 minutes	BWWS Personnel/BWWS-in-Charge /Mun. Engineer/ Mun. Mayor
	1.2. Endorse to the BWWS-in-Charge Mun. Engr. & Mun. Mayor for approval.			
TOTAL		None	10 minutes	



Municipal Disaster Risk Reduction Management Office

External Services



1. Emergency Response

The Local Disaster Risk Reduction and Management Office extends emergency response to all residents of Burauen within the Municipal Area of Responsibility. An emergency situation includes, but is not limited to the following: vehicular accidents, non-vehicular accident, home medical emergency and other emergencies that need medical treatments.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Legitimate Call/Text/Personal Report to the Office			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client Call/Text/Personal Report to the Office	1. Receive the Call/Text/Personal Report to the Office	None	2 minutes	Officer of the Day
	1.1. Dispatched the available rescuer/responder.	None	3 minutes	Officer of the Day
TOTAL		None	5 minutes	



2. Emergency and Non-Emergency Transport (within and outside the Municipality)

The Local Disaster Risk Reduction and Management Office extends Emergency and Non-emergency transport assistance to all residents of Burauen within the Municipal Area of Responsibility.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (for direct client/walk-in)		Client		
Request letter from the patient or guardian (for referral from BDH to Tacloban)		Client		
Certification form BDH for unavailability of Ambulance (for referral from BDH to Tacloban)		Client		
Xerox of patient's referral form (for referral from BDH to Tacloban)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement/s	1. Receive and evaluate requirement/s.	None	2 minutes	Officer of the Day
	1.1. Dispatch the available rescuer/responder.	None	5minutes	Officer of the Day
TOTAL		None	7 minutes	



3. Issuance of Certification of Disaster and Calamity victims (for insurance claims and for other legal purposes)

The Local Disaster Risk Reduction and Management Office issues certificates on damages obtained by certain individual or group as a result of any disasters.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification of damages incurred.		Client		
Pictures of Damages with signatures of claimant		Client		
Request letter for the issuance of damages certificates or other certificates similar thereto.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	Response TIME	PERSON RESPONSIBLE
1. Present the requirements.	1. Receive the requirements.	None	2 minutes	Officer of the Day
	1.1. Forward the requirements to the Assistant MDRRMO.	None	5 minutes	Officer of the Day
	1.2. Prepare the certificate and forward it to the MDRRM Officer for signature.	None	3 minutes	Assistant MDRRMO
	1.3. Sign the certificate.	None	1 minute	MDRRMO
2. Claim certificate	2. Release the certificate.	None	1 minute	Officer of the Day
TOTAL		None	12 minutes	



Business Permits and Licensing Office

External Services



1. Issuance of Business Permit (New)

This service is provided to individuals or entities who wish to operate a business and provide transportation for the populace in the locality.

Office or Division:	Business Permits and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Unified Application Form		Business Permit and Licensing Office		
Brgy. Clearance		Barangay (Location of Business)		
Proof of Business Registration : a. DTI Registration (Sole Proprietor) b. SEC (Corporation) c. CDA (Cooperative)		a. Department of Trade and Industry b. Securities and Exchange Commission c. Cooperative Development Authority		
Sanitary Permit		Rural Health Unit		
Locational Clearance		Municipal Planning and Development Council		
Occupancy Permit		Municipal Engineering Office		
Municipal Environment Certificate		Municipal Environment & Natural Resources Office		
Market Clearance (Market Stall Holder)		Market Supervisor's Office		
Tourism Requirements (Tourism Related Business Establishment)		Municipal Tourism Office		
Contract Of Lease (if Renting)		Owner of the Building		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE duly accomplished Unified Form for the issuance of business permit together with the required supporting documents	1. EVALUATE and REGISTER application in the eBPLS	None	5 minutes.	BPLO-Staff
	1.1. PREPARE Tax Assessment and ISSUE Order of Payment	None	30 minutes.	BOSS Assessment Officer
2. PAY taxes, fees and charges	2. ACCEPT payment and Issue Official Receipt (OR)		30 minutes.	BOSS Cashier
3. CLAIM business permit	3. RELEASE approved mayor's permit and clearances	None	30 minutes.	BPLO-Staff
TOTAL			1 hour and 35 minutes	



2. Issuance of Business Permit (Renewal)

This service is provided to individuals or entities who wish to operate a business and provide transportation for the populace in the locality.

Office or Division:	Business Permits and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Basis for computing taxes, fees and charges a. Prior year annual Income Tax Return (photocopy) b. Preceding year Quarterly Income Tax return from 1 st to 3 rd quarter (photocopy)		Bureau of Internal Revenue (BIR)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE duly accomplished Unified Form for the issuance of business permit together with the required supporting documents	1. EVALUATE and REGISTER application in the eBPLS	None	5 minutes	BPLO-Staff
	1.1 PREPARE Tax Assessment and ISSUE Order of Payment	None	45 minutes	BOSS Assessment Officer
2. PAY taxes, fees and charges	2. ACCEPT payment and Issue Official Receipt (OR)		30 minutes	BOSS Cashier
3. CLAIM business permit	3. RELEASE approved mayor's permit and clearances	None	30 minutes	BPLO-Staff
TOTAL			1 hour and 50 minutes	



3. Issuance of Motorized Tricycle Operator's Permit (MTO)

This service is provided to owners of motorized tricycles who wish to operate the same as public transport in the municipality.

Office or Division:	Business Permits and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		Philippine National Police (PNP)		
Brgy. Clearance		Barangay (Owner's Address)		
2x2 ID Picture 2pcs (Operator)				
Medical Certificate		Rural Health Unit (RHU)		
Community Tax Certificate (Operator & Driver)		Revenue Collection Clerk		
OR/CR of MCH		LTO		
Driver's License (Driver)		LTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE duly accomplished Application Form for the issuance of Motorized Tricycle Operator's Permit with required supporting documents.	1. EVALUATE and REGISTER application in the eBPLS	None	10 minutes	<i>BPLO-Staff</i>
	1.1 PREPARE Tax Assessment and ISSUE Order of Payment	None	20 minutes	<i>BPLO-Staff</i>
2. PAY taxes, fees and charges	2. ACCEPT payment and Issue Official Receipt (OR)		10 minutes	<i>BOSS Cashier</i>
3. CLAIM business permit	3. RELEASE approved Motorized Tricycle Operator's Permit	None	30 minutes	<i>BPLO- Staff</i>
TOTAL			1 hour and 10 minutes.	



Municipal Environment and Natural Resources Office

External Services



1. Certificate of No Objection to Tree Cutting Permit Application

This services is provided to individuals who wish to secure a Cutting Permit from the Office of the Community and Natural Resources Office.

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request for No Objection Certificate addressed to the Municipal Mayor		Client		
Barangay Resolution/ Certification of No Objection		Barangay where tree concerned is located		
Proof of ownership of tree (copy)		Client		
Photo of the tree for which a Cutting Permit is sought		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request and other requirements.	1. Receive Letter Request and other requirements.	None	5 minutes	MENRO Designate
	1.1. Check requirements submitted for completeness.	None	10 minutes	MENRO Designate
	1.2. Set a schedule for the conduct of inspection.	None	10 minutes	MENRO Designate
	1.3. Inform client of schedule for inspection.	None	1 minute	MENRO Designate
	1.4. Conduct inspection of the tree concerned.	None	1 day*	MENRO Designate
2. Receive Certificate of Objection, if any. Otherwise, proceed to Step 3.	2. Prepare and issue Certificate of Objection, if there is cause. Otherwise, refer client to revenue clerk for payment of necessary fees.	None	5 minutes	MENRO Designate
3. Pay necessary fees.	3. Receive payment and	PHP 110	5 minutes	Revenue Collection Officer



	issued Official Receipt.			
2. Claim Certificate of No Objection.	3. Release a copy of the SB Resolution to client	None	5 minutes	MENRO Designate
TOTAL		PHP 110	1 day and 31 minutes	

** Inspection is at least 1 day, depending on the distance of the area.*



Human Resource Management Office

External Services



1. Receiving of Application Letters

This is a service where the HRMO has to look into the completeness of the documents being submitted by the applicants. The action may be denied or accepted.

Office or Division:	Human Resources Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter		Client		
Duly accomplished Personal Data Sheet (CS Form No. 212, Revised 2017)		Download form from the CSC website		
Performance rating in the last rating period (if applicable)		Previous employer or current agency		
Photocopy of Certificate of Eligibility, rating/license (if applicable)		Client		
Photocopy of Transcript of Records		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter with supporting documents	1. Receive and evaluate the Application Letter and supporting documents.	None	1 day	Human Resources Management Officer
	1.2. Conduct preliminary evaluation of the qualification of the client.			
	1.3. Notify applicant of the outcome of the preliminary evaluation.			
	1.4. Submit the selection lineup to the Personnel Selection Board (PSB).			
	1.5. Make a systematic assessment of the competence and qualification of candidates. Submit the list of candidates recommended for appointment to Mayor.	None	4 hours	Personnel Selection Board
	1.6. Notify qualified applicant.		10 minutes	Human Resources Management Officer
TOTAL		None	1 day, 4 hours and 10 minutes	



Human Resource Management Office

Internal Services



1. Application for Leave

The Application for Leave is proof that the employee is absent from his/her office. It might be on account of sickness on the part of the employee, or any member of his/her immediate family, or for personal reasons.

Office or Division:	Human Resources Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All permanent, coterminous, casual, and elective officials of the LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Leave Application Form signed by client's Department Head		Human Resources Management Officer (HRMO)		
Letter of Intent (for the monetization of leave)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Leave Application Form signed by Department Head to HRMO	1. Receive the accomplished Leave Application Form	None	5 minutes	Human Resources Management Officer
	1.2 Compute availability of leave credits.			
	1.1 Sign the Leave Application Form for endorsement to the Municipal Mayor			
	1.2 Approve request.	None	2 minutes	Municipal Mayor
2. Receive approved Leave Application Form	2.1 File for office copy and release approved Leave Application Form to client.	None	1 minute	Human Resources Management Officer
TOTAL		None	8 minutes	



2. Authentication of Photocopied Documents

This services involves the legalization of copies of documents in the absence of the original documents per available record in the employees' 201 file or data presented.

Office or Division:	Human Resources Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All LGU officials and employees (active and separated)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Requisition Slip		Human Resources Management Officer (HRMO)		
Document to be authenticated		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Requisition Slip and document for authentication to HRMO	1. Receive the accomplished Requisition Slip and document for authentication.	None	5 minutes	Human Resources Management Officer
	1.2. Check records for availability of original of document for authentication.	None		
	1.3. Compare document submitted with the original.	None		
	1.4. Stamp Certified True Copy and sign the document.	None		
2. Receive authenticated document.	2. Release authenticated document to client.	None	1	Human Resources Management Officer
TOTAL		None	6 minutes	



3. Issuance of Service Record

The Human Resource Management Officer issues Service Records indicating the inclusive dates of actual service rendered, designation, status of appointment, annual salary, and its adjustment records of leave without pay.

Office or Division:	Human Resources Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All LGU officials and employees (active and separated)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Requisition Slip		Human Resources Management Officer (HRMO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Requisition Slip.	1. Receive and evaluate the accomplished Requisition Slip.	None	5 minutes	Human Resources Management Officer
	1.2. Print the Service Record.	None		
	1.3. Sign the Service Record.	None		
	1.4. Approve the Service Record	None	2 minutes	Municipal Mayor
2. Receive Service Record	2. Release Service Record to client.	None	1	Human Resources Management Officer
TOTAL		None	8 minutes	



4. Issuance of Various Certifications

A certification is issued to an individual needing this document per available record in this office. Information indicated on the face of the certification depends on the needed data.

Office or Division:	Human Resources Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All permanent, coterminous, casual, and elective officials of the Municipal Government of Burauen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Requisition Slip		Human Resources Management Officer (HRMO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Requisition Slip and document for authentication to HRMO	1. Receive the accomplished Requisition Slip and document for authentication.	None	5 minutes	Human Resources Management Officer
	1.2. Check records for availability of records on data needed	None		
	1.3. Prepare certificate.	None		
	1.4. Authenticate document.	None		Municipal Mayor
2. Receive authenticated document.	2. Release authenticated document to client.	None	1	Human Resources Management Officer
TOTAL		None	6 minutes	



Public Employment Services Office

External Services



1. Issuance of Certificate of No Objection

This certificate is issued to recruitment agencies/ companies permitting them to conduct a Special Recruitment Activity (SRA) in the Municipality of Burauen whether for overseas or local employment.

Office or Division:	Public Employment Services Office (PESO)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Any Registered Recruitment Agency/ Company			
CHECKLIST OF REQUIREMENTS FOR OVERSEAS		WHERE TO SECURE		
Letter of Intent/Request		Client		
POEA License (1 copy)		Philippine Overseas Employment Administration (POEA)		
Affidavit of Undertaking (1 original copy)		Client		
Authorization from the General Manager of the Agency/ Company (1 original copy)		Client		
Special Recruitment Authority (SRA) from the POEA (1 copy)		Philippine Overseas Employment Administration (POEA)		
Special Recruitment Authority (SRA) from the DOLE (1 copy)		Department of Labor and Employment (DOLE)		
List of Job Orders Available (current balance, salary, destination countries, principal employers) (1 original copy)		Philippine Overseas Employment Administration (POEA)		
CHECKLIST OF REQUIREMENTS FOR LOCAL		WHERE TO SECURE		
Letter of Intent/Request		Client		
SEC/ DTI Registration		Securities and Exchange Commission (SEC)/ Department of Trade and Industry (DTI)		
List of Job Vacancies (with list of qualifications and requirements)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary requirements.	1. Receive and evaluate requirements submitted for legitimacy.	None	5 minutes	Exec. Receptionist
	1.1. Forward to Mayor for approval.	None	1 minute	Exec. Receptionist
	1.2. Approve and sign Letter of Intent/Request.	None	5 minutes	Municipal Mayor
	1.3. Forward documents to PESO.	None	1 minute	Municipal Mayor



	1.4. Prepare Certificate of No Objection.	None	5 minutes	PESO Focal Person
	1.5. Forward certificate to Mayor for signature.	None	1 minute	PESO Focal Person
	1.6. Sign certificate.	None	1 minute	Municipal Mayor
2. Receive certificate.	2. Release certificate to client.	None	1 minute	PESO Focal Person
TOTAL		None	20 minutes	



2. Issuance of Referral

This is issued to jobseekers/ job applicants requesting for a referral to a company for possible employment.

Office or Division:	Public Employment Services Office (PESO)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Jobseekers/ Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent/Request		Client		
Resume/ Bio Data / Personal Data Sheet (1 original copy and 1 photocopy)		Client		
Transcript of Records (TOR) or Evaluation Form or School Card (1 original copy and 1 photocopy)		School where client studied		
Diploma (1 original copy and 1 photocopy)		School where client studied		
NBI/ Police Clearance (1 copy and 1 photocopy)		National Bureau of Investigation (NBI)/ Philippine National Police (PNP)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Receive and evaluate requirements.	None	5 minutes	PESO Focal Person
	1.1. Prepare a Recommendation Letter.	None	5 minutes	PESO Focal Person
	1.2. Forward Recommendation Letter to Mayor for signature.	None	1 minute	PESO Focal Person
	1.3. Sign Recommendation Letter.	None	5 minutes	Municipal Mayor
2. Receive Recommendation Letter	1.4 Release Recommendation Letter to client.	None	1 minute	PESO Focal Person
TOTAL		None	17 minutes	



3. Special Program for the Employment of Students (SPES)

This program is provided to poor but deserving students, out of school youths, or dependents of displaced or would be displaced workers.

Office or Division:	Office of the Municipal Mayor			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen; G2C – Government to Government			
Who may avail:	All			
CHECKLIST OF GENERAL REQUIREMENTS		WHERE TO SECURE		
Letter of Intent/Request		Client		
Birth Certificate (1 photocopy)		Philippine Statistics Office		
Any of the following: <ul style="list-style-type: none"> • Latest Income Tax Return (ITR) of parents/ legal guardian (photocopy) • Certificate of Indigence (original) • Certificate of Low Income (original) 		Bureau of Internal Revenue Barangay where client resides Barangay/ DSWD where client resides		
CHECKLIST OF REQUIREMENTS FOR STUDENTS		WHERE TO SECURE		
Photocopy of proof of average passing grade such as: <ul style="list-style-type: none"> • Class Card • Form 138 of the previous semester or year immediately preceding the application 		School/ Registrar		
Original copy of Certification by the School Registrar as to passing grade in the immediately preceding semester/ year if grades are not yet available.		School Registrar		
CHECKLIST OF REQUIREMENTS OUT OF SCHOOL YOUTHS (OSY)		WHERE TO SECURE		
Original copy of the Certification as OSY		DSWD or authorized barangay official where client resides		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up SPES Application Form.	1. Receive and evaluate SPES Application Form.	None	3 minutes	PESO Staff
	1.1. Ask client to fill up Oath of Undertaking and Employment Contract.	None	1 minute	



2. Fill up Oath of Undertaking and Employment Contract and pay GSIS Insurance.	2. Receive duly accomplished Oath of Undertaking and Employment Contract.	None	3 minutes	
	2.1. Collect GSIS Insurance fee.	PHP 50	1 minute	
	2.2. Prepare Employer's Pledge of Commitment and forward to Budget Office for signature.	None	5 minutes	
	2.3. Sign Employer's Pledge of Commitment and forward to PESO Focal Person.	None	3 minutes	Budget Officer & Witness
	2.4. Sign Employer's Pledge of Commitment and forward to Mayor for signature.	None	1 minute	PESO Focal Person
	2.5. Sign Employer's Pledge of Commitment	None	5 minutes	Municipal Mayor
	2.3. Submit documents and GSIS Insurance Fee the following day to DOLE. Wait for DOLE to process client's application.	None	10 days	PESO Staff
	2.4. Receive go signal from DOLE regarding starting date of client.	None	5 minutes	
	2.4. Inform client of acceptance and his/her starting date.	None	1 minute	
TOTAL		PHP 50	12 days	



Municipal Tourism Office

External Services



1. Municipal Tourism Office Certificate of Compliance

The Certificate of Compliance from the Municipal Tourism Office is issued to all Tourism Establishments as requirement for registration of business under the Business Permit and Licensing Office. The certificate contains the Business Name of the tourism establishment and certifies that it is compliant to the basic requirements under the Tourism Code of Burauen, Leyte.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business;			
Who may avail:	Tourism Establishment Owners/Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOR NEW APPLICANT: TOURISM ESTABLISHMENT				
Completely filled-up Unified Business Permit Application Form	Business Permit and Licensing Office			
Legal Identity Certificate (DTI / SEC / CDA) (1 Photocopy)	DTI / SEC / CDA			
Barangay Clearance (1 Photocopy)	Barangay Hall concerned			
Printed photo of physical requirements in accordance with the Minimum Health Protocols	Checklist from the Tourism Office			
List of employees	Client			
<i>-Additional Requirement for Travel Agency Surety Bond with 500,000 insurance coverage (1 Photocopy)</i>	Bonding Agencies/Companies			
A. FOR RENEWAL APPLICANT : TOURISM ESTABLISHMENT				
Completely filled-up Unified Business Permit Application Form	Business Permit and Licensing Office			
Legal Identity Certificate (DTI / SEC / CDA) (1 Photocopy)	DTI / SEC / CDA			
Barangay Clearance (1 Photocopy)	Barangay Hall concerned			
Compliant Assessment of the previous year inspection	Tourism Office			
Updated list of employees	Client			
Monthly and annual visitors arrival data	Client			
<i>-Additional Requirement for Travel Agency Surety Bond with 500,000 insurance coverage (1 Photocopy)</i>	Bonding Agencies/Companies			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Unified Business Permit Application Form from the Business One Stop Shop	1. Give Unified Business Permit Application Form to the client.	None	1 minute	BOSS Assistance Desk



(BOSS) Assistance Desk.				
2. Submit the Application form together with the requirements for registration.	2.1 Receive the application form.	None	1 minute	Tourism Staff/Assistant
	2.2 Review/ assess the requirements submitted.	None	2 minutes	Tourism Staff/Assistant
	2.3 Enter fees in the BOSS system.	None	1 minute	Tourism Staff/Assistant
3. Wait for the release of assessment for payment.	3. Release assessment to the client.	none	1 minute	BOSS Assistant
4. Pay the assessment at the cashier.	4. Receive payment and issue official receipt	PHP 1,000*	2 minutes	Revenue Collection Clerk
5. Claim Certificate of Compliance	6. Release Municipal Tourism Office Certificate of Compliance	None	1 minute	Tourism Staff/Assistant
7. Sign the logbook and fill-out client satisfaction survey form	7. Prepare the logbook	None	1 minute	BOSS Assistance Desk
	TOTAL	PHP 1,000	10 minutes	

* To be paid together with other payables for business registration.



2. Tour Guide Registration and Licensing

This Certificate of Registration from the Municipal Tourism Office is issued to all local tour guides as requirement to operate or render service in the municipality, and is given to applicants who submitted the minimum requirements and paid the corresponding registration fee.

This is in compliance to the basic requirements under the Tourism Code of Burauen, Leyte.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business;			
Who may avail:	Tour Guides			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
REQUIREMENTS FOR NEW TOUR GUIDE REGISTRATION				
Proof that applicant has passed the seminar for tour guides duly conducted by DOT or other government agencies	DOT or other government agencies			
Medical Certificate	RHU/ any health center or clinic			
Vaccination Certificate	DOH			
Latest Income Tax Return	BIR			
NBI Clearance / Police Clearance	NBI/PNP			
Barangay Clearance (1 Photocopy)	Barangay Hall concerned			
Additional requirements: For alien applicants, 1. Proof of employment by duly licensed agency, permit to work, or registration certificate from DOLE. 2. Properly authenticated certification by the proper official of the locality to engage in the provision of tourism services	DOLE Barangay Hall concerned			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form or Tour Guide Registration Form	1. Give application form to client	None	1 minute	Tourism Staff
2. Submit properly filled out Application Form together with the requirements	2.1 Receive the Application Form and requirements	None	1 minute	Tourism Staff
	2.2 Review and assess the documents submitted	None	2 minutes	Tourism Staff
3. Wait for the release of assessment	3. Release the assessment	None	1 minute	Tourism Staff



4. Payment at the cashier	4. Receive payment and issue Official Receipt	PHP 300	3 minutes	Revenue Collection Clerk
5. Present Official Receipt to the Office of the Municipal Tourism	5. Receive the Official Receipt	None	1 minute	Tourism Staff
	5.1 Print Certificate of Registration	None	2 minutes	Tourism Staff
	5.2 Sign Certificate of Registration	None	1 minute	Tourism Officer
6. Claim Certificate of Registration	6. Issue Certificate of Registration	None	1 minute	Tourism Staff
7. Sign the logbook and fill-out client satisfaction survey form	7. Prepare the logbook	None	1 minute	Tourism Staff
TOTAL		PHP 300	14 minutes	

**Processing time starts upon acceptance of application with complete requirements.*



Office of the Market Supervisor

External Services



1. Mayor's Permit – New Application

This is issued to individuals who wish to sell their products in the Public Market.

Office or Division:	Office of the Market Supervisor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Residence Certificate		Municipal Treasurer's Office/ Office of the Market Supervisor		
Barangay Clearance		Barangay		
Valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for new applicants	1. Receive and evaluate requirements.	None	5 minutes	Market Staff
2. Pay necessary fees	2. Compute corresponding fees.	Dry goods/ ukay-ukay etc.: PHP 1,852/sqm per year Vendors of other goods: PHP 1,052/sqm per year	10 minutes	Market Staff
3. Claim Mayor's Permit	3. Issue and release Mayor's Permit	None	10 minutes	Market Staff
TOTAL		Dry goods/ ukay-ukay etc.: PHP 1,852/sqm per year Vendors of other goods: PHP 1,052/sqm per year	25 minutes	



2. Mayor's Permit - Renewal

This is issued to individuals who wish to continue selling their products in the Public Market.

Office or Division:	Office of the Market Supervisor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Residence Certificate		Municipal Treasurer's Office/ Office of the Market Supervisor		
Barangay Clearance		Barangay		
Valid ID		Client		
Old Mayor's Permit		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for old applicants.	1. Receive, evaluate/review requirements submitted	None	5 minutes	Market Staff
2. Pay necessary fees	2. Compute corresponding fees	Dry goods/ ukay-ukay etc.: PHP 1,852/sqm per year Vendors of other goods: PHP 1,052/sqm per year	10 minutes	Market Staff
3. Claim Mayor's Permit	3. Issue and release Mayor's Permit.	None	10 minutes	Market Staff
TOTAL		Dry goods/ ukay-ukay etc.: PHP 1,852/sqm Per year Vendors of other goods: PHP 1,052/sqm per year	25 minutes	



3. Tax Clearance Certificate

This is issued to prove fully and timely payment of taxes, and compliance with tax laws.

Office or Division:	Office of the Market Supervisor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay Tax Clearance	1. Issued Official Receipt	PHP 120	5 minutes	Market Staff
2. Claim Tax Clearance Certificate	2. Release Tax Clearance Certificate	None	2 minutes	Market Staff
TOTAL		PHP 120	17 mins.	



Bureau Police Station

External Services



1. Renewal of MCH Franchise

Renewal of MCH Franchise is issued to the Operator/ Driver of MCH who has complied with the requirements specified by the Burauen Police Station and BPLO, and has passed the MCH Inspection conducted by Burauen PNP Personnel.

Office or Division:	Burauen Police Station			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	MCH franchise operator/ driver			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
O.R/ C.R (Xerox copy)		Client		
Mayor's Permit (Xerox copy)		Mayor's Office		
2x2 picture		client		
Driver's license (Xerox copy)		client		
Community tax		Municipal Treasurer's Office		
Police clearance		Burauen Police Office		
Acetate , Face Shield and Face mask		client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach NUP / Police Officer assigned at BPLO to get requirements and forms of MCH Franchise Renewal	1. Give the corresponding requirements to the client and give further instructions for the next step of the process	None	5 minutes	NUP/Police Officer
2. Fill up forms provided by personnel in charge.	2. Receive and check completeness of documentary requirements and forms.	None	5 minutes	NUP/Police Officer
3. Proceed to Police station for the MCH inspection . Present the filled up forms to the Officer In charge	3. Conduct Inspection of MCH (Based on the checklist. Once the MCH passes the inspection, record the name of the operator/ driver in the PNP Logbook as "complied".		15 minutes	Signatory Police Officer
4. Proceed to Municipal Treasurer's Office for payment.	4. Receive payment and issue Official Receipt.	PHP 192	5 minutes	Revenue Collection Officer
TOTAL		PHP 192	30 minutes	



2. Police Clearance

Police clearance is issued to anyone residing in Burauen for whatever legal purpose he intends to use it, with the condition that he/ she has no pending case or derogatory record upon checking of Burauen Police Office and Municipal Trial Court of Burauen, Leyte.

Office or Division:	Burauen Police Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen/ G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Barangay		
MTC Clearance		Municipal Trial Court		
Cedula		Municipal Treasurer's Office		
Police Clearance Receipt		Municipal Treasurer's Office		
2x2 picture, folder and fastener		client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements to the Burauen Police Station.	1. Receive and check for authenticity of the documents presented.	None	5 minutes	NUP/Police Officer
2. Proceed to Municipal Treasurer's Office to process payment.	2. Receive payment.	PHP 192	5 minutes	MTO Cashier
3. Present receipt of the payment made, together with clients ID.	3. Input client information	None	5 minutes	NUP/Police Officer
4. Affix signature and thumbmark.	4. Issue police clearance to the client.	None	15 minutes	NUP/Police Officer
TOTAL		PHP 192	30 minutes	



1. Fire Safety Evaluation Clearance (FSEC)

The Fire Safety Evaluation Clearance (FSEC) is a prerequisite for the issuance of Building Permit by the Office of the Building Official, upon determination that design and Permit by the Office of the Building Official, upon determination that design and specification is in accordance with RA 9514 and its IRR.

Office or Division:	Bureau Central Fire Station			
Classification:	Simple to Complex and Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form for FSEC		Bureau Fire Protection		
Unified Application Form		Office of the Building Official		
Three (3) sets of the following 1) Architectural documents 2) Civil documents 3) Electrical documents 4) Mechanical documents 5) Plumbing documents 6) Electronics documents 7) Sanitary documents 8) Fire Protection documents		Client		
One (1) set of estimate value of the building/ structure or facilities (materials and labor cost)		Client		
Copy of valid PRC Professional License of all involved professionals		Client		
Fire Safety Compliance Report (FSCR)		Bureau of Fire Protection		
Fire Safety Clearance for welding, cutting and other hot work operations (if required) shall be secured: 1.) Annual – for business establishments requiring almost daily repair or maintenance due to its nature of business or operations 2.) Per Project Duration – for new construction or renovation (during construction) <i>Note: This clearance should be applied for during construction/ inspection.</i>		Bureau of Fire Protection		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form together with all	1. Issue queuing number, check completeness of documents and	None	10 minutes	Fire Officer 1



required documents stated in the checklist of requirements.	record the details of applicant, e.g., Name of applicant, date of application.			
2. Receive queuing number and wait for number to be called by FCA for the release of Order of Payment. Upon receipt of the OPS, proceed to the payment window.	2. Compute the fire code fees/taxes, call the applicant queuing number and issue Order of Payment.	None	10 minutes	Fire Officer I
3. Present the OPS and pay the corresponding Fire Code Fees indicated in the Order of Payment.	3. Collect the payment and issue Official Receipt (OR).	Application Fee: PHP 200 plus 0.1% of the verified estimated value of building/ structure/ facility; but should not exceed PHP 50,000	5 minutes	Fire Officer 3
4. Proceed to releasing window and claim the stub by presenting the OR. Note: Releasing date and time of	4. Check copy of OR, record in the official logbook/ log sheet the details of the payment, (e.g., OR number, amount paid, etc.) and release claim stub.	None	5 minutes	Fire Officer 3



FSEC is indicated in the claim stub.	4.1. Conduct evaluation and inspection.	None	Twenty (20) days*	Fire Officer I
4. On the date of release indicated in the Claim Stub, present the Claim Stub to the releasing window and claim the Notice of Disapproval (NOD) or FSEC for Certificate of Occupancy and acknowledge receipt in the Official Logbook/ Log Sheet.	4. Release the FSEC for Certificate of Occupancy.	None	5 minutes	Fire Officer I
TOTAL		Application Fee: PHP 200 plus 0.1% of the verified estimate d value of building/ structure / facility; but should not exceed PHP 50,000	20 days* and 35 minutes	

* Simple Transaction – Three (3) days
 Complex Transaction – Seven (7) days
 High Technical Transaction – Twenty (20) days



2. Fire Safety Inspection Certificate (FSIC)

The Fire Safety Inspection Certificate (FSIC) shall be issued by the C/MFM having jurisdiction as a prerequisite for the issuance of Certificate of Occupancy, Business Permits or Permit to Operate, licenses and other permits.

Office or Division:	Burauen Central Fire Station			
Classification:	Simple to Complex and Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form for FSIC		Bureau of Fire Protection		
Unified Application Form		Business Processing Licensing Office (BPLO)		
Endorsement from the Office of the Building Official (OBO), if applied in Fire Station/ Lone District Fire Office		Office of the Building Official		
Certificate of Completion		Office of the Building Official		
Certified true copy of assessment fee for securing Certificate of Occupancy from OBO, if applied in Fire Station/ Lone District Fire Office		Bureau Fire Protection		
Certified true copy of valid Certificate of Occupancy, if applied in Fire Station/ Lone District Fire Office		Bureau of Fire Protection		
Assessment of Business Permit Fee/ Tax assessment bill from Business Processing Licensing Office (BPLO)		Business Processing Licensing Office (BPLO)		
Fire Safety Compliance Commissioning Report (FSCCR)		Bureau of Fire Protection		
As built plan (if there are changes/modifications/alterations/a mendments in the approve building plans)		Client		
Copy of Fire Insurance, if any		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the application form and submit the same with all required documents stated	1. Issue queuing number, check completeness of documents and record		10 minutes	Fire Officer I



in the checklist of requirements.	the details of applicant (e.g., Name of applicant, date of application)			
2. Receive queuing number and wait for number to be called by FCA for the release of Order of Payment. Upon receipt of the OPS, proceed to the payment window.	2. Compute the fire code fees/taxes, call the applicant queuing number and issue Order of Payment.		10 minutes	Fire Officer I
3. Present the OPS and pay the corresponding Fire Code Fees indicated in the Order of Payment.	3. Collect the payment and issue Official Receipt (OR).	15% of all fees charged by LGU but in no case shall be lower than PHP 500 Other fees, if applicable, compute the appropriate fees in accordance with Section 12.0.0.4 of the RIRR of RA 9514 (e.g. storage, conveyance, hot works, etc.)	10 minutes	Fire Officer 3
4. Proceed to releasing window and claim the stub by presenting the OR. Note: Releasing date and time of FSIC is indicated in the claim stub.	4. Check copy of OR, record in the official logbook/ log sheet the details of the payment, (e.g., OR number, amount paid,	None		



	etc.) and release claim stub.			
	4.1. Conduct Evaluation/ Inspection	None	20 days*	Fire Officer 1
5. On the date of release indicated in the Claim Stub, Present the Claim Stub to the releasing window, claim the Notice of Disapproval (NOD) or FSIC for Certificate of Occupancy/ FSIC for Business Permit (new/renewal) and acknowledge receipt in the Official Logbook/ Log Sheet.	5. Release the FSIC for Certificate of Occupancy/ FSIC for Business Permit (new/renewal).	None	5 minutes	Fire Officer 1
	TOTAL	15% of all fees charged by LGU but in no case shall be lower than PHP 500 Other fees, if applicable, compute the appropriate fees in accordance with Section 12.0.0.4 of the RIRR of RA 9514 (e.g. storage, conveyance, hot works, etc.)	20 days* and 35 minutes	

* Simple Transaction – Three (3) days
 Complex Transaction – Seven (7) days
 High Technical Transaction – Twenty (20) days



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish Feedback Form available in the offices and drop it at the designated drop box at the Public Assistance and Complaints Desk. Clients may also send feedback via text message to this number: 09560938483.
How feedbacks are processed	Every Friday, the Human Resource Management Officer (HRMO) opens the drop box, compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant office/s, which shall answer the feedback with three (3) business days. The answers are then relayed to the inquiring client. For follow-ups, clients may contact this number: 09560938483.
How to file a complaint	Accomplish Complaint Form and drop it at the designated drop box at the Public Assistance and Complaints Desk. Complaints can also be filed via text message.
How complaints are processed	The HRMO opens the complaints drop box on a daily basis and evaluates each complaint. Upon determination that the complaint merits investigation, the HRMO shall forward the complaint to the relevant office and require them to explain. The HRMO shall issue an Investigation Report and submit the same to the Municipal Mayor for appropriate action. For inquiries and follow-ups, clients may contact this number: 09560938483.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph : 1-ARTA (2768) PCC: 8888 CCB: 0908-881-6565 (SMS)



List of Offices

Office	Address	Contact Information
Office of the Municipal Mayor	Municipal Hall, Sto. Niño St., Burauen, Leyte	09462270688
Office of the Sangguniang Bayan	Municipal Hall, Sto. Niño St., Burauen, Leyte	09619287321
General Services Office	Municipal Hall, Sto. Niño St., Burauen, Leyte	09201201613
Municipal Budget Office	Municipal Hall, Sto. Niño St., Burauen, Leyte	09985398473
Municipal Planning and Development Office	Municipal Hall, Sto. Niño St., Burauen, Leyte	09615829272
Municipal Accounting Office	Municipal Hall, Sto. Niño St., Burauen, Leyte	09083240628
Municipal Assessor's Office	Municipal Hall, Sto. Niño St., Burauen, Leyte	09952005486
Office of the Municipal Civil Registrar	Municipal Hall, Sto. Niño St., Burauen, Leyte	09479619663
Municipal Treasurer's Office	Municipal Hall, Sto. Niño St., Burauen, Leyte	09166178731
Office of the Municipal Health Officer	Municipal Hall, Sto. Niño St., Burauen, Leyte	09173246765
Municipal Agriculture Office	Municipal Hall, Sto. Niño St., Burauen, Leyte	09461971663
Municipal Social Welfare and Development Office	Municipal Hall, Sto. Niño St., Burauen, Leyte	09998821752
Municipal Engineer's Office	Municipal Hall, Sto. Niño St., Burauen, Leyte	09199849105
Municipal Disaster Risk Reduction Management Office	Municipal Hall, Sto. Niño St., Burauen, Leyte	09129391935
Business Permit and Licensing Office	Municipal Hall, Sto. Niño St., Burauen, Leyte	09761250723
Municipal Environment and Natural Resources Office	Municipal Hall, Sto. Niño St., Burauen, Leyte	09272042034
Human Resource Development Office	Municipal Hall, Sto. Niño St., Burauen, Leyte	09560938483
Public Employment Services Office	Municipal Hall, Sto. Niño St., Burauen, Leyte	09560938483
Municipal Tourism Office	Municipal Hall, Sto. Niño St., Burauen, Leyte	09369875353
Bids and Awards Committee	Municipal Hall, Sto. Niño St., Burauen, Leyte	09201201613
Office of the Market Supervisor	San Roque St., District 8, Burauen, Leyte	09485990836



Burauen Police Station	Municipal Compound, Sto. Niño St., Burauen, Leyte	09771370244
Burauen Central Fire Station	Municipal Compound, Sto. Niño St., Burauen, Leyte	09676636100