



MUNICIPALITY GOVERNMENT OF STA. MAGDALENA

CITIZEN'S CHARTER 2020 (2nd Edition)



website: www.stamagdalena.gov.ph email address: lgu.smmo@gmail.com contact no: +639174504092



MUNICIPAL GOVERNMENT OF STA. MAGDALENA

CITIZEN'S CHARTER

2020 (2nd Edition)

I. MANDATE

As mandated by RA 1760 or Local Government Code of 1991, the Local Government Unit of Sta. Magdalena is committed to ensure the preserv3ation and enhancement of culture, promotion of health and safety, right of people to balanced ecology, development of technological capabilities, improvement of public morals, economic prosperity and social justice, full employment of its residents, peace and order and the convenience of its inhabitants.

II. VISION

Santa Magdalena, the Paradise of Sorsogon, a prime agriecotourism destination where resilient, empowered and God-loving Busainganons enjoy sustainable economy, ecologically balanced environment and well planned infrastructures with transparent, competent and gender-sensitive governance.

III. MISSION

We will improve the quality of life of Busainganons through effective implementation of well-defined development plans.

IV. SERVICE PLEDGE

We, the officials and employees of the Municipal Government of Sta. Magdalena, commit to:

- Discharge our duties and responsibilities with utmost excellence, professionalism, integrity and transparency;
- Respond to the needs of all our clients with courtesy, effectiveness and efficiency without discrimination;
- Promote client satisfaction and continually improve our service delivery;

- Extend priority assistance to clients who are Senior Citizens, Persons with Disability and Pregnant Women; and
- Attend to all applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of the official working hours and during lunch break shall be attended to.

5

LIST OF SERVICES

LIST OF SERVICES			15	Application of Petition for Correction of Clerical Error (RA 9048)	44
Offic	e of the Municipal Mayor		16	Correction of Date and Month Birth and Change of Gender of a Person	47
	rnal Services		17	Endorsement of Civil Registry Documents	50
1	Issuance of Mayor's Clearance	13	18	Issuance of Certified Transcription Copies of Birth, Death and Marriage	51
Offic	e of the Sangguniang Bayan		19	Legitimation by Subsequent Marriage of Parents	53
	rnal Services		20	Legitimation of Children Born to Parents Below	
2	Accreditation of Civil Society and Non-Government			Marrying Age (RA 9858)	55
_	Organization	17	21	Registration of Application for Marriage License	57
3	Approval of Tricycle Franchise	19	22	Registration of Birth of Illegitimate Children	59
4	Conduct of Administrative Proceedings/Investigation	21	23	Registration of Birth of Legitimate Children	62
5	Issuance of Certified Copy of Legislative Document	23	24	Registration of Certificate of Marriage	65
	1,7		25	Registration of Death Certificate	68
Inter	nal Services				
6 Review of Annual and Supplemental Budget for the		Offic	e of the Municipal Assessor		
	Operations of the Municipal Government	25	Exte	rnal Services	
7	Review of Budget and Ordinances for Operations of		26	Issuance of Certificate as to No Real Property	71
	Barangay Government	27	27	Issuance of Certificate as to No Improvement	72
			28	Issuance of Certificate of Total Landholdings	73
Offic	e of the Municipal Treasurer		29	Issuance of Certificate of Solvency	74
Exte	rnal Services		30	Issuance of Certified True Copy of Tax Declaration	75
8	Acceptance of Payment for Traffic Citation Ticket	31	31	Issuance of Field Appraisal and Assessment Sheet	
9	Application for New and Renewal of Municipal			(FAAS) for Transfer of Real Property (Agricultural)	76
	Pedicab Operator's Permit (MPOP)	32	32	Issuance of Field Appraisal and Assessment Sheet	
10	Application for New and Renewal of Motorized Tricycle	22		(FAAS) for Transfer of Real Property (Residential and Commercial)	77
4.4	Operator's Permi (MTOP) Issuance of New and Renewal of Business License	33	33	Issuance of Field Appraisal and Assessment Sheet	11
11	and Permit	34	33	(FAAS) for Re-assessment and Re-classification of	
12	Issuance of Real Property Tax (RPT) Clearance	36		Real Property	79
	iodanice of real Property Pax (IVI T) Globianice				
Offic	e of the Municipal Registrar		Offic	e of the Municipal Health	
	rnal Services		Exte	rnal Services	
13	Allowing Illegitimate Children to Use the Surname of		34	Direct Sputum Sample Microscopy (DSSM)	83
	their Father (RA 9255)	39	35	Expanded New Born Screening (ENBS)	84
14	Application of Petition for Change of First Name	41	36	Issuance of Health Card	85
	(RA 9048)		37	Issuance of Medical Certificate	87
			38	Issuance of Permit to Transfer Cadaver	89

..... 89

39	Issuance of Sanitary Permit	91		e of the Municipal Agriculturist	130
40	Normal Spontaneous Delivery (NSD)	92		rnal Services	404
41	Outpatient Dispensary (OPD)	93	57 58	Provision of Animal Health Services Provision of Fishpond Production Management	131 132
42	Referred Prenatal Care Services from Barangay		59	Provision of Vegetable Seeds/Planting Materials	132
	Health Stations	95	60	Registry System for Basic Sector in Agriculture	
43	Request for Other Laboratory Tests	97		(RSBSA)	133
44	Stool Laboratory Examination (Fecalysis)	98			
45	Urine Laboratory Examination (Urinalysis)	99	and l	e of the Municipal Disaster Risk Reduction Management rnal Services	
Office	of the Municipal Social Welfare and Development		61	Provision of Disaster Risk Reduction and	
	aal Services		0.	Management-Related Trainings	137
46	Issuance of Certificate of Indigency	101	62	Provision of Resource Person	139
47	Issuance of PWD ID and Booklet	102	63	Conduct of Drill and Simulation Exercises	140
48	Issuance of Senior Citizen ID and Booklet	103	64	Emergency Response	141
49	Issuance of Solo Parent ID	104			
50	Preparation and Issuance of Social Case Study	104	Gene	eral Services Office	
50	Report and Referral	106		rnal Services	
51	Processing and Release of Assistance to Individual/ Families in Crisis Situation (AICS)	108	65	Borrowing of Tools and Equipment and All Moveable Items Owned by the LGU	145
			Inter	nal Services	
Office	of the Sta. Magdalena Water Work Systems		66	Issuance of Supplies to Concerned Departments	149
	nal Services		67	Preparation for Disposal/Repair of Unserviceable	
52	Application for New Water Service Connection	111	68	Property Owned by LGU Tagging of LGU-Acquired Moveable Properties	150 151
53	Payment of Water Bills	113	00	ragging of EGO-Acquired Moveable Properties	131
			Off:-	a of the Municipal Dudwat Officer	
Office	of the Municipal Engineer	114		e of the Municipal Budget Officer nal Services	
Extern	al Services		69	Certifying the Availability of Appropriation	155
54	Issuance of Building Permit	115		com, mg mo / manazim, competition	
55	Issuance of Certificate of Occupancy	120			
				e of the Municipal Accountant	
			inter 70	nal Services Processing of Reimbursement for Travel Allowance	
Office	of the Municipal Planning and Development		70	and Training Expense	159
Coord	inator	124	71	Preparation of Payroll	161
	al Services				
56	Issuance of Zoning Certificate/Locational	405	0.00	a of the University December Management	
	Clearance	125		e of the Human Resource Management nal Services	
			72	Provision of Personal Records	163

73	Processing of Leave Application	164
	e of the Bids and Awards Committee	
74	Procurement Process of Goods and Service by	
	Shopping (Small Value)	167
75	Procurement Process of Goods, Services and	
	Infrastructure by Public Bidding	169
Feedl	pack and Complaints Mechanism	172
	f Offices	173



1. ISSUANCE OF MAYOR'S CLEARANCE

The Office of the Mayor issues Mayor's Clearance to individuals residing in the municipality for employment, business licensing, PNP/AFP requirements.

Office/Divisi	on: May	Mayor's Office				
Classificatio	n: Sim	Simple				
Type of Transaction:	G20	C – Governmen	t to Citi	zens		
Who may av	ail: All b	ona fide reside	ents of t	he municip	ality.	
CHECKI	LIST OF RE	QUIREMENTS	3 :	WHERE	TO SECURE:	
1. Request F	orm			1. Mayor's	Office	
2. Barangay Clearance				Office of the Punong Barangay where the applicant resides		
3. Police Clea	arance			3. Municipal Police Station		
4. Community Tax Certificate					ay Treasurer/ Treasurer's	
5. MTC/RTC Clearance (if needed)				5. Municipal Trial Court/ Regional Trial Court		
6. Documentary Stamp (1 piece)			6. Bureau of Internal Revenue			
7. Official Receipt				7. Municipal Treasurer's Office		
CLIENT	AGENCY	FEES TO	PPO	CESSING	DERSON	

CLIENT	AGENCY	FEES TO	PROCESSING	PERSON
STEPS	ACTION	BE PAID	TIME	RESPONSIBLE
1. Submit letter of intent and complete requirements	2. Receive letter of intent and submitted requirements, and advise client to proceed to Municipal Treasurer's Office to pay necessary fees	Computation Based on Tax Code	5 minutes	Mayor's Office Staff

	TOTAL:	 1 day and 30	
3. Acknowled ge receipt of clearance by signing in the logbook	prepared clearance for approval of Municipal Mayor 5. Release approved Mayor's Clearance to the client and record receipt in the logbook	5 minutes	Mayor's Office Staff
2. Pay corresponding fees at the Municipal Treasurer's Office, secure official receipt and return back to Mayor's Office	3. Prepare clearance based on the submitted documents 4. Endorse	20 minutes 1 day	Mayor's Office Staff Municipal

13 1 4



16

1. ACCREDITATION OF CIVIL SOCIETY AND NON-GOVERNMENT ORGANIZATION

Under the Local Government Code, the Sangguniang Bayan is empowered to accredit CSOs and NGOs. The accreditation of these organizations is necessary to quality them to sit as representative in the Special Bodies of the municipality.

Office/Division:	Office of the Sangguniang Bayan			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All duly registered organizations/associations			

Who may avail:	All duly registered organizations/associations				
CHECKLIST	WHERE TO SECURE:				
Duly accomplished Accreditation;	Application Form for	Sangguniang Bayan			
2. Board Resolution of	of the CSO/Letter of Intent				
Certificate of Regist body/agency	stration issued by accrediting				
4. List of Current Office	cers and Members				
5. Original Sworn Sta an independent, non- it will retain its autono advancement of the p membership in a loca all the requirements a DILG Memorandum (, and afte Accreditation from the	Sangguniang Bayan				
6. Copy of the Minutes of the Meeting of the Organization					
7. For CSOs applying Special Bodies: -Photocopy of prof individuals in the orga involvement in the he and order sectors.					

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Secure require- ments and submit to the Sangguni- ang Bayan for review and assess- ment	Receive complete requirements for review and request is entered in the logbook		5 minutes	Rochelle C. Lopez Local Legislative Staff Employee II Sangguniang Bayan Office
2. Participate during the conduct of committee hearing	2. Refer to Committee on Rules, Laws and Amendments , and conduct committee hearing		10 days	Ramon R. Espela Mun. Vice Mayor Arnel P. Fuentes SB Secretary Sangguniang Bayan Members
3. Wait for the approval of the resolution	Passage of resolution approving accreditation		7 days	Sangguniang Bayan
4. Pay necessary fees	4. Receive official receipt	Computation based on Tax Code	15 minutes	Rochelle C. Lopez Local Legislative Staff Employee II Sangguniang Bayan Office
4. Receive copy of resolution and	5. Release copy of Resolution and Certificate of Accreditation		5 minutes	Rochelle C. Lopez Local Legislative

17 18

certificate of accreditation			Staff Employee II Sangguniang Bayan Office
	TOTAL:	17 days and 25 minutes	

2. APPROVAL OF TRICYCLE FRANCHISE

Pursuant to the provision of sub-paragraph VI, paragraph 3, Section 447 "A" of RA 7160 which states to wit; subject to the guidelines prescribed by the Department of Transportation and Communications, shall regulate the operation of tricycles and grant franchise for the operation thereof within the territorial jurisdiction of the municipality. The Sangguniang Bayan is given the legislative authority to issue franchise ordinances for the operation of tricycles within the territorial jurisdiction of the municipality.

Office/Division:	Office of the Sangguniang Bayan				
Classification:	Highly technical				
Type of	Government to Client				
Transaction:	Government to Busines	s Entity			
Who may avail:	All				
CHECKLIST O	F REQUIREMENTS:	WHERE TO SECURE:			
1. Community Tax	Certification	Barangay Concerned of Applicant			
2. Barangay Clear	ance	Barangay Concerned of Applicant			
Certificate of Registration and Official receipt		3. Land Transportation Office			
4. Mayor's Clearance		4. Office of the Municipal Mayor			
5. Police Clearance		5. Sta. Magdalena Municipal Police Station			
6. Copy of Driver's	License				
7. Copy of old franchise (for the purpose of renewing a franchise)					
8. Official receipt of the payment for filling fee		6. Municipal Treasurer's Office			
9. Order of Droppi	ng of Franchise	7. Previous LGU franchise			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requireme nts to the Sangguniang Bayan	Receive all documentary requirements and verify as to completeness.		5 minutes	Rochelle C. Lopez Local Legislative Staff Employee II Sangguniang Bayan Office
2. Wait for the legislative action	2. Calendar and refer to appropriate committee		7 days	Arnel P. Fuentes SB Secretary
	3. Conduct committee hearing and submit to Sangguniang Bayan committee report		7 days	Sangguniang Bayan Members/ Vice Mayor Ramon R. Espela/ Arnel P. Fuentes SB Secretary
	4. Passage of resolution approving committee recommendation		7 days	Sangguniang Bayan Members/ Vice Mayor Ramon Espela/ SB Secretary Arnel P. Fuentes
3. Receive copy of approved franchise	5. Release franchise approval thru Resolution		5 minutes	Rochelle C. Lopez Local Legislative Staff Employee II Sangguniang Bayan Office
	TOTAL:		21 days and 10 minutes	

3. CONDUCT OF ADMINISTRATIVE PROCEEDINGS/INVESTIGATION

Office/Division: Office of the Sangguniana Bayon

Pursuant to Section 61 of the Local Government Code of 1991, the Sangguniang Bayan in the exercise of its quasi-judicial functions has its jurisdiction to hear and decide administrative case against elective/barangay officials.

Office/Divisio		Office of the Sangguniang Bayan				
Classification	:	Highly Tec				
Type of Transaction:		Business E	Entity; G2	Citizens; G2 - Government to CG - Government to		
Who may ava	:1.	Governme All	nt			
Who may ava		REQUIREN	JENTS:	WHEDE TO	SECURE:	
				WIILKE IC	J SECONE.	
Verified Con Sworn State (2 original constitution papers) documents,	ment opies oer or	ts of Witness) other suppo	Signed by the and notarized	Signed by the complainant and notarized		
4. Certificate o			nina			
CLIENT STEPS	Α	GENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. File the verified complaint at the Office of the Sangguniang Bayan	doc and revi	Receive uments validate/ ew npleteness	On process of enact- ment	15 days	Sangguniang Bayan Secretariat	
2. Wait for the verified answer of the respondent	Bay request sub veri ans the resp with	ngguniang van uires the condent to		7 days	Sangguniang Bayan Secretariat	

	administrative complaint.		
3. Attend investigation	3. Investigation of the case will commence within 10 days after an answer of the respondent is filled.	90 days	Sangguniang Bayan or Special Investigating Committee
	4. Decision promulgation	30 days	Sangguniang Bayan
	5. After the investigation, copies of decision immediately be furnished to the respondent and all interested parties, and decision shall be terminated within 90 days from the start thereof.	1 day	Rochelle C. Lopez Local Legislative Staff Employee II Sangguniang Bayan Office Vice Mayor Ramon R. Espela Arnel P. Fuentes SB Secretary
	TOTAL:	143 days	

4. ISSUANCE OF CERTIFIED COPY OF LEGISLATIVE DOCUMENT

Issuance of legislative measure pursuant to the right to information of the public on matters of public concerns which are not otherwise classified by the Sanggunian as highly confidential.

Office/Division	Office of t	he Sanggui	niang Bayan	
Classification:	Simple			
Type of			Citizens; G2B - Government to	
Transaction:	Business	Entity; G2	2G - Governmen	t to Government
Who may avail:				
CHECKLIST	OF REQUIRE	MENTS:	WHERE T	O SECURE:
Application le thereof	tter stating the	purpose		
2. Official receip	t		Municipal Trea	surer's Office
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the Vice Mayor thru SB Secretary	1. Verify letter and purpose and advise to pay necessary fees		20 minutes	Rochelle C. Lopez Local Legislative Staff Employee II Sangguniang Bayan Office
2. Pay necessary fees and present official receipt back to SB		On process of enact-ment	15 minutes	Municipal Treasurer's Office
	2. Issue documents requested		5 minutes	Rochelle C. Lopez Local Legislative Staff Employee II Sangguniang Bayan Office
	TOTAL:	40 minutes		



1. REVIEW OF THE ANNUAL AND SUPPLEMENTAL BUDGET FOR THE OPERATIONS OF THE MUNICIPAL GOVERNMENT

Under the Local Government Code, the Sangguniang Bayan is empowered to review Annual and Supplemental Budgets for the operation of the municipal government.

Office/Division	n:	Office of the Sangguniang Bayan				
Classification		Highly techi	nical			
Type of Transaction:		Governmen	t to Gove	rnment		
Who may avai	il:	Local Gove	rnment Ui	nit of Santa Mag	dalena	
CHECKLIST	OF	REQUIREME	ENTS:	WHERE T	O SECURE:	
1. Proposed Air Budgets with the as prescribed by (7 original copi	ne su by lav	pporting doc		Municipal Budget Office		
Annual/Supplemental Annual Investment Plan (AIP) as approved by the Municipal Development Council			Municipal Plan Development (0		
3. Endorsement by concerned authorities or offices						
			FFFS			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request with requirements to the Sangguniang Bayan for review and assessment.	1. Receive copy of the proposed Annual Performance Budget.	None	5 minutes	Rochelle C. Lopez Local Legislative Staff Employee II Sangguniang Bayan
	2. Calendar and refer to Committee on Finance, Budget and Appropriation		7 days	Arnel P. Fuentes SB Secretary
	3. Conduct committee hearing		7 days	Committee on Appropriation

4. Submit committee report to Sangguniang Bayan	15 days	Committee on Appropriation
5. Prepares final draft of appropriation ordinance for signature	7 days	Arnel P. Fuentes SB Secretary
6. Furnish copies to Sangguniang Panlalawigan for review and approval	3 days upon the approval of the Local Chief Executive	Arnel P. Fuentes SB Secretary Rochelle C. Lopez Local Legislative Staff Employee II Sangguniang Bayan
TOTAL:	39 days and 5 minutes	

2. REVIEW OF BUDGETS AND ORDINANCES FOR THE OPERATIONS OF BARANGAY GOVERNMENT

Under the Local Government Code, the Sangguniang Bayan is empowered to review Barangay budgets and ordinances passed by the barangay government. The review of the said budget and ordinance is to ensure that said legislation passed by the barangay are within their powers to discharge under the Local Government Code and other existing laws.

Office/Division:	Office of the Sanggunia	ang Bayan		
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
	All barangay local gove	ernment units		
CHECKLIST OF	REQUIREMENTS:	WHERE TO SECURE:		
A. For Barangay 1. Appropriation				
1 1 - 1	Barangay Annual			
	plemental Budget (3			
	hotocopies)			
	nnual Investment Plan			
3. Barangay C				
Developme				
	Disaster Risk and Management Plan			
	ng Kabataan Annual			
Investment	_			
6. Endorseme	ent from the Barangay			
	oal Budget Office			
	/ Ordinances:			
	Ordinance (2 original,			
5 photocopi				
	of Public Hearing			
	ent from the Punong			
Barangay				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. For Barangay Budgets:				
1. Submit Barangay Annual / Supplementa I Budget supporting documents	1. Receive the copy of Barangay Annual/Supple mental Budget	None	3 minutes	Rochelle C. Lopez Local Legislative Staff Employee II Sangguniang Bayan Office
2. Wait for legislative action	2. Calendar and refer to Committee on Appropriation		15 days	Arnel P. Fuentes SB Secretary
	3. Conduct of committee hearing and submit to Sangguniang Bayan committee report		15 days	Committee on Finance, Budget and Appropriation
	4. Passage of resolution approving committee recommendation		15 days	Sangguniang Bayan Members Vice Mayor Ramon Espela Arnel P. Fuentes
	Release copy of approved resolution		5 minutes	SB Secretary Rochelle C. Lopez Local Legislative Staff
	TOTAL:		45 days and 8 minutes	

	T.	1	T	1
B. For Barangay Special Ordinances:				
1. Submit Barangay Ordinances	Receive the copy of Barangay Ordinance		3 minutes	Rochelle C. Lopez Local Legislative Staff Employee II Sangguniang Bayan Office
2. Wait for legislative action	2. Calendar and refer to Committee on Finance, Budget and Appropriation		7 days	Arnel P. Fuentes SB Secretary
	3. Conduct committee hearing and submit to Sangguniang Bayan committee report		7 days	Appropriate Committee
	4. Passage of resolution approving committee recommendati on		7 days	Sangguniang Bayan Members
3. Receive copy of approved resolution	5. Release copy of approved resolution		3 minutes	Rochelle C. Lopez Local Legislative Staff Employee II Sangguniang Bayan Office
	TOTAL:		21 days and 6 minutes	



1. ACCEPTANCE OF PAYMENT FOR TRAFFIC CITATION TICKET

This service pertains to the issuance of official receipt after settlement of fines for traffic violations. Traffic citation tickets shall mean traffic violation receipts issued by traffic law enforcers in the course of their enforcement of traffic rules and regulations.

Office/Divisio	n: Municipal Treasurer's Office (MTO)				
Classification	:	Simple			
Type of Transaction:		G2C – G	Sovernment t	o Citizen	
Who may ava	il:	Motorcy	cle Drivers ar	nd Operators	
CHECKLIS	T OF F	REQUIRE	MENTS:	WHERE T	O SECURE:
1. Issued Citat			LTO-	PNP Sta. Mage	dalena
deputized PNF	Perso	onnel			
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Accept citation ticket or notice of violation		As per violation	15 minutes	MTO Personnel
1. Pay fine/penalty charges and receive official receipt	2. Issue official receipt and record the transaction			10 minutes	MTO Personnel
	3. Su of se citation ticket PNP	on		1 day	MTO Personnel
TOTAL:		TOTAL:		1 day and 25 minutes	

2. APPLICATION FOR NEW AND RENEWAL OF MUNICIPAL PEDICAB OPERATORS (MPOP) PERMIT

This service grants a Municipal Pedicab Operators Permit (MPOP) to all the pedicab drivers and operators who operate around the Municipality of Sta. Magdalena.

pedicab driv Magdalena.	ers and	opera	tors who opera	ate	around the Mu	nicipality of Sta.
Office/Divi	Office/Division: Municipal Treasurer's				Office (MTO)	
Classificat	ion:	Simp	le			
Type of Transaction	n:	G2C	Government	to	Citizen	
Who may a			cab drivers/ope	rat		
CHECKLI	ST OF F	REQUI	REMENTS:		WHERE TO	SECURE:
1. Cedula/E	Barangay	/ Clear	ance	1.	MTO/Barangay	Hall
2. Members	ship Cert	tificate			Treasurer of the perator's Organi	
3. Police Cl	earance	!		3.	PNP Sta. Magd	alena
CLIENT	AGE		FEES TO BI	Ε	PROCESSING	PERSON
STEPS	ACTI		PAID		TIME	RESPONSIBLE
1. Submit the require- ments and pay the required fees.	1. Verii and as docum receive and iss official receipt	sess ents ed, sue	Annual Plate Reg. Php 50.00 PTOP Php 50.00 Mayor's Perm Php 25.00 Supv./Reg. Fee	nit	20 minutes	MTO Personnel
2.	2. Prep MPOP approv Munici Mayor 3. Rec	for al by pal	Sticker Php 30.00 Surcharge		1 day	MTO Personnel MTO
<u>_</u> .	J. Rec	CIVE	outcharge		10 minutes	IVI I U

(for late

renewal after

January 20 of

every year) Php 48.75

Php 245.75

Personnel

1 day and 30

minutes

and release

TOTAL:

approved

MPOP

Receive

MPOP

approved

3. APPLICATION FOR NEW AND RENEWAL OF MOTORIZED TRICYCLE OPERATOR'S PERMIT (MTOP)

This service grants a Motorized Tricycle Operator's Permit (MTOP) to all the tricycle drivers and operators who are applying for and operate their services around the Municipality of Sta. Magdalena.

Office/Division:	Municipal Treasurer's Office (MTO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Tricycle operators/drivers		
CHECKLIST (OF REQUIREMENTS:	WHERE TO SECURE:	
1. Cedula/Barangay Clearance		MTO/Barangay Hall	
2. Official Receipt/Official Receipt/Off	Certificate of Registration	Land Transportation Office	
3. Photocopy of Ap	proved Tricycle Franchise	Sangguniang Bayan	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.Verify and assess submitted requirements for its completeness	Application for MTOP Php 150.00 Annual Supv. Fee Php 50.00	10 minutes	MTO Personnel
2. Pay the required fees	2. Issue official receipt and record	Annual Reg. Fee Php 50.00	10 minutes	MTO Personnel
3. Submit tricycle for inspection to MPS	3. Conduct physical inspection of motorcycle	Annual Mayor's Permit Php 50.00	1 day	PNP Sta. Magdalena
	4. Prepare MTOP for approval by Municipal Mayor	Sticker Php 30.00	1 day	MTO Personnel

4. Receive approved MTOP	5. Receive and release approved MTOP	Surcharge Php 75.00	10 minutes	MTO Personnel
TOTAL:		Php 405.00	2 days and 30 minutes	

4. ISSUANCE OF NEW AND RENEWAL OF BUSINESS LICENSE AND PERMIT

This service grants a Municipal Business License and Mayor's Permit to all business owners who are applying for and conduct their business within the Municipality of Sta. Magdalena

Office/Division:	Municipal Treasurer's	s Office (MTO)	
Classification:	Simple	·	
Type of Transaction:	G2B – Government to	o Business Entity	
Who may avail:	Business/establishme		
CHECKLIST OF F	REQUIREMENTS:	WHERE TO SECURE:	
1. Application Form		1. MTO	
2. Official Receipt		2. MTO	
3. Cedula/Barangay	Clearance	3. Barangay Hall	
4. Picture of establish signboard)	nment (front view with	4. Client	
5. Libro de Benta or 0	Quarterly or Annual	5. Client/Bureau of Internal	
Tax Payment (for ren	ewal)	Revenue	
6. Sanitary Permit		6. RHU - Sanitary Inspector's Office	
7. Fire Safety Clearar	nce	7. BFP Sta. Magdalena	
8. Building Inspection	Certificate	8. Municipal Engineer's Office	
9. Building Permit (fo	r new applicant)	9. Municipal Engineer's Office	
10. Certificate of Occupancy (for new applicant)		10. Municipal Engineer's Office	
11. Zoning Certificate		11. Municipal Planning and Development Office	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form and documentary requirements.	1. Verify submitted application and requirements	App. Fee 25.00 Health Cert 50.00 Med. Cert.	20 Minutes	MTO Personnel
	2. Assess- ment of fees	30.00 Sanitary Fee 30.00	1 hour	MTO Personnel
2. Payment of fees and charges	3. Issue official receipt and record.	Police Clearance 50.00	20 minutes	MTO Personnel
	4. Prepare Business License and Permit	W&M 10kg 250.00	1 day	MTO Personnel
	for approval by Municipal Mayor	Garbage Fee 100.00 Fire Insp. Fee 30.00		
3. Receive approved Business License and Permit	5. Receive and release approved Business License and Permit	Sticker 30.00 Building Inspection	10 minutes	MTO Personnel
		Zoning Cert. 120.00		
		Cert. of Occupancy (based on National Building Code of the Phils.)		

	Building Permit (based on National Building Code of the Phils.)		
TOTAL:	Php 715.00 plus	1 day, 1 hour and 50 minutes	

Office/Division:

5. ISSUANCE OF REAL PROPERTY TAX (RPT) CLEARANCEThis service pertains to the issuance of real property tax (RPT) clearance to all real property owners whose real properties are situated within Sta. Magdalena, clearing them of their real property tax obligation.

Municipal Treasurer's Office (MTO)

Classification	n:	Simple		, ,	
Type of G2C – Governmen			Sovernment	to Citizen	
Who may av	ail:	Real Pro	perty Owne	ers	
CHECKLIS	T OF F	REQUIRE	MENTS:	WHERE 1	O SECURE:
Official Receipt of payment			1. MTO		
2. Tax Declaration				2. Municipal As	ssessor's Office
CLIENT STEPS		ENCY CTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements		erify ds of nent on		1 hour	MTO Personnel
2. Payment of fees	recor		PHP 25.00	10 minutes	MTO Personnel

3. Receive Certificate of RPT Clearance	3. Issue Certificate of RPT Clearance		20 minutes	TO Personnel
	TOTAL:	PHP 25.00	1 hour and 30 minutes	



1. ALLOWING ILLEGITIMATE CHILDREN TO USE THE SURNAME

OF THEIR FATHER (RA 9255)
Affidavit to Use the Surname of the Father (AUSF) is an instrument executed in order to use the surname of the father. It is a registerable document, and a separate registry number must be assigned for the Affidavit to Use the Surname of the Father.

Office/Division:	Office of the Municipal Ci	vil Registrar (MCRO)	
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Citizens		
Who may avail:	Mother and child (aged 7 to 17 years old)		
CHECKLIST C	OF REQUIREMENTS:	WHERE TO SECURE:	
Certificate of Liver photocopies)	ve Birth of Child (4	1. PSA/MCRO	
Baptismal Certificate/ Dedication Certificate of the child (4 photocopies) Presence of the biological father if the		Parish Church/Other religious group	
3. Presence of the biological father if the registered birth certificate of the child does not bear the name of the biological father or has not admitted paternity and acknowledged the child			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Check all requirements for completeness. Fill out Affidavit to Use the Surname of the Father (AUSF).		30 minutes	Salvacion G. Maestrado <i>Municipal Civil</i> <i>Registrar</i>
2. Present the order of payment and pay the amount indicated therein at the	2. Issue order of payment and advise client to pay at the Municipal Treasurer's Office	Serv. Fee 50.00 Affidavit 100.00	5 minutes	Salvacion G. Maestrado <i>Municipal Civil</i> <i>Registrar</i>

Municipal Treasurer's Office		Birth Cert. 50.00 Courier Fee 130.00 Endorse- ment Fee 100.00		
3. Receive local copy	3. Register the document and give local copy to client		5 minutes	Salvacion G. Maestrado <i>Municipal Civil</i> <i>Registrar</i>
4. Advise client to apply PSA copy of birth certificate after 1 month of endorsement	4. Arrange endorsement to PSA thru mail and wait for the annotated birth certificate.		30 days	Salvacion G. Maestrado Municipal Civil Registrar or Rona F. Fungo Administrative Aide VI MCRO
	TOTAL:	Php 430.00	30 days and 40 minutes	

2. APPLICATION OF PETITION FOR CHANGE OF FIRST NAME (RA 9048)

Republic Act No. 9048 authorizes the Municipal Civil Registrar or the consul general to correct a clerical or typographical error in an entry and/or change of first name or nickname in the civil registrar without need of a judicial order. An administrative remedy in nature, it is a departure from the usual judicial process in correcting clerical errors of changing an entry in civil registry documents. It is aimed at to help petitioners an expeditious and cheaper way of correcting errors found in her/his record.

Office/Division:	Office of the I	Municipal Civil Registrar (MCRO)		
Classification:	Highly Techn			
Type of	G2C - Government to Citizens, G2G – Government			
Transaction:	to Government			
Who may avail:	All or Any persons of legal age who have direct and personal interest in the petition for correction of clerical error or change or first name (the owner of the document, or his/her spouse, children, parents, siblings and grandparents, guardian or any other person duly authorized by law or by the owner of the document).			
CHECKLIST REQUIREME		WHERE TO SECURE:		
PSA and MCRO copy of Birth, Marriage, Death Certificate to be corrected		Philippine Statistics Authority and Office of the MCR		
2. Any two (2) of the following public or private documents:				
a) Baptismal Certificate/Dedication		Parish Church/Other religious group.		
b) Voter Registration		COMELEC		
c) GSIS record		GSIS Office		
d) SSS record		SSS Office		
e) Medical Record		Municipal Health Office/other health offices		
f) Employment Record		Office where the document owner is working		
g) Business Record		Municipal Treasurer's Office where the business is located		
h) School Record		School		
i) Driver's license		Land Transportation Office		
j) Insurance Policy		Office of issuance where the document owner is insured		
k) Civil registry recorascendants	ds of	MCRO/PSA		

I) Land Titles			Regis	ster of Deeds	
m) Certificate of Land Transfer/Tax Declaration			Asse	ssor's Office	
n) Bank Pa			Depo	sitory bank of th	e applicant
Special Power of Attorney			Publi	c Attorney's Offi	ce/law firm
4. Employer Certification/Affidavit Non-Employment				fice where the do s/Public Attorney	
5. Police Clearance			5. PN	IP Office of resid	dence
6. NBI Clearance			6. NE	3I	
7. Community Tax Certificate of petitioner		of	7. Treasury Office /Treasurer of respective barangay		easurer of
CLIENT STEPS	AGENCY ACTION	FEES	_	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Validate the completeness of the requirements, interview client and fill out the application form	BE PAID		1 hour	Salvacion G. Maestrado Municipal Civil Registrar
2. Pay necessary fees indicated in the order of payment at the Municipal Treasurer's Office	2. Issue order of payment and advise client to proceed to Municipal Treasurer's Office for payment	Filing fee Php 3,000.00 Serv. Fee Php 1,000.00 Publication Php 3,000.00		5 minutes	Salvacion G. Maestrado <i>Municipal Civil</i> <i>Registrar</i>

Courier Fee Php 320.00

20 days

Salvacion G.

Maestrado *Municipal Civil*

Registrar .

3. Return to

MCRO with

the official

receipt

3. Receive

the official

perform

tion

receipt, and

documenta-

	Notice of Correction will be posted for 10 days. Notice of Publication will be posted for 2 consecutive weeks in a newspaper of national circulation.		
	4. Prepare and issue Certificate of Posting	5 minutes	Salvacion G. Maestrado <i>Municipal Civil</i> <i>Registrar</i>
5. Receive copy of approved petition	5. After receipt of Certificate of Publication from the newspaper, submit approved petition to PSA and release copy to client Note: The client is advised that Certificate of Finality Result will be issued once application for change of first name was affirmed or impugned by the PSA.	10 days	Salvacion G. Maestrado Municipal Civil Registrar

TOTAL:	Php 7,320.00	30 days, 1 hour and	
		25 minutes	

Note: Only the appointed Municipal Civil Registrar has the authority to exercise the basic quasi-judicial duties and function to correct clerical or typographical or change of first name in the civil register without need of judicial order (RA 9048 and RA 10172).

3. APPLICATION OF PETITION FOR CORRECTION OF CLERICAL ERROR (RA 9048)

Republic Act No. 9048 authorizes the Municipal Civil Registrar or the consul general to correct a clerical or typographical error in an entry and/or change of first name or nickname in the civil registrar without need of a judicial order. An administrative remedy in nature, it is a departure from the usual judicial process in correcting clerical errors of changing an entry in civil registry documents. It is aimed at to help petitioners an expeditious and cheaper way of correcting errors found in her/his record.

Office/Division:	Office of the Municipal Civil Registrar (MCRO)			
Classification:	Highly technical			
Type of	G2C- Government to	Citizens, G2G – Government to		
Transaction:	Government			
Who may avail:	All -Any persons of legal age who have direct and personal interest in the petition for correction of clerical error or change or first name (the owner of the document, or his/her spouse, children, parents, siblings and grandparents, guardian or any other person duly authorized by law or by the owner of the document)			
CHECKLIST OF F	REQUIREMENTS:	WHERE TO SECURE:		
1. PSA and MCRO co	opy of Birth,	1. PSA and MCRO copy of		
Marriage, Death Cert	ificate to be	Birth, Marriage, Death		
corrected		Certificate to be corrected		
2. Any two (2) of the	following public or			
private documents:				
a) Baptismal Certificate/Dedication		Parish Church/Other religious		
Certificate		group		
b) Voter Registration	n Record	COMELEC		
c) GSIS record		GSIS Provincial Office		
d) SSS record		SSS Office		
e) Medical Record		MHO/Other health offices		

f) Employment	Record	Office where the owner is working		
g) Business Re	ecord	MTO of where the business is located		
h) School Rec	ord		School	
i) Driver's licen			Land Transpor	tation Office
j) Insurance			Office of issuar	
j) modranos			document own	
k) Civil registry	records of asce	endants	MCRO/PSA	
I) Land Titles			Register of De	eds
	of Land Transfer	·/Tax	Assessor's Off	
n) Bank Passb	ook		Depository Bar	nk
o) NBI /Police	Clearance		NBI/PNP	
3. Special Powe	r of Attorney		3. Public Attorr Firm	ney's Office/Law
4. Community Ta	ax Certificate of	petitioner	4.Treasury office /Treasurer of respective barangay	
CLIENT	AGENCY	FEES TO BE	PROCESSING	PERSON
STEPS	ACTION	PAID	TIME	RESPONSIBLE
STEPS 1. Submit complete requirements	1. Validate the completenes s of the requirements , interview client and fill out the application form		1 hour	Salvacion G. Maestrado Municipal Civil Registrar

3. Return back to MCRO and submit official receipt	3. Receive the official receipt, and perform documentation and certification. Notice of Correction will be posted for 10 days.		10 days	Salvacion G. Maestrado <i>Municipal Civil</i> <i>Registrar</i>
4. Receive copy of approved petition	4. Submit approved petition to PSA and release copy to client. Note: The client is advised that Certificate of Finality Result will be issued once application for correction of clerical error was affirmed or impugned by the PSA		10 days	Salvacion G. Maestrado Municipal Civil Registrar
	TOTAL:	Php 1,820.00	20 days, 1 hour and 30 minutes	

Note: Only the appointed Municipal Civil Registrar has the authority to exercise the basic quasi-judicial duties and function to correct clerical or typographical or change of first name in the civil register without need of judicial order (RA 9048 and RA 10172).

4. CORRECTION OF DATE AND MONTH OF BIRTH AND CHANGE OF GENDER OF A PERSON

Republic Act. 10172 entitled "An Act Authorizing the Municipal Registrar or Consul General to correct or typographical errors in the day and month in the date of birth or sex of a person appearing in the Civil Register without need of a Judicial Order."

Office/Division:	Office of the Municipal C	civil Registrar			
Classification:	Highly Technical				
Type of Transaction:	Government to Citizens				
Who may avail:	"All" For correction of clerical or typographical error in sex: The petitioner affected by such error shall personally file the petition with the civil registry office where the birth certificate registered.				
CHECKLIST OF	REQUIREMENTS:	WHERE TO SECURE:			
1. PSA and MCRO could be corrected	opy of Birth Certificate to	Philippine Statistics Authority and Office of the MCR			
Medical records shorrected	nowing entry to be	2. MHO/Other health offices			
Earliest school rec documents	ord or earliest school	3. School			
4. Baptismal Certifica	te/Dedication Certificate	Parish Church/Other religious group			
5. Clearance or certification that the owner of the document has no pending administrative, civil or criminal case, or no record, e.g.: a) Employer Certification/ Affidavit of Non-Employment b) NBI Clearance c) Police Clearance		a) Office where the document owner is working/ Public Attorney's Office/Law Firm b) National Bureau of Investigation c) Philippine National Police			
6. Medical Certification Health Officer	6. Municipal Health Office				
7. Community Tax Certificate of petitioner		7. Treasury Office/Treasurer of respective barangay			

CLIENT	AGENCY		PROCESSING	
STEPS	ACTION	BE PAID	TIME	RESPONSIBLE
1. Submit the requirements	1. Validate the requirements. If the application form and requirements are complete, fill out the application.		1 hour	Salvacion G. Maestrado Municipal Civil Registrar
2. Present order of payment and pay the amount indicated therein at the Municipal Treasurer's Office	2. Issue order of payment and advise to proceed to Municipal Treasurer's Office for payment.	Filing fee 3,000.00 Serv. fee 1,000.00 Publication 3,000.00 Courier Fee 320.00	5 minutes	Salvacion G. Maestrado Municipal Civil Registrar
3. Return to MCRO and submit official receipt	3. Receive the official receipt and perform documentation and certification.		30 minutes	Salvacion G. Maestrado Municipal Civil Registrar
	3.1 Notice of Correction will be posted for 10 days and Notice of Publication for 2 consecutive weeks in a newspaper of general circulation.		20 days	Salvacion G. Maestrado <i>Municipal</i> <i>Civil</i> <i>Registrar</i>
	4. Prepare and issue Certificate of Posting		5 minutes	Salvacion G. Maestrado Municipal Civil Registrar

5. After receipt of Certificate of Publication from the newspaper, submit approved petition to PSA and release copy to client Note: The client is advised that Certificate of Finality Result will be issued once application for change of first name was affirmed or impugned by the PSA.	Dha	10 days	Salvacion G. Maestrado Municipal Civil Registrar
TOTAL:	Php 7,320.00	30 days, 1 hour and 40 minutes	

Note: Only the appointed Local Civil Registrar has the authority to exercise the basic quasi-judicial duties and function to correct clerical or typographical or change of first name in the civil register without need of judicial order. (RA 9048 and RA10172)

5. ENDORSEMENT OF CIVIL REGISTRY DOCUMENTS

Registered Civil Registry documents are transmitted to PSA as per client's request through electronic endorsement or advance transmittal. Civil registry documents found negative at PSA must be included in the PSA database.

Office/Division	n:	Office of the Municipal Civil Registrar (MCRO)				
Classification		Highly Te		· · · · · · · · · · · · · · · · · · ·	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
Type of Transaction:		G2C - Government to Citizens				
Who may ava	vail:					
CHECKLIS	ST OF	REQUIRE	MENTS:	WHERE TO	SECURE:	
1. Civil registry				1. PSA/MCRO		
2. Negative Ce				2. PSA	_	
CLIENT		SENCY	FEES TO	PROCESSING	PERSON	
STEPS		CTION	BE PAID	TIME	RESPONSIBLE	
1. Present the negative certification from PSA	chec docu availa	rify and k if the ment is able in the municipal pase		30 minutes	Rona F. Fungo Administrative Aide VI MCRO or Salvacion G. Maestrado Municipal Civil Registrar	
2. Pay order of payment to the Treasury Office and return to MCRO with official receipt	issue paym advis pay a MTO 2.1 If availa advis client for de regis	not able, ee the to apply elayed tration.	Serv. Fee 50.00 Birth Cert. 50.00 Courier Fee 130.00 Endorsement Fee 100.00	5 minutes	Rona F. Fungo Administrative Aide VI MCRO or Salvacion G. Maestrado Municipal Civil Registrar	
	reque docu	ment and rsement		20 minutes	Salvacion G. Maestrado Municipal Civil Registrar	

	3.1 Sign and		5 minutes	Salvacion G.
	seal the			Maestrado
	document.			Municipal Civil
				Registrar
3. Receive	4. Mail or		1 day	Rona F.
the owner's	personally			Fungo
сору	send the			Administrative
	document to			Aide VI
	PSA.			MCRO
			30 days	or
	4.1 Give the			Salvacion G.
	owner's copy to client and			Maestrado
	advise the			Municipal Civil
	client to wait			Registrar
	for 1 month			riogiotrar
	before			
	requesting for			
	PSA copy.			
	TOTAL:	Php	31 days and	
	IOIAL.	330.00	1 hour	

6. ISSUANCE OF CERTIFIED TRANSCRIPTION COPIES OF BIRTH, DEATH AND MARRIAGE

Certificate of Live Birth, Certificate of Marriage and Certificate of Death can only be issued to the owner himself or through a duly authorized representative, spouse, parent, direct descendants, guardian legally in-charge of him/her if minor; or to the court or proper public official whenever absolutely necessary in administrative, judicial or other official proceedings to determine the identity of a person. In case of the person's death, the nearest of kin may secure it from the Municipal Civil Registrar Office for any legal purposes.

Office/Division:	Office of the Municipal Civil Registrar (MCRO)
Classification:	Simple
Type of	G2C - Government to Citizens, G2G - Government to
Transaction:	Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS:				SECURE:
1. Authorization			1. Client	
the client is not documents	t the owner of t	ine		
Any valid company or government-			2. Post Office,	
issued ID card			UMID, DFA, or	client's
CLIENT	AGENCY	FEES TO	PROCESSING	PERSON
STEPS	ACTION	BE PAID	TIME	RESPONSIBLE
1. Give the correct and complete details of vital event	1. Search documents from file saved in computer/ archives		30 minutes	Salvacion G. Maestrado Municipal Civil Registrar or Rona F. Fungo Administrative Aide VI or MCRO Clerk/Staff
2. Pay necessary fees at the Municipal Treasurer's Office, secure official receipt, and return back to MCRO	2. Issue order of payment and advise the client to pay at the Municipal Treasurer's Office	Php 25.00/copy	10 minutes	Salvacion G. Maestrado Municipal Civil Registrar or Rona F. Fungo Administrative Aide VI
3. Receive certified copy	3. Check the official receipt and release the certified copy to the applicant		10 minutes	Salvacion G. Maestrado Municipal Civil Registrar or Rona F. Fungo Administrative Aide VI
	TOTAL:	Php 25.00/copy	50 minutes	

7. LEGITIMATION BY SUBSEQUENT MARRIAGE OF PARENTS

Legitimation is a remedy means of those children who were conceived and born outside of wedlock by parents, who at the time of conception of their children were not disqualified by any impediments to marry each other, may be legitimated.

Office/Division:		Office of the Municipal Civil Registrar (MCRO)			
Classification:	Highly Te	echnical			
Type of Transaction:	G2C - Go	overnment to	Citizens		
Who may avail:	Parents of marriage	of illegitimate	children with subsequent		
CHECKLIST (OF REQUIRE	MENTS:	WHERE T	O SECURE:	
Certificate of L photocopies)		`	1. PSA/MCRO)	
Affidavit of Ack Paternity (4 photon	ocopies)		2. MCRO		
Certificate of M photocopies)		,	3. PSA		
4. CENOMAR (C Record) of both p			4. PSA		
5. Community Ta	x Certificate		5. Municipal T Office	reasurer's	
 Presence of both Death Certificate parent, if applicate 	ate of the dece	eased	7. MCRO/PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
requirements reneeded for legitimation a it	. Check all equirements ubmitted by pplicant for s ompleteness		15 minutes	Salvacion G. Maestrado <i>Municipal Civil</i> <i>Registrar</i>	
necessary of fees at the Municipal a Treasurer's to Office, secure	. Issue rder of ayment and dvise client o pay at the funicipal reasurer's Office	Serv. Fee 50.00 Affidavit 100.00 Cert. of Birth 100.00	5 minutes	Salvacion G. Maestrado <i>Municipal Civil</i> <i>Registrar</i>	

return back to MCRO		Courier Fee130.00 Endorse- ment Fee 100.00		
	3. Fill out Affidavit of Legitimation and affix signature of the parents and MCR		1 hour	Salvacion G. Maestrado Municipal Civil Registrar
3. Receive local copy	4. Register the document and give local copy to client.		5 minutes	Salvacion G. Maestrado Municipal Civil Registrar
3.1 Advise client to apply PSA copy of birth certificate after 1 month of endorsement	4.1 Arrange endorsement to PSA thru mail and wait for the annotated birth certificate.		30 days	Rona F. Fungo Or Salvacion G. Maestrado, MCR
	TOTAL:	Php 480.00	30 days, 1 hour and 25 minutes	

8. LEGITIMATION OF CHILDREN BORN TO PARENTS BELOW

MARRYING AGE (RA 9858)

This rule shall apply to all children conceived and born outside of wedlock of parents, who, at the time of conception of the former, were not disqualified by any impediment to marry each other, or were disqualified only because either or both of them were below eighteen (18) years of age, may be legitimated. Legitimation shall take place by a subsequent valid marriage between parents. The annulment of a voidable marriage shall not affect the legitimation.

Office/Division		Office of the Municipal Civil Registrar (MCRO)			
Classification	Highly Tech	Highly Technical			
Type of Transaction:		Government to Citizens			
Who may avai		ner who is ag ception of the	ed below 18 yea child.	ars old at the	
CHECKLIST	FOF REQUIRE	MENTS:	WHERE TO	WHERE TO SECURE:	
photocopies)	Live Birth of Ch	`	1. PSA/MCRO		
2. Certificate of photocopies)	Marriage of Pa	rents (4	2. MCRO		
	Certificate of None parents (4 pho		3. PSA		
	mental Affidavit		4. MCRO		
5. Community photocopy)	Γax Certificate/\	/alid ID (1	5. Municipal Treasurer's Office		
6. Presence of 7. Death Certification parent, if applications of the control of t	cate of the dece	eased	7. MCRO/PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit all requirements needed for legitimation	1. Check all requirements submitted by applicant for its completenes s		15 minutes	Salvacion G. Maestrado <i>Municipal</i> <i>Civil</i> <i>Registrar</i>	
2. Present order of payment and pay the amount indicated therein at the	2. Issue order of payment and advise client to pay at the Municipal	Serv.Fee 50.00 Affidavit 100.00	5 minutes	Salvacion G. Maestrado Municipal Civil Registrar	

Municipal Treasurer's Office	Treasurer's Office.	Cert. of Birth 100.00 Courier Fee 130.00 Endorse- ment Fee 100.00		
3. Return to MCRO and present Official Receipt	3. Fill out Affidavit of Legitimation and affix signature of the parents and MCR	.00.00	1 hour	Salvacion G. Maestrado Municipal Civil Registrar
4. Receive local copy	4. Register the document and give local copy to client.		5 minutes	Salvacion G. Maestrado Municipal Civil Registrar
4.1 Advise client to apply PSA copy of birth certificate after 1 month of endorsement	4.1 Arrange endorsement to PSA thru mail and wait for the annotated birth certificate.		30 days	Rona F. Fungo Admin Aide VI or Salvacion G. Maestrado Municipal Civil Registrar
	TOTAL:	Php 480.00	30 days, 1 hour and 25 minutes	

9. REGISTRATION OF APPLICATION FOR MARRIAGE LICENSE

An application in writing setting forth if each of the contracting party has the necessary qualifications for contracting marriage and this writing is subscribed and sworn by the parties separately before any public official authorized to administer oaths or before the local civil registrar who shall then issue the proper license (Article 59, Family Code of the Philippines).

Office/Division:	Office of the Municipal Civil Registrar (MCRO)		
Classification:	Complex		
Type of Transaction:	Government to Citiz	ens	
Who may avail:	At least one or both residents of Sta. Ma	of the contracting parties must be gdalena, Sorsogon.	
CHECKLIST OF	REQUIREMENTS:	WHERE TO SECURE:	
Original copy of Omega Comparing Marriage (CENOMA)		1. PSA/ MCRO	
Original copy of I Baptismal Certificat Certificate		2. PSA/MCRO/Parish Church/Other religious group	
Original copy of I Counselling Certific		3. Municipal Health Office/Municipal Social Welfare and Development Office	
 Photocopy of Co Certificate or Valid 		4. Treasury Office /Treasurer of respective barangay	
years old and below	nts (if applicant is 18 v 21) or Advice of t is 21 years old and	5. Parents of the applicant	
6. If widow/widower the deceased spou	r, death certificate of se	6. PSA/MCRO	
7. If one of the applying parties is a foreigner/alien: a) Certificate of Legal Capacity to Contract Marriage b) Photocopy of the foreigner's passport		7.a Concerned embassy/consular office based in the Philippines 7.b Client/Concerned agency	
8. If divorced or and papers or annulmen		8. Judicial Court	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally appear (both applicants) to submit complete requirements and for the interview 1.1 If applicant/s is 18 and below 25 years old, parents are required to appear at the MCRO for signing of the Consent/Advice	1. Check for the completenes s of the requirements , interview the applicants, and accomplish Municipal Form 90 (MF90)		30 minutes	Salvacion G. Maestrado Municipal Civil Registrar or Rona F. Fungo Administrative Aide VI
2. Pay necessary fees at the Municipal Treasurer's Office and submit official receipt to MCRO	2. Issue order of payment and advise client to pay at the Municipal Treasurer's Office	PHP 300.00	5 minutes	Salvacion G. Maestrado Municipal Civil Registrar or Rona F. Fungo Administrative Aide VI
	3. Advise client to wait for 10 days posting period before issuance of		10 days	Salvacion G. Maestrado Municipal Civil Registrar or Rona F. Fungo

	marriage license			Administrative Aide VI
	4. Receive and register MF90		5 minutes	Salvacion G. Maestrado Municipal Civil Registrar
3. Receive Marriage License after 10 days posting period	5. Issue and release the application for marriage license on the 11th day.		5 minutes	Salvacion G. Maestrado Municipal Civil Registrar or Rona F. Fungo Administrative Aide VI
	TOTAL:	PHP 300.00	10 days and 45 minutes	

10. REGISTRATION OF BIRTH OF ILLEGITIMATE CHILDREN

The birth of the child being a vital event should be registered at the Office of the Municipal Civil Registrar within the 30-day reglamentary period from the time of birth. Other than serving identification purposes, a certificate of birth is also required by various agencies and instrumentalities in availing of their services.

Office/Division:	Office of the Municipal Civ	Office of the Municipal Civil Registrar (MCRO)			
Classification:	Simple	m region at (m.c. re)			
Type of	G2C - Government to Clie	ent. G2G - Government to			
Transaction:	Government	,			
Who may avail:	All				
CHECKLIST (OF REQUIREMENTS:	WHERE TO SECURE:			
1. Information She	eet	Municipal Health Office (MHO)			
2. Baby book/prenatal card		MHO/Barangay Health Center			
Two (2) photocopies of Community Tax Certificate or any valid government issued ID of parents Additional requirements if deleved, two		Treasury Office/ Barangay Hall where the applicant resides			
4. Additional requirements if delayed, two(2) photocopies of:					

a) MCRO/Philippine
Statistics Authority
b) MCRO
c) Barangay where the
place of birth occurred
i. Parish Church/ Other
Religions group
ii. MHO/Other health offices

iii Voter's	Registration Red	cord	iii. COMELEC	?
CLIENT	AGENCY	FEES TO	PROCESSING	1
STEPS	ACTION	BE PAID	TIME	RESPONSIBLE
1. Submit complete requirements to MCRO	1. Check for the completeness of requirements submitted, and accomplish and check Municipal Form 102 (MF102) 1.1 If delayed, check and sign the Affidavit of delayed registration and wait for 10 days posting period before issuance of client's copy.		25 minutes (10 days)	Salvacion G. Maestrado Municipal Civil Registrar or Rona F. Fungo Administrative Aide VI Salvacion G. Maestrado Municipal Civil Registrar
	2.Accomplish Affidavit of Admission of Paternity and Affidavit to Use the Name of the Father		15 minutes	Salvacion G. Maestrado Municipal Civil Registrar Or

	3. Receive and register MF102		5 minutes	Rona F. Fungo Administrativ e Aide VI Salvacion G. Maestrado Municipal Civil Registrar
2. Pay necessary fees at the Municipal Treasurer's Office	4. Issue order of payment and advise client to pay at Municipal Treasurer's Office	For on-time registration: Serv. Fee 50.00 Cert. copy 50.00 AUSF 100.00 For delayed registration: Serv. Fee/ Affidavit 150.00 Cert. copy 50.00 AUSF 100.00	10 minutes	Salvacion G. Maestrado Municipal Civil Registrar or Rona F. Fungo Administrative Aide VI
3. Submit the official receipt to MCRO and receive copy of newly registered birth certificate	5. Release owner's copy of newly registered birth certificate		10 minutes	Salvacion G. Maestrado Municipal Civil Registrar or Rona F. Fungo Administrative Aide VI

TOTAL:	On-time: Php 200.00	On-time registration: 65 minutes
TOTAL.	Delayed: Php 300.00	Delayed registration: With additional 10 days

11. REGISTRATION OF BIRTH OF LEGITIMATE CHILDREN

The birth of the child being a vital event should be registered at the Office of the Municipal Civil Registrar within the 30-day reglamentary period from the time of birth. Other than serving identification purposes, a certificate of birth is also required by various agencies and instrumentalities in availing of their services.

Office/Division	ւ ։	Office of the Municipal Civil Registrar (MCRO)						
Classification:		Simple						
Type of Transaction:		G2C - Go	vernment to 0	Citizens				
Who may avai	l:	All						
CHECKLIS	ST OF	REQUIRE	MENTS:	WHERE 1	O SECURE:			
1. Application for	or Mar	riage Licen	se		re the clients d their license			
2. Marriage Lice	ense a	ınd Fee Re	ceipt	Municipal T Office/MCR				
3. Information of a. Date and b. Place of c. Solemnia d. List of na	d time marria zing of	age fficer		Client	Client			
	two (2) Certif for De) photocopi icate, layed Regis		4.a Philippir Authorit 4.b MCRO 4.c MCRO				
CLIENT STEPS		SENCY CTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Submit Application for Marriage License, and Marriage License and Fee Receipt	and c Munic Form	cipal 97 ficate of		20 minutes Salvacion G. Maestrado Municipal Civil Registrar or				

		Rona F. Fungo Administrative Aide VI
2. Entrust to the solemnizing officer the accomplished Municipal Form 97, Marriage License and Fee Receipt and the Application for Marriage License	5 minutes	Salvacion G. Maestrado Municipal Civil Registrar or Rona F. Fungo Administrative Aide VI
3. Receive the duly signed MF 97 from the solemnizing officer	5 minutes	Salvacion G. Maestrado Municipal Civil Registrar or Rona F. Fungo Administrative Aide VI
3.1 If delayed submission from the solemnizing officer, check and sign the Affidavit of Delayed Registration and wait for 10 days posting period before issuance of copy	(10 days)	Salvacion G. Maestrado <i>Municipal</i> <i>Civil</i> <i>Registrar</i>

	4. Register and sign the MF 97		10 minutes	Salvacion G. Maestrado <i>Municipal</i> <i>Civil</i> <i>Registrar</i>
2. Pay necessary fees at the Municipal Treasurer's Office and submit official receipt to MCRO	5. Issue order of payment and advise client to pay at the Municipal Treasurer's Office	For ontime registration: Serv. fee 50.00 Cert. copy 50.00 For delayed registration: Serv.Fee/Affidavit 150.00 Cert. copy 50.00	5 minutes	Salvacion G. Maestrado Municipal Civil Registrar or Rona F. Fungo Administrative Aide VI
3. Receive copy of Certificate of Marriage (MF97)	6. Release owner's copy of the MF 97 (Certificate of Marriage)		10 minutes	Salvacion G. Maestrado Municipal Civil Registrar or Rona F. Fungo Administrative Aide VI
	TOTAL:	On-time: Php 100.00 Delayed: Php 200.00	One time: 55 minutes Delayed: Additional 10 days	

12. REGISTRATION OF CERTIFICATE OF MARRIAGE

For marriage being solemnized in Sta. Magdalena, the solemnizing/contracting parties, any person duly authorized by the solemnizing officer/contracting parties, shall register the Certificate of Marriage at the Local Civil Registry Office of Sta. Magdalena within 15 days after the wedding rites. For the marriage of exceptional character, 30 days from the date of solemnization (Article 34).

Office/Division	Office of the	Office of the Municipal Civil Registrar (MCRO)					
Classification							
Type of Transaction:		G2C - Government to Citizens					
Who may avai	I: All						
CHECKLIS	T OF REQUIRE	EMENTS:	WHERE T	WHERE TO SECURE:			
1. Application for	or Marriage Lice	MCRO where have applied	their license				
	ense and Fee R	Receipt	Municipal Tre Office/MCRC				
b. Place of c. Solemni	d time of marria marriage		Client	Client			
registration, following: a. Negative b. Affidavit and	quirements for of two (2) photocological Certificate, for Delayed Reconfigure Two Disinteres	4.a Philippine Statistics Authority4.b MCRO4.c MCRO					
CLIENT	AGENCY	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
STEPS 1. Submit Application for Marriage License, and Marriage License and Fee Receipt	1. Accomplish and check Municipal Form 97 (Certificate of Marriage)	BE FAID	20 minutes	Salvacion G. Maestrado Municipal Civil Registrar or Rona F. Fungo Administrative Aide VI			

2. Entrust to the solemnizing officer the accomplishe d Municipal Form 97, Marriage License and Fee Receipt and the Application for Marriage License	5 minutes	Salvacion G. Maestrado Municipal Civil Registrar or Rona F. Fungo Administrative Aide VI
3. Receive the duly signed MF 97 from the solemnizing officer	5 minutes	Salvacion G. Maestrado Municipal Civil Registrar or Rona F. Fungo Administrative Aide VI
3.1 If delayed submission from the solemnizing officer, check and sign the Affidavit of Delayed Registration and wait for 10 days posting period before issuance of copy 4. Register	(10 days)	Salvacion G. Maestrado Municipal Civil Registrar
4. Register and sign the MF 97	10 minutes	Maestrado

3. Receive copy of Certificate of	6. Release owner's copy of the MF 97	Affidavit 150.00 Cert. copy 50.00	10 minutes	Salvacion G. Maestrado <i>Municipal</i>
Marriage (MF97)	(Certificate of Marriage)			Civil Registrar or Rona F. Fungo Administrative Aide VI
	TOTAL:	On-time: Php 100.00 Delayed: Php 200.00	One time: 55 minutes Delayed: Additional	

13. REGISTRATION OF DEATH CERTIFICATE

It shall be the responsibility of the spouse or any nearest relative who has knowledge of the death to report the same within forty-eight (48) hours if the deceased died without medical assistance. The health officer shall certify as to the cause of death and direct the registration of the death to the officer of the Civil Registration within the reglamentary period of thirty (30) days.

Office/Division		Office of the Municipal Civil Registrar (MCRO)					
Classification	: Simple						
Type of Transaction:	G2C - G	overnment to C	itizens				
Who may avai		All					
CHECKLIS	T OF REQUI	REMENTS:	WHERE TO	SECURE:			
1. Information death	Sheet stating	the cause of	Municipal Hea (MHO)	lth Office			
Additional registration: a) Burial Perr b) Affidavit of c) Community	nit Two Disinter / Tax Certific	2.a Municipal Treasurer's Office (MTO) 2.b MCRO 2.c MTO/ Barangay concerned of applicant					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Submit Information Sheet to MCRO and give accurate information of the deceased	1. Receive information sheet, and accomplish and check Municipal Form 103 (MF103)		15 minutes	Salvacion G. Maestrado Municipal Civil Registrar or Rona F. Fungo Administrative Aide VI			
	1.1 If delayed, check and sign the Affidavit of Delayed Registratio n and wait for 10 days posting		(10 days)				

2. Proceed to MHO and embalmer for signature and return the MF103 to MCRO	period before issuance of a copy 2. Receive duly signed MF103 and register		10 minutes	Salvacion G. Maestrado <i>Municipal</i> <i>Civil</i> <i>Registrar</i>
3. Pay necessary fees at the Municipal Treasurer's Office and submit official receipt to MCRO	3. Issue order of payment and advise client to pay at the Municipal Treasurer's Office	For on-time registration: Serv. fee 50.00 Cert. copy 50.00 For delayed registration: Serv. Fee/ Affidavit 150.00 Cert. copy 50.00	5 minutes	Salvacion G. Maestrado Municipal Civil Registrar or Rona F. Fungo Administrative Aide VI
4. Receive newly registered death certificate	4. Release owner's copy of newly registered death certificate		10 minutes	Salvacion G. Maestrado Municipal Civil Registrar or Rona F. Fungo Administrative Aide VI
	TOTAL:	On-time: Php 100.00 Delayed: Php 200.00	One time: 40 minutes Delayed: Additional 10 days	



1. ISSUANCE OF CERTIFICATE AS TO NO REAL PROPERTY

Certificate as to No Real Property is a document used by clients to seek medical assistance, to seek certificate of indigency and other legal purpose.

Office/Divisi	on:	Mur	nicipal Asse	essor's Office (MA	SS)		
Classification	n:	Simple					
Type of Transaction			C- Governn Jovernmen		ens, G2G – Government		
Who may av				Owners and Gove	rnment Agencies		
CHECKLIST					O SECURE:		
1. Request F		-		1. MASS			
2. Official Re	ceipt			2. Municipal Trea	surer's Office		
CLIENT STEPS	AGEN ACTIO	_	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Request Form	1. Valida request	ate		5 minutes	Josephine G. Perea Municipal Assessor Kerima E. Laguna Admin. Assistant II		
2. Payment of fees	2. Issue Certifica as to No real Property	ite O	Php 50.00	5 minutes	Josephine G. Perea Municipal Assessor Kerima E. Laguna Admin. Assistant II		
	тот	AL:	Php 50.00	10 minutes			

2. ISSUANCE OF CERTIFICATE AS TO NO IMPROVEMENT

This certificate as to No Improvement is generally used in the computation of capital gains tax in case of residential, commercial and industrial lands.

Office/Divisi	on:	Mur	nicinal Asse	ssor's Office (MAS	SS)		
	Classification: Simple				ssoi s office (MAOO)		
Type of	<u></u>			nent to Citizens, G	i2G –		
Transaction	•			Government Age			
Who may av				Owners, Governme			
CHECKLIST					O SECURE:		
1. Request F		•		1. MASS			
2. Official Re	ceipt			2. Municipal Trea	asurer's Office		
CLIENT STEPS	AGENO ACTIO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Reques t Form	1. Valida request	ate		5 minutes	Josephine G. Perea Municipal Assessor Kerima E. Laguna Admin. Assistant II		
2. Payme nt of fees	2. Issue Certifica as to No Improve nt)	Php 50.00	5 minutes	Josephine G. Perea Municipal Assessor Kerima E. Laguna Admin. Assistant II		
	тот	AL:	Php 50.00	10 minutes			

3. ISSUANCE OF CERTIFICATE OF TOTAL LANDHOLDINGS

This certificate of total land holdings is generally used by clients for computation of estate tax and Comprehensive Agrarian Reform Program (CARP) coverage.

Office/Division	on:	Municipal Assessor's Office (MASS)				
Classification		Simple				
Type of				t to Citizens, G2G – Government to		
Transaction:			nment Agend			
Who may ava				ers, Government		
CHECKLIST		QUIR	EMENTS:		O SECURE:	
1. Request Fo				1. MASS		
2. Official Rec	eipt			2. Municipal Tre	asurer's Office	
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Request Form	1. Validate request and operate computer to print.			5 minutes	Josephine G. Perea Municipal Assessor Kerima E. Laguna Admin. Assistant II	
2. Payment of fees	2. Issue Certificate of Total Landholdin gs		Php 50.00 / parcel	5 minutes	Josephine G. Perea Municipal Assessor Kerima E. Laguna Admin. Assistant II	
	ТО	TAL:	Php 50.00	10 minutes		

4. ISSUANCE OF CERTIFICATE OF SOLVENCY

This certificate of Solvency is generally used by clients in their bail bond in lieu of security bond or cash bond.

<u> </u>					
Office/Division			al Assesso	r's Office (MASS)	
Classification	<u>1:</u>	Simple			
Type of Transaction:		G2C - G	overnment	t to Citizens	
Who may ava	ail:	Real Pro	perty Own	ers, Interested Pa	arty
CHECKLIST	OF F	EQUIRE	MENTS:	WHERE TO	O SECURE:
1. Request Fo	rm			1. MASS	
2. Real Prope	rty Ta	x Clearan	се	2. Municipal Tre	asurer's Office
3. Warrant of	Arres	i		3. Philippine Nat Magdalena	tional Police Sta.
CLIENT STEPS		SENCY CTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Form	1. Validate tax clearance and check record from computers if there is any annotation.			5 minutes	Josephine G. Perea Municipal Assessor Kerima E. Laguna Admin. Assistant II
2. Payment of fees	2. Issue Certificate of Solvency		Php 50.00 / parcel	5 minutes	Josephine G. Perea Municipal Assessor Kerima E. Laguna Admin. Assistant II
TOTAL:			Php 50.00	10 minutes	

50.00

5. ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION

Tax Declaration is a document used for taxation purposes; where all information like declared owner, survey number, area, valuation/market value, assessed value and present condition of the real property owner.

Office/Divis	sion:	Municipal Ass	sessor's Office (I	MASS)	
Classificat	ion:	Simple			
Type of Tra	ansaction:		nment to Citizens	s, G2G -	
			to Government		
Who may a		Real Property	/ Owners, Gover	nment Agencies	
	LIST OF EMENTS:		WHERE TO SEC	CURE:	
1. Request		MASS			
2. Official R	eceipt	Municipal Tre	easurer's Office		
CLIENT	AGENCY	FEES TO	PROCESSING	PERSON	
STEPS	ACTION	BE PAID	TIME	RESPONSIBLE	
1.Submit	1.Validate		5 minutes	Josephine G.	
accomp	request			Perea	
lished				Municipal	
Reques t Form				Assessor	
l Foiiii				Kerima E. Laguna	
				Admin. Assistant	
2.Payment	2. Issue	Php 25.00	5 minutes	Josephine G.	
of fees	certified	/TĎ		Perea	
	true copy			Municipal	
	of tax			Assessor	
	declaratio				
	n			Kerima E. Laguna	
				Admin. Assistant	
	TOTAL:	Php 25.00	10 minutes		
L	IOIAL.	1 11p 23.00	10 mmutes		

6. ISSUANCE OF FIELD APPRAISAL AND ASSESSMENT SHEET (FAAS) FOR TRANSFER OF REAL PROPERTY (AGRICULTURAL)

In the transfer of agricultural lands, the role of our office is just to prepare FAAS (Field Appraisal and Assessment Sheet) for approval of our Provincial Assessor.

Office/Division:		t Division	1			
Classification:	Simple	Simple				
Type of Transaction:	G2G - Gove	G2G - Government to Citizens				
Who may avail:	Real Proper	ty Owne	rs			
CHECKLIST C	F REQUIREME	NTS:	WHERE TO	WHERE TO SECURE:		
1. Request Form	l		1. MASS			
2. Official Receip	ot		2. Municipal Tre	easurer's Office		
3. Notarized Dee	ed of Conveyand	ce	3. Notary Public			
4. Tax Declaration	on		4. Municipal As	sessor		
5. RPT Clearand	e		5. Municipal Tre	easurer		
6. RTC Clearand	e		6. RTC Irosin, S	Sorsogon		
7. Certificate as for Taxation	to No Title or wi	th Title	7. Register of D	eeds		
8. DAR or NIA C	learance		8. Department of Agrarian Reform/National Irrigation Authority Sorsogon Field Office			
9. Documentary Gains Tax	Stamp and Cap	ital	9. BIR Sorsogon			
10. Transfer Tax			10. Provincial Treasurer's Office			
Note: All docum		ents				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E		
1. Request Form	1. Validate submitted documents.		1 hour	Josephine G. Perea Municipal Assessor Kerima E. Laguna Admin. Assistant II		

2. Payment	2. Issue Field	Php	1 day	Josephine G.
of service	Assessment	50.00		Perea
fee	and			Municipal
	Appraisal			Assessor
	Sheet			
	(FAAS) with			Kerima E.
	recommendi			Laguna
	ng approval			Admin.
	to the			Assistant II
	Provincial			
	Assessor for			
	issuance of			
	new tax			
	declaration			
	TOTAL:	Php	1 day and 1	
	IOIAL.	50.00	hour	

7. ISSUANCE OF FIELD APPRAISAL AND ASSESSMENT SHEET (FAAS) FOR TRANSFER OF REAL PROPERTY (RESIDENTIAL AND COMMERCIAL)

In the transfer of residential land, the role of our office is just to prepare FAAS (Field Appraisal and Assessment Sheet) for approval of the Provincial Assessor.

Office/Division:	Municipal Assessor's Office (MASS)				
Classification:	Simple	Simple			
Type of	G2C - Governm	ent to Citizens; G2G - Government			
Transaction:	to Government A	Agency			
Who may avail:	Real Property Owners, Government Agencies				
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
Request Form		1. MASS			
2. Official Receipt		2. Municipal Treasurer's Office			
3. Notarized Deed of Conveyance		3. Notary Public			
4. Tax Declaration		4. MASS			
5. RPT Clearance		5. Municipal Treasurer's Office			
6. RTC Clearance		6. RTC Irosin, Sorsogon			
7. Certificate as to No Title for Taxation	Title or with	7. Register of Deeds			

8. Document Gains Tax	ary Stamp and	Capital	8. BIR Sorsogon		
9. Transfer Tax			9. Provincial Tre	asurer's Office	
Note: All doo must be origi	cumentary requ	uirements			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Request Form	1. Validate submitted documents		1 hour	Josephine G. Perea Municipal Assessor Kerima E. Laguna Admin. Assistant II	
2. Payment of service fee	2. Issue Field Assessment and Appraisal Sheet (FAAS) with recommend- ding approval to the Provincial Assessor	Php 50.00	1 day	Josephine G. Perea Municipal Assessor Kerima E. Laguna Admin. Assistant II	
	TOTAL:	Php 50.00	1 day and 1 hour		

8. ISSUANCE OF FIELD APPRAISAL AND ASSESSMENT SHEET (FAAS) FOR RE-ASSESSMENT AND RE-CLASSIFICATION OF REAL PROPERTY

The word appraisal is the act or process of determining the value of real property of a specific data for a specific purpose and assessment is the act or process of determining the value of a property

Office/Divisi	ion:	Assessment Services				
Classification		Complex				
Type of		G2C - Go	vernment	to Citizen, G2B -	Government to	
Transaction	:	Business				
Who may av	/ail:	Real Property Owners, Business Entities				
CHECKLIS	T OF I	OF REQUIREMENTS: WHERE TO SECURE:				
1. Letter of R	Reques	t		1. Client		
2. Pictures of	f the si	te (four sid	les)	2. Client		
3. Approved	survey	plan		3. Geodetic Eng	gineer	
CLIENT STEPS	AGENCY		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit Letter of Request and supporting documents	1. Val subm docur	itted		1 hour	Josephine G. Perea Municipal Assessor Kerima E. Laguna Admin. Assistant II	
	2. Cor ocular insper	r		3 days	Josephine G. Perea Municipal Assessor Kerima E. Laguna Admin. Assistant II	

2. Pay	3. Prepare	Php	1 day	Josephine G.
service fee	FAAS (Field	50.00	,	Perea
	Assessment			Municipal
	and Appraisal			Assessor
	Sheet) with			
	recommending			Kerima E.
	approval of			Laguna
	the Provincial			Admin.
	Assessor for			Assistant II
	issuance of			
	new tax			
	declaration			
TOTAL:		Php	4 days and 1	
IOTAL:		50.00	hour	



1. DIRECT SPUTUM SMEARING MICROSCOPY (DSSM)

Direct sputum smear microscopy is a method that would aid in the diagnosis of active pulmonary tuberculosis.

Office/Divisi	on:	Municipal Health Office (MHO)				
Classificatio	n:	Simple				
Type of						
Transaction						
Who may avail: All						
		REQUIREM	ENTS:		O SECURE:	
Sputum sample Request Form (presumptive T Referral Form from Barangay Center			y Health	Client Rural Health Health Cente		
CLIENT STEPS	A	GENCY CTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present sputum sample together with request form	Receive request form and provide sterile bottle to client		None	15 minutes	Marla R. Agripa, RMT <i>Medical</i> <i>Technologist II</i>	
2. Provide sputum sample at Laboratory Room	2. Smearing/ fixing and staining. Sputum microscopy.			1 hour	Marla R. Agripa, RMT <i>Medical</i> <i>Technologist II</i>	
3. Receive laboratory result	3. Issuance of result.			2 days	Marla R. Agripa, RMT <i>Medical</i> <i>Technologist II</i>	
	ТОТ	AL		2 days, 1 hour and 15 minutes		

2. EXPANDED NEWBORN SCREENING (ENBS)

Newborn Screening (NBS) is a simple procedure to find out if your baby has a congenital disorder that may lead to mental retardation or even death if left untreated. The Expanded Newborn Screening (ENBS) Program increased the screening panel of disorders from six (6) to more than twenty-eight.

Office/Divisio			al Health Offi	ce (MHO)	-
Classification	:	Highly T	echnical		
Type of Transaction:		G2C - G	overnment to	o Citizens	
Who may ava	il:	All			
		REQUIRE	MENTS:	WHERE T	O SECURE:
1. Mother and Baby Book 2. Official receipt for Non-PhilHealth Members 3. Accomplished PhilHealth Form CF PhilHealth Members				1. Rural Heal 2. Municipal Office 3. Rural Heal	Treasurer's
CLIENT	_	ENCY		PROCESSING	
STEPS		CTION	BE PAID	TIME	RESPONSIBLE
1. Present newborn baby	baby reach 72 ho life a for P	entify if had had 24-burs of hil Health bership.	For PhilHealth Members: None	5 minutes	Marla R. Agripa, RMT <i>Medical</i> <i>Technologist II</i>
1.1 For nonmember, pay fees at the MTO and return to Laboratory Section with the official receipt.	to pa nece fees MTO If me valida mem thru Phill- Form	ber, se client y ssary at the mber, ate bership lealth cF-2 register JBS	For Non- PhilHealth Member: Php 1,750.00		

	2. Actual pricking/colle ction of blood sample	15 minutes	Marla R. Agripa, RMT Medical Technologist II
	3. Sending out filter cards to National Institute for Health (NIH) through courier	5 days	Marla R. Agripa, RMT Medical Technologist II
2. Receive result	4. Relaying of results	1 month	Marla R. Agripa, RMT Medical Technologist II
	TOTAL:	1 month, 5 days and 20 minutes	

3. ISSUANCE OF HEALTH CARD

Health card is commonly issued to ambulant vendors (food and non-food) who wished to conduct business within the municipality. This also is a preemployment requirement for food handlers in the food service industry.

Office/Division:	Municipal Health	Office	
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Food and non-fo	od handlers	
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:	
1. Request Form		1. RSI	
2. Stool laboratory exam result, if		2. Laboratory	
applicable.		3. Laboratory	
3. Sputum laboratory exam result, if applicable.		4. Municipal Treasurer's Office	
4. Official Receipt of I	Payment		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the request form.	1. Accept request and provide instructions for lab examination if applicable.		10 minutes	Nida F. Escarda Rural Sanitary Inspector
2. Proceed to laboratory room as instructed and present laboratory result back to RSI.	2. Verify lab results. If result is adverse, advise to take deworming medicine or refer to TB-DOTS for treatment. 2.1 Instruct client to pay necessary fees at the MTO	Php 30.00	15 minutes	Nida F. Escarda Rural Sanitary Inspector
3. Pay at the MTO and present the official	3. Process health card		5 minutes	Nida F. Escarda Rural Sanitary Inspector
receipt to RSI	3.1 Approval of MHO		5 minutes	Bernardo R. San Jose, MD, MHA <i>Municipal</i> <i>Health Officer</i>
4. Receive signed Health Card	4. Issue signed Health Card		5 minutes	Nida F. Escarda Rural Sanitary Inspector
	TOTAL		40 minutes	

4. ISSUANCE OF MEDICAL CERTIFICATE

A medical certificate is issued as a requirement for medico-legal, employment, academics, financial assistance/AICS, and travel pass purposes.

Office/Division: Municipal Health Office (MHO)					
Classificatio	n: Simple				
Type of Transaction:	G2C -	Government to	Citizens		
Who may av					
	ST OF REQUIF		WHERE TO	O SECURE:	
a) Reques		-Rural Health -PNP/Baranga -Municipal Tre (MTO)	•		
government e	t Slip Form	-Rural Health	Unit easurer's Office		
employment/i a) Reques b) CS Fori	nment service return to duty: st Slip Form m 211 al assistance (<i>F</i>	-Rural Health Unit			
a) Request		•	(downloadable	,	
·			-MHO -Municipal Soc and Developm		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Secure/fill up Request Slip Form, and get queue number and wait for number to be called	1. Receive Request Slip Form and determine client category 1.1 Physically fit: Advise to pay service fee at the	For students: Php 25.00 For employment: Php 30.00	15 minutes	Outpatient Department Personnel	

	Municipal Treasury Office.	For medicole- gal: Php 50.00		
	1.2 With health issues: Verify Rural Health Unit Family/HH ID Number			Outpatient Department Personnel
	1.2.1 New patient: Acquire permanent patient number for purpose of RHU record and future checkup			Outpatient Department Personnel
	1.2.2 For old patient: Notify the personnel of your patient number for record retrieval and/or medical history			Outpatient Department Personnel
2. For physically fit, pay service fee at the Municipal Treasury Office and return to MHO with the Official Receipt	2.Examine/ Interview client and subject to preliminary check-up 2.1 Attend to client and evaluate medical condition		30 minutes	Bernardo R. San Jose, MD <i>Municipal</i> <i>Health Officer</i>

and wait in line	2.2 Prepare medical certificate		
With health issues: Present Rural Health Unit Family/HH ID Card; pay service fee if necessary at the MTO; return to MHO with the Official Receipt; and wait in line			
3. Receive approved medical certificate	3. Release Medical Certificate	5 minutes	Bernardo R. San Jose, MD Municipal Health Officer
	TOTAL:	50 minutes	

5. ISSUANCE OF PERMIT TO TRANSFER CADAVER

This permit is for the transfer of cadaver from the municipality to another.

Office/Division:	Municipal Health Office (MHO)		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizens		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:	
Application Form		-Sanitary Inspector at the MHO	
2. Death Certificate		-Municipal Civil Registrar	
3. Official Receipt		-Municipal Treasurer's Office	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit the application form with the Death Certificate attached.	1. Accept request and advise client to pay necessary fees at the MTO	Php 50.00	10 minutes	Nida F. Escarda Rural Sanitary Inspector
2. Present Official Receipt	2. Process Permit to Transfer Cadaver		10 minutes	Nida F. Escarda Rural Sanitary Inspector
	2.1 Approval of MHO		5 minutes	Bernardo R. San Jose, MD, MHA <i>Municipal</i> <i>Health Officer</i>
3. Receive	3. Issue			Nida F. Escarda
Permit to	Permit to		5 minutes	Rural Sanitary
Transfer	Transfer		3	Inspector
Cadaver	Cadaver		20 minutes	
	TOTAL:		30 minutes	

6. ISSUANCE OF SANITARY PERMIT

Approved Sanitary Permit is one of the requirements for the issuance of new and for renewal of business license and permit applied for by the business owners. This service can be availed at the Sanitary Inspector's Office under the Office of the Municipal Health Officer.

Office/Division: Municipal Health C			pal Health Offi	ce			
Classification	Classification:		Simple				
Type of Transaction:		G2B – Government to Business Entities					
Who may ava		All					
CHECKLIST OF			REMENTS:		O SECURE:		
Official Receip	t of F	ayment		Municipal Trea	surer's Office		
CLIENT STEPS	AC	ENCY	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Present Official Receipt to Sanitary Inspector and business permit application form	and the for pay	Receive I check receipt ment of itary mit	Based on the assessment as indicated in the Municipal Tax Ordinance	10 minutes	Nida F. Escarda Rural Sanitary Inspector		
2. Answer interview questions	2. Conduct interview with business owner			20 minutes	Nida F. Escarda Rural Sanitary Inspector		
	3. Process sanitary permit and health card and endorse to MHO for approval			5 minutes	Nida F. Escarda Rural Sanitary Inspector		
		Approval Sanitary mit		5 minutes	Bernard R. San Jose, MD, MHA		

			Municipal Health Officer
Receive approved Sanitary Permit and Health Cards	5. Issue Sanitary Permit and Health Cards	5 minutes	Nida F. Escarda Rural Sanitary Inspector
	TOTAL	45 minutes	

7. NORMAL SPONTANEOUS DELIVERY (NSD)

This service pertains to the delivery of normal or low-risk pregnancy in the Birthing Facility/Basic Emergency Obstetric and Newborn Care Facility (BEMONC).

Office/Division: Municipal Health Offi			alth Office	e (MHO)		
Classification	n:	Simple				
Type of Transaction:		G2C - Gover	nment to	o Citizens		
Who may avail: All						
		F REQUIREM		WHERE T	O SECURE:	
1. Mother and	d Bal	oy Book, if app	licable.	Rural Health U	Init	
2. Referral Form, if applicable.				Barangay Hea	Ith Center	
CLIENT STEPS		AGENCY TO BE PROCESSING TIME R		PERSON RESPONSIBLE		
1. Present yourself and sign consent for admission	sec	Admit and cure consent n the client	None	5 minutes	Assigned Midwife	
2. Proceed to OB Ward and wait for the time of delivery	ass mor sign	Conduct rapid essment, nitor vital ns and gress of or.		Case to case basis	Assigned Midwife	

3. Proceed to Delivery Room	3. Attend to the conduct of normal spontaneous delivery	Case to case basis	Assigned Midwife
4. Return to OB Ward	4. Conduct postpartum	Case to case basis	Assigned Midwife
for	monitoring	Dasis	Midwile
rooming-in	9		
	5. Advise client to go home with postpartum instructions		Assigned Midwife
	TOTAL		

8. OUTPATIENT DISPENSARY (OPD)

Medical consultation is done based on the medical condition of the patient.

Office/Division	Office/Division: Municipal Health			ffice (MHO)		
Classification	:	Simple	imple			
Type of G2C - Go		overnment	t to Citizens			
vvno mav avan-			All residents seeking medical assistance and reatment.			
CHECKLIST	OF R	EQUIREN	IENTS:	WHERE T	O SECURE:	
Household/Family Card Number			RHU/MHO			
2. Referral Form			Barangay Health Center			
CLIENT STEPS	AGENCY TO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Get queue number and once called present Rural Health Unit Family/HH ID Number	Rural Unit		None	5 minutes	Outpatient Department Personnel	

1.1 For new	30 minutes	
patient,	oo miinates	
assign		
permanent		
patient		
number for		
purpose of		
RHU record		
and future		
checkups,		
and fill up		
Patient's		
Enrollment		
Record and		
Individual		
Treatment		
Record.		
Interview and		
take vital		
signs.		
3 -		
1.2 For old		
patient, pull		
out patient's		
Rural Health		
Unit/Family		
record and		
retrieve		
ITR/Charts.		
Interview and		
take vital		
signs.		
Nata: Oall		
Note: Call		
patient		
according to		
number.		
Prioritization		
of clients		
according to		
emergency,		
pregnant		
women, PWD.		
Advise patient		
to wait in line		

	for physician's examination.		
2. Proceed to attending physician	2. Attend to patient and evaluate medical condition	20 minutes	Bernardo R. San Jose, MD, MHA <i>Municipal</i> Health Officer
3. Follow doctor's instructions	3. Provide final diagnosis and schedule next visit if applicable.	5 minutes	Bernardo R. San Jose, MD, MHA <i>Municipal</i> Health Officer
	TOTAL	60 minutes	

9. REFERRED PRENATAL CARE SERVICES FROM BARANGAY HEALTH STATIONS

The Rural Health Unit of Sta. Magdalena aims to achieve low maternal mortality and morbidity by providing quality prenatal care to all pregnant women in the municipality.

Office/Division	n: Municipal H	Municipal Health Office (MHO)				
Classification	Simple	Simple				
Type of Transaction:	G2C – Gove	G2C – Government to Citizens				
Who may avai	I: All pregnant	women				
CHECKLIST	OF REQUIREME	REQUIREMENTS: WHERE TO SECURE:				
1. Household/F	amily Card No.		Rural Health Unit			
2. Referral For	m		Barangay Health Station			
3. Mother's Pre	enatal Book		Rural Health Unit			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Get queue number and once called, present	1. Record retrieval and/or medical history. Attach	None	5 minutes	Outpatient Department Personnel		

Rural Health Unit Family/HH ID Number (old patient)	referral form to ITR and submit to physician.		
	New patient: Assign permanent patient number for purpose of RHU record and future checkups, and fill up Patient's Enrollment Record and Individual Treatment Record. Interview and take vital signs/complain ts.	30 minutes	
	Old patient – Pull out patient's Rural Health Unit/Family record and retrieve ITR/Charts. Take vital signs/ complaints.		
2. Present Referral Form/Sheet coming from BHS to MHO	2. Attend to patient and evaluate medical condition subject to preliminary checkup.	15 minutes	Bernardo R. San Jose, MD, MHA <i>Municipal</i> Health Officer

	2.1 Laboratory request if needed.		
3. Receive physician's instructions.	3. Inform and advise patient of her condition and the necessary interventions.	5 minutes	Bernardo R. San Jose, MD, MHA <i>Municipal</i> <i>Health Officer</i>
	TOTAL:	55 minutes	

10. REQUEST FOR OTHER LABORATORY TESTS

This service pertains to all other laboratory requests such as Blood Sugar, Blood Typing and Hemoglobin/Hematocrit Count.

Office/Division	: Municipal H	Municipal Health Office (MHO)			
Classification:	Simple				
Type of Transaction:	G2C – Gov	G2C – Government to Citizens			
Who may avail		All			
CHECKLIST OF REQUIREMENTS: WHERE TO SECURE:				ECURE:	
Laboratory request			Rural Health Unit/MHO		IHO
Blood Sample			Client		
CLIENT	AGENCY	FEES.	ТО	PROCESSING	PERSON

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present laboratory request (from MHO/BHC)	Validate laboratory request	None	3 minutes	Marla R. Agripa, RMT Medical Technologist II
	2. Perform desired laboratory exam		15 minutes	Marla R. Agripa, RMT Medical Technologist II

2. Receive	3. Register	10 minutes	Marla R.
laboratory	result in		Agripa, RMT
result	Laboratory		Medical
	Logbook and		Technologist
	issue result		11
	to client		
	TOTAL:	28 minutes	

11. STOOL LABORATORY EXAMINATION (FECALYSIS)

Clinical laboratory services are tests on specimens (such as blood, sputum or urine) that are used to diagnose and treat patient.

Office/Divisio	on: Municipal Health Office (MHO)					
Classification	:		Simple			
Type of Trans		G20	C – Goveri	Government to Citizens		
Who may ava		All		-		
CHECKLIST OF REQUIREM			MENTS:		O SECURE:	
Request For 2. Stool sample				Rural Health Client	Unit/MHO	
CLIENT AGENCY TO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Present request form and stool sample.	1. Receive request form and provide sterile bottle to client		None	5 minutes	Outpatient Department Personnel	
2. Provide stool sample at Laboratory Room	2. Stool processing. Stool microscopy.			20 minutes	Marla R. Agripa, RMT <i>Medical</i> <i>Technologist II</i>	
3. Receive laboratory result	3. Issuance of result			5 minutes	Marla R. Agripa, RMT <i>Medical</i> <i>Technologist II</i>	
	TOTAL			30 minutes		

12. URINE LABORATORY EXAMINATION (URINALYSIS)

Clinical laboratory services are tests on specimens (such as blood, sputum or urine) that are used to diagnose and treat patient.

044 /51 1 1	14				
Office/Divisi		Municipal Health Office (MHO)			
Classification	n:	Simple			
Type of Transaction	•	G2C – G	Sovernmen	t to Citizens	
Who may av		All			
CHECKLIS			MENTS:	WHERE TO	O SECURE:
Urine Sam Request F Barangay He	ple orm/R	eferral Fo	Client		
CLIENT STEPS	AGENCY FEES TO BE PAID		TO BE	PROCESSING TIME	PERSON RESPONSIBLE
1. Present MHO's laboratory request at OPD	1. Receive request form and provide sterile bottle to client		None	5 minutes	Outpatient Department Personnel
2. Provide urine sample at Laboratory Room	2. Dipstick taking and centrifugation of urine. Urine microscopy.			30 minutes	Marla R. Agripa, RMT <i>Medical</i> <i>Technologist II</i>
3. Receive laboratory results	3. Issuance of results.			5 minutes	Marla R. Agripa, RMT <i>Medical</i> <i>Technologist II</i>
		TOTAL:		40 minutes	



1. ISSUANCE OF CERTIFICATE OF INDIGENCY

Certificate of Indigency is issued to the less fortunate resident who desires to avail assistance from Public Attorney's Office (PAO), Local Civil Registrar, and medical assistance from other social welfare agencies.

Office/Division	on:	Municipal Social Welfare and Development Office (MSWDO)				
Classification	n:	Simple				
Type of Transaction:		G2C - Gc	vernment	to Citizens		
Who may ava	ail:	Any bona fide resident of Sta. Magdalena, Sorsogon, who belongs to the marginalized group of families.				
CHECKLIST OF REQUIREMENTS:				WHERE TO SECURE:		
1. Any govern	ment	-issued		1. Post Office, COMELEC, DFA,		
identification of	card			UMID or any government-issued ID		
2. Barangay Certificate of Indigency			2. Barangay Hall where the client resides			
3. General Intake Sheet		3. MSWDO				
CLIENT	۸۵	ENCV	FEES	DDOCESSING	DEDSON	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents	1. Evaluate the submitted documents	None	5 minutes	Officer of the Day/ MSWDO Staff
2. Answer honestly during the interview	2. Interview with the client using the General Intake Sheet	None	10 minutes	Officer of the Day/ MSWDO Staff
3. Wait for the release of Certificate of Indigency	3. Prepare Certificate of Indigency	None	10 minutes	Officer of the Day/ MSWDO Staff
S ,	4. Review and affix signature to certificate		5 minutes	Celeste F. Gaufo, Municipal Social Welfare and Development Officer

4. Receive Certificate of Indigency and sign in the client's logbook	5. Issue/ release Certificate of Indigency	None	5 minutes	Officer of the Day/ MSWDO Staff
	TOTAL:		35 minutes	

2. ISSUANCE OF PWD ID AND BOOKLET

This service refers to the issuance of Persons with Disability (PWD) ID and booklet which shall serve as proof for availment of discount to ensure that they will fully enjoy the benefits and privileges as provided for in RA 7277.

Office/Division	on:	Municipal Social Welfare and Development Office (MSWDO)				
Classification	n:	Complex				
Type of Transaction:		G2C - G	Government to	o Citizen		
Who may ava	ail:	Any bona fide PWD with permanent disabilities including visual, hearing, speech, intellectual/mental, learning, psychosocial, orthopedic (musculoskeletal), and disability due to chronic illness.				
CHECKLIS	T OF F	REQUIRE	EMENTS:	WHERE TO	SECURE:	
1. PWD Regis	stration	Form		1. MSWDO		
2. 2 pcs 1" x	1" phot	to		2. Concerned PWD		
3. Medical Co	ertificat	е		3. Medical Physician		
CLIENT STEPS		ENCY TION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIB LE	
1 Present the required documents	1 Eva the subm docur	itted	None	5 minutes	MSWDO Staff	
2. Provide data information (interview)	2. Fill Regis Form	up tration	None	10 minutes	MSWDO Staff	

101 1 0 2

	3. Prepare ID and Booklet	None	15 minutes	MSWDO Staff
	4. Approval/Sig nature		1 day	Municipal Mayor
3. Claim ID and sign in PWD logbook	5. Issue/Releas e ID and booklet	None	5 minutes	MSWDO Staff
_	TOTAL:		1 day and 35 minutes	

3. ISSUANCE OF SENIOR CITIZEN ID AND BOOKLET

The Local Government Unit provides Senior Citizen ID Card as mandated by R.A. 7432, otherwise known as Magna Carta for the Elderly, an act to maximize the contribution of senior citizens to nation building. Holders of a Senior Citizen ID Card are entitled to programs and services offered by various government and private agencies.

Office/Division:	Office of the	Office of the Senior Citizens Affairs (OSCA)				
Classification:	Simple					
Type of Transaction:	G2C - Gove	rnment to	Citizens			
Who may avail:	Any bona fic	le resider	nt aged 60 years	old and above.		
CHECKLIST	OF REQUIREME	NTS:	WHERE TO	O SECURE:		
1. 2 pcs 1" x 1" p	1. 2 pcs 1" x 1" photo					
2. Birth or Baptis	smal Certificate		Local Civil Registrar/Philippine Statistics Authority			
3. Accomplished Form	l Senior Citizen Ir	ntake	OSCA/MSWD0			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Present the required documents	Evaluate the submitted documents	None	5 minutes	OSCA Staff		

2. Provide data information (interview)	2. Fill up Senior Citizen Intake Form	None	15 minutes	OSCA Staff
	3. Prepare ID and Booklet	None	15 minutes	OSCA Staff
	4. Review/validate prepared ID and Booklet, and sign Booklet (With preapproved ID by the LCE.)		10 minutes	OSCA Head
3. Claim ID and booklet and sign in Senior Citizen's logbook	5. Issue/Release of ID and Booklet	None	5 minutes	OSCA Staff
	TOTAL:		50 minutes	

4. ISSUANCE OF SOLO PARENT ID

Identification Card for Solo Parent is being given to avail of the benefits and privileges as provided for under the rules and regulations in the implementation of RA 8972 and RA 9257.

Office/Division:	Municipal Social W (MSWDO)	elfare and Development Office	
Classification:	Simple		
Type of Transaction:	G2C - Government	to Citizens	
Who may avail:	Any resident of the municipality who meets the qualifications of Solo Parent as provided for under Article 3, Section 6(b) of RA 8972		
CHECKLIST OF F	REQUIREMENTS:	WHERE TO SECURE:	
1. 2 pcs 1" x 1" photo		Concerned client	

Properly filled-up Application Form		MSWDO		
	Certificate of es as Solo Par	ent	Concerned Barangay	
4. Birth Certi Dependents	ificate of Minor		Local Civil Regis Statistics Office	strar/Philippine
5. Proof of Solo-Parenting: a) Court Order for legally separated/in jail, as applicable; or b) Certificate of a public medical practitioner for mentally ill/physically handicapped spouse; or c) Death Certificate of spouse for widow/widower		Regional Trial Court/Municipal Trial Court Medical Physician Local Civil Registrar/Philippine Statistics Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present and submit the required documents	1 Evaluate the submitted documents	None	5 minutes	MSWDO Staff
	2. Conduct validation	None	30 days	Melissa T. Morales, LSW Focal Person for Women
	3. Preparation of ID		10 minutes	Melissa T. Morales, LSW Focal Person for Women
	4. Approval and signature		1 day	Celeste F. Gaufo, Municipal Social Welfare and Development Officer and Municipal Mayor

2. Claim ID and sign in solo-parent logbook	5. Issue/Relea se of ID	None	5 minutes	MSWDO Staff
	TOTAL:		31 days and 20 minutes	

5. PREPARATION AND ISSUANCE OF SOCIAL CASE STUDY REPORT AND REFERRAL

This service refers to the preparation of a case study report and referral to be used by concerned patient/s enabling them to avail assistance such as medical, educational and financial assistance from other government and non-government institution.

Office/Division:	Municipal Social Welfare and Development Office (MSWDO)				
Classification:	Simple				
Type of Transaction:	G2C - Government	to Citizen			
Who may avail:	_	ent of Sta. Magdalena, Sorsogon, rginalized group of families.			
CHECKLIST OF F	REQUIREMENTS:	WHERE TO SECURE:			
d) Any valid ID	ke Sheet dical/ Clinical Promissory Note	MSWDO Attending Physician Hospital's Billing Station Post Office, COMELEC, or any gov't issued ID			
2. For Educational Assistance and other services: a) General Intake Sheet b) Birth Certificate c) School Records d) Any valid ID of the client e) Certificate of Indigency, if applicable		MSWDO Local Civil Registrar/Philippine Statistics Office School Post Office, COMELEC, or any gov't issued ID			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents	1 Evaluate the submitted documents	None	10 minutes	Licensed Social Worker
2. Provide data information (interview)	2 Intake interview with the client	None	30 minutes	Licensed Social Worker
3. Wait for the preparation of Social Case Study Report	3 Prepare Social Case Study Report	None	2 days	Licensed Social Worker
	4. Review and affix signature to the final report		30 minutes	Celeste F. Gaufo MSWDO
4. Claim Social Case Study Report	5. Issue/Relea se Social Case Study Report	None	15 minutes	Licensed Social Worker
	TOTAL:		2 days, 1 hour and 25 minutes	

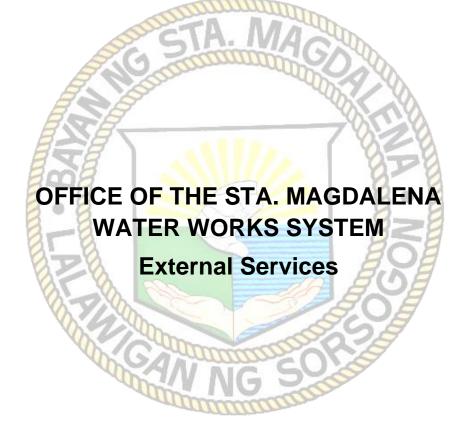
6. PROCESSING AND RELEASE OF ASSISTANCE TO INDIVIDUAL/FAMILIES IN CRISIS SITUATION (AICS) This service pertains to the provision of financial assistance to individuals and

This service pertains to the provision of financial assistance to individuals and families in crisis situation, e.g. medical, burial, food and transportation. The nature of difficulty is short term and/or emergency.

Office/Division:	Municipal Social Welfare and Development Office (MSWDO)			
Classification:	Simple			
Type of Transaction:	G2C - Governmen	nt to Citizen		
Who may avail:	Persons/Families in crisis situation needing immediate social welfare development assistance; Indigent individuals/ families; Individuals/families belonging to informal sector; and Other poor, marginalized and vulnerable/disadvantaged individual.			
CHECKLIST OF R		WHERE TO SECURE:		
d) Barangay C Indigency e) Any valid ID	ke Sheet ificate scription ertificate of of the client ance: ake Sheet tract Death Certificate ertificate of of the client	MSWDO Attending Physician Attending Physician Concerned Barangay Post Office, COMELEC, DFA, UMID or any government-issued ID MSWDO Funeral Homes Local Civil Registrar Concerned Barangay Post Office, COMELEC, DFA, UMID or any government-issued ID MSWDO		
3. For Transportation Assistance: a) General Intake Sheet b) Barangay Certificate of Indigency c) Any valid ID of the client 4. For Food Assistance:		MSWDO Concerned Barangay Post Office, COMELEC, DFA, UMID or any government-issued ID MSWDO		
a) General Inta b) Barangay C Indigency c) Any valid ID	ike Sheet ertificate of	Concerned Barangay Post Office, COMELEC, DFA, UMID or any government-issued ID		

107 10 8

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents	1. Evaluate the submitted documents	None	5 minutes	Officer of the Day/ MSWDO Staff
2. Answer honestly during the interview	2. Intake interview with the client	None	20 minutes	Officer of the Day/ MSWDO Staff
	3. Prepare the Emergency Form and supporting documents, and recommend the amount of assistance to be given.	None	15 minutes	Officer of the Day/ MSWDO Staff
	4. Review and recommend for approval by Municipal Mayor	None	5 minutes	Celeste F. Gaufo MSWDO
	5. Submit documents to Disbursing Officer for payment	None	5 minutes	Officer of the Day/ MSWDO Staff
3. Claim cash assistance	6. Release cash assistance	None	10 minutes	Disbursing Officer Municipal Treasurer's Office
	TOTAL:		60 minutes	



1. APPLICATION FOR NEW WATER SERVICE CONNECTION

This service includes all applications for new water service connection, which is defined as recently installed water service line. This includes reconnected lines of those whose connections were severed under the Category of "Permanent Disconnection," either voluntarily or connections severed due to nonpayment of water bills or disconnected as a consequence of violation of the provisions stated in Municipal Ordinance No. 03, Series of 2018.

Office/Division	.n.				(
Cilice/Divisio	JII.		lena Water	Works System	n (SMWWS)
0111100		Office			
Classification	n:	Simple			
Type of		G2C – Gover	nment to C	iti	
Transaction:					
Who may ava		All			
CHECI		_	v	VHERE TO SE	CURF:
			SMWWS		
Service Conne	ectic	n			
2. Official Rec	eipt		SMWWS		
	-				
3. Approved E	xca	vation	Provincial	Engineerina C	Office
			- 21-	3	
			FFFS		
_					
STEPS		ACTION	_	TIME	RESPONSIBLE
1. Apply for	1. lr	nterview and	1 1 11	5 minutes	Dolores F.
new water					Espela
connection	for p	oossible			Vilma E. Gaon
and attend					
orientation	•				
	2. C	Conduct Pre-		10 minutes	Dolores F.
	Mer	mbership			Espela
	Sen	ninar [.]			·
					Vilma E. Gaon
2.Acknow-	3. C	Conduct site		4 hours	Maintenance
ledge Job	insp	ection			Personnel
Order	•				
Request					
Form after					
inspection					
3. Wait for	4. R	Review and		10 minutes	Dolores F.
site	app	rove			Espela/ Vilma
inspection					E. Gaon
report	•	•			
connection and attend orientation 2. Acknowledge Job Order Request Form after inspection 3. Wait for site inspection for possible previous record of arrears 2. Conduct Pre-Membership Seminar 3. Conduct site inspection 4. Review and approve inspection report		Provincial	10 minutes 4 hours	PERSON RESPONSIBLE Dolores F. Espela Vilma E. Gaor Dolores F. Espela Vilma E. Gaor Maintenance Personnel Dolores F. Espela	

3.a In case excavation of road and pavements is necessary, apply for Excavation Permit, pay necessary fees and wait for the approval from Provincial Engineering Office. 4. Pay application	4.a In case excavation of road and pavements is necessary, assist/facilitate client's application for Excavation Permit. 5. Advise payment of	Applica-	(15 days)	Provincial Engineering Office Cashier/ Collection
application fee for new	payment of application and	Applica- tion Fee 60.00		Cashier/ Collection Officer
service	other fees	Inotollo		
connection		Installa- tionFee		
		175.00		
		Serv./Pro		
		cessing Fee		
		300.00		
5. Acknowled	6. Issue Job Order Request		1 day	Vilma E. Gaon
ge Job	Form for			Maintenance
Order	installation of			Personnel
Request Form after	new connection to assigned			
installation	maintenance personnel			
	TOTAL:	Php 535.00	1 day, 4 hours and	
	IOIAL.	300.00	25 minutes	

Note: In case of excavation of road and pavements is necessary, additional 15 days is added to the total processing time.

2. PAYMENT OF WATER BILLS

Payment for the water service shall be made on the day the water bills is presented to the concessionaire. If the amount billed is not paid on that day, the concessionaire shall be given a period of 15 days within which to pay the bill without surcharge; after the 15-day grace period has expired, 10% penalty shall be imposed on the unpaid water bill.

Office/Division:	Sta. Magdalena Water Works System (SMWWS) Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
CHECKLIST C	WHERE TO SECURE:			
Statement of Account/Water Bill		SMWWS Office		
2. Official Receipt		SMWWS Office		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present statement of account/water bill	1. Search database for client's records		5 minutes	Encoder/Custo mer Service Assistant, SMWWS Office
2. Pay amount indicated in water bill	2. Receive payment and releases official receipt		5 minutes	Encoder/Custo mer Service Assistant, SMWWS Office
3. Receive official receipt	3. Record/updat e client's account on database		5 minutes	Encoder/Custo mer Service Assistant, SMWWS Office
_	TOTAL:		15 minutes	



1. ISSUANCE OF BUILDING PERMIT

A Building Permit is a document issued by the Building Official to a building owner/applicant to proceed with the construction, installation, addition, alteration renovation, conversion, repair, demolition, or other work activity of a specific project/building/structure after the accompanying principal plans and specifications and other pertinent documents that are confirming with the implementing rules and regulations of the National Building Code of the Philippines.

Office/Division:	Municipal Engineerin	a Office (MEO)		
Classification:	Highly Technical	g ccc (MEC)		
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Building owners			
CHECKLIST OF F	REQUIREMENTS:	WHERE TO SECURE:		
1. Two (2) sets transr addresses to the build		Prepared by client		
2. Application for Bulaccomplished and no duly signed & sealed Engineer)	tarized (5 copies	Office of the Building Official Notarial Law Office		
3. Architectural Perm duly accomplished (5 & sealed by an Archit No./PRC No.)	copies duly signed	Designing professional		
4. Civil Structural Pe Forms duly accomplis signed & sealed by a	shed (5 copies duly	Designing professional		
	oplication Forms duly les duly signed and	Designing professional		
6. Plumbing Permit A duly accomplished (5 & sealed by a Master	copies duly signed	Designing professional		
accomplished (5 copi sealed by a Profession Engineer)	onal Electrical	Designing professional		
8. Mechanical Permi duly accomplished (5 & sealed by a Profest Engineer)	copies duly signed	Designing professional		

Electronic Permit Application Forms duly accomplished (5 copies duly signed & sealed by a Professional Electronic Engineer)	Designing professional
10. Two (2) photocopies of PRC ID, PTR # of all designing professionals	Designing professionals
11. IAPOA Certificate for Architect	Designing professional
12. Locational Clearance/Zoning Compliance	Municipal Planning and Development Office
13. Fire Safety and Control Requirements from Chief of Local Fire Service (BFP)	Bureau of Fire Protection
14. Lot Documents: a) Certified True Copy of OCT/TCT (2 copies)/Contract of Lease b) Current Tax Receipt (2 copies) c) Certified True Copy of Tax Declaration (2 copies) d) Two (2) sets approved subdivision plan/lot plan (if applicable) e) Two (2) sets actual relocation survey (if applicable)	Municipal Assessor's Office
15. Five (5) sets Construction Safety and Health Programs	Department of Labor and Employment
16. Authorization letter/Special Power of Attorney (if Applicable)	Notarial Law Office
17. a) Segregated Bill of Materials and Estimates (5 sets each duly signed & sealed by a Designing Professionals) b) Segregated Specifications (5 sets each duly signed & sealed by a Designing Professionals)	Designing Professionals
18. Five (5) sets of Plans as required duly signed and sealed by a Designing Professionals a) Location Plan within two (2) kilometer radius for commercial, industrial and institutional complex and within a half kilometer radius for residential building at any convenient showing permanent	Designing Professionals

115 1 1 6

landmark or thoroughfares for easy	
reference.	
b) Site Development Plan (scaled 1:200	
standard) showing	
Technical Description, boundaries,	
orientation and position of non-	
architectural horizontal structure such as:	
sewage treatment plant (STP), silos,	
elevated tanks, towers, fences, etc.	
building structure in relation to the lot,	
existing or proposed access road and	
driveways and existing public utilities	
services, existing building shall be	
indicated.	
maioatea.	
Geodetic Certification that the building	
does not encroach any adjacent property	
a) Floor Plans (scaled at 1:100 or	
bigger)	
b) Elevation (at least four and scaled at	
1:100 or bigger)	
c) Sections (at least two and scaled	
1:100 or bigger)	
d) Foundation Plan (scaled at 1:100 or	
bigger)	
e) Floor Framing Plan (scaled at 1:100	
or bigger)	
f) Roof Framing Plan (scaled 1:100 or	
bigger)	
g) Detailed Footing/Column at any	
convenient scale	
h) Details of Structural Member at any	
convenient scale	
Standard Drawing Sheets and Title Blocks	
i) Plumbing layout duly signed and	
sealed by a Master Plumber	
j) Isometric Drawing of Sewage Line	
Diagrams	
k) Details of Septic Vault/Tank in the	
absence of Sanitary Sewer	
I) Electrical Plans and Specifications	
duly signed and sealed by a License	
Professional Electrical Engineer	
19. Others	Department of Public Works
a) Road Right of Way Clearance (City,	and Highways (Sorsogon
Provincial, National) (if applicable	and ingilitate (colouge)
Translation (in applicable	

			Second District Office) for nation	
			Provincial Engi	neering Office
Civil/Structural i. Design storey or with I ii. Boring (structure of th	Analysis (More	Civil/Structural		
	ent of Labor & er industrial buildin		Department of Employment	Labor and
natural Resour (Anti-pollution		Environmental compliance certificate/ Certificate of Non-Coverage (ECC/CNC) – online application to "ecac.emb.gov.ph"		
e) Departme (Protected Agr	ent of Agrarian F icultural Lot)	Reform	Department of Agrarian Reform	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E
Request copy of documentary requirements	1. Give copy of checklist of requirements and forms, and provide technical guidance on how to accomplish	None	10 minutes	Marlon F. Fungo Administrativ e Assistant Regin G. Escarlan Building Official
	them			

fees as advised	2.1 Assess the fees based on the National Building Code of the Philippines and advise the client to pay.	of occupanc y b) Cost of constructi on c) Floor area d) Height	Maximum of 5 days	
	2.2 Inspect the proposed site 2.3 Endorse to BFP in conformity to the Fire Code of the Philippines			
	2.4 Receive the copy of Official Receipt			
3. Claim the approved Building Permit	3. Release the Approved Building Permit		10 minutes	Regin G. Escarlan Building Official
	TOTAL:		10 days and 20 minutes	

2. ISSUANCE OF CERTIFICATE OF OCCUPANCY

A Certificate of occupancy is a document issued by the building official to a building owner/applicant before the building occupied. There are 10 Groups of Occupancies subdivided into 25 divisions: namely 1. Group A – Residential Dwellings (2 divisions), 2. Group B – Residentials, Hotels and Apartments, 3. Group C – Education and recreation, 4. Group D – Institutional (3 divisions), 5. Group E – Business and Mercantile (3 divisions), 6. Group F – Industrial, 7. Group G – Storage and Hazardous (5 divisions), 8. Group H – Assembly other than Group I (4 divisions), 9. Group I – Assembly Occupant Load 1000 or more, and 10. Group J – Accessory.

Office/Division	n: Municipal E	Municipal Engineering Office (MEO)				
Classification	: Highly Tech	Highly Technical				
Type of	G2C - Gov	G2C – Government to Citizens				
Transaction:	0_0_0					
Who may avai						
	ST OF REQUIREM			O SECURE:		
	Form for Certificat		Office of the I	Building		
	BC Form No. B-11		Official			
approved build issued	ing permit numbe	r and date				
	s and specificatio	n duly	Designing Pro	ofossionals		
	aled by respective			UIESSIUI IAIS		
professional di						
p. 0.000.0a	оо. р о					
3. Daily Constr	uction Logbook, c	luly signed	Full-time supervisor (Civil			
and sealed by	full time superviso	or of	Engineer or Architect)			
construction						
	f Completion, duly	notarized	Office of the Building			
(NBC Form No	. B-10)		Official			
OLIENT	A OFNOV	FFF0 TO	Notarial Law office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
	1. Give copy of	None	10 minutes	Marlon F.		
1. Request a copy of	checklist of	None	10 minutes	Fungo		
Documentary	requirements			Administrative		
requirements	and forms and			Assistant		
7 - 7	provide			Municipal		
	technical			Engineering		
	guidance on			Office		
	how to			or		
	accomplish			Regin G.		
	+h 0 m			Locarion		
	them.			Escarlan		
	mem.			Building Official		

119 1 2 0

2. Submission of accomplished application with complete documentary requirements and pay the fees as advised.	2. Evaluate the submitted requirements. If there are lacking requirements, return the documents to the applicant.		Minimum of 5 official days	Marlon F. Fungo Administrative Assistant Municipal Engineering Office or Regin G. Escarlan Building Official
	3. Assess the fees based on the National Building Code of the Philippines and advise the client to pay	Bases of pay-ment/fee: a) Character of occupacy b) Cost of construction c) Floor area d) Height		Regin G. Escarlan <i>Building</i> <i>Official</i>
	4. Inspect the completed building		Maximum of 5 days	Marlon F. Fungo Administrative Assistant Municipal Engineering Office or Regin G. Escarlan Building Official
	5. Endorse to BFP in conformity to the Fire Code of the Philippines			Marlon F. Fungo Administrative Assistant Municipal Engineering Office or

			Regin G. Escarlan Building Official
3. Claim the approved Building Permit	6. Receive the copy of Official Receipt 6.1 Release the Approved Building Permit	10 minutes	Marlon F. Fungo Administrative Assistant Municipal Engineering Office or Regin G. Escarlan Building Official
	TOTAL:	10 days and 20 minutes	



123 1 2 4

ISSUANCE OF ZONING CERTIFICATE/LOCATIONAL 1. **CLEARANCE**

Zoning Certificate is required in applying for business permits and other related transactions such as titling of lots, garage or parking space. Locational Clearance is needed for the application for building permit or other construction activities

Office/Division:	Municipal Planning and Development Office				
01'('('	(MPDO)/Zoning Office				
Classification:	Simple				
Type of	G2C – Government to Cit	izen, (G2B – Government to		
Transaction:	Business Entity				
Who may avail:	All (business, lot owners,				
	OF REQUIREMENTS:		HERE TO SECURE:		
1. Duly accomp	olished and notarized	1.	Office of the MPDO,		
Application Form			Notarial Law Office,		
2. One (1) photoc	opy of any of the following		Public Attorney's		
requirements relat	ive to the rights over land.		_		
A. Certificate	of Title or Transfer	2.	Registry of Deeds		
Certificate	of Title, in case registered		-		
in the	name of applicant				
(Certified	by Register of Deeds				
Office)					
B. In the a	bsence of any existing	3.	Assessor's Office		
certificate	of title in the name of				
applicant,	submit:	4.	Municipal Treasurer's		
b.1 1 Cert	ified true copy of the latest		Office		
tax declar	ation	5.	Law Office, Public		
B.1.2 Tax	Receipts or Tax		Attorney Office		
Clearance	•		-		
b.2 2 Pro-	forma affidavit to the effect				
that:					
The a	pplicant is the owner of the				
prope	rty subject of the				
applic	ation;				
The re	easons why the property is	6.	Notarial Law Office,		
not ye	et titled;		Public Attorney's		
• That	the property is free from		Office		
liens	and encumbrances of the				
prope	rty;				
	he property is tenanted.				
	e property is not registered				
	ne of the applicant, submit				
	otocopy of the				
	ertificate of title or in the				

absence of the title, the tax declaration and pro-forma affidavit as described in item B and any of the following:

- Duly notarized deed of sale or deed of donation
- Duly notarized contract of lease/option to buy/contract to sell
- Authorization to use subject parcel of land

a. Licensed Architect or Engineer

Additional Requirements for construction permits:

- A. Copies of Bill of Materials and Construction Equipment (where applicable) signed and sealed by Civil Engineer/Architect/Owner
- B. Specifications (signed and sealed by Civil Engineer/Architect/Owner)
 - a. Locational Plan/Vicinity Map, Development Plan, Site Perspective (sheet#1) with Geodetic Engineer Certification Non-encroachment adjacent/adjoining properties.
 - b. 1 set Building Plans
- C. For applications filed by authorized representative; Sworn Special Power of Attorney for the to file/follow-up representative application, and to claim decision on the application.
- D. One (1) Long Brown Envelope or Folder

ON-SITE INSPECTION: Client must provide assistance to access the location being applied for clearance/permit.

CLIENT	AGENCY		PROCESSING	PERSON
STEPS 1. Submit the	1 Receive	PAID None	1 hour	RESPONSIBLE Shalle Mae
1. Submit the duly filled-out notarized application form with complete documentary requirements Note: Incomplete documents will not be accepted and processed.	1. Receive and evaluate the application form and attached documents. 1.1 Compute the fees based from the approved ordinance or guidelines of HLURB or DHSUD. 1.2 Advise to pay to the Treasurer's Office.	None	1 hour	Shalle Mae G. Correa, Planning Officer I, MPDO or Michael G. Rivera, Municipal Planning and Dev't. Coordinator , MPDO
2. Pay the zoning fees as advised and assist Zoning Officer during site inspection.	2. Receive copy of official receipt 2.1 Advise schedule for site inspection if necessary. 2.2 Inform client of the result of site inspection.	Sample Computation: Single Residential Structure attached or detached 3. Over P200,000 P720 + (1/10 of 1% in excess of P200,000) TOTAL PROJECT COST as per application = P4,392,310.66	1 day	Shalle Mae G. Correa, Planning Officer I, MPDO or Michael G. Rivera, Municipal Planning and Dev't. Coordinator , MPDO

		= 720 + (1/10 X 1% X (4,392,310.6 6-200,000)) *less excess of 200,000 = 720 + (1/10 X 1% X (4,192,310.66) = 720 + 4,192.31066 = 4,912.31066 rounded off Say 4,900.00 only		
3. Claim the approved zoning permit/locatio nal clearance.	3. Release of approved zoning permit/locatio nal clearance.	None	30 minutes	Shalle Mae G. Correa, Planning Officer I, MPDO or Michael G. Rivera, Municipal Planning and Dev't. Coordinator , MPDO
	TOTAL:		1 day and 1.5 hours	



1. PROVISION OF ANIMAL HEALTH SERVICES

CHECKLIST OF REQUIREMENTS:

This service pertains to the provision of animal treatment, deworming, castration, vitamin supplementation and vaccination.

Office/Division:	Municipal Agriculturist's Office (MAGO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Farmers / Livestock Raisers / Pet owners		

WHERE TO SECURE:

CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE:	
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook.	1. Interview the client about his/her requested services.	None	15 minutes	Municipal Agriculturist/ Agricultural Technologist/ Agricultural Extension Worker
2. Accompany the Agricultural Technologist to his/her farm	2. Conduct home or field visit	None	1 day	Agricultural Technologist/ Agricultural Extension Worker on Livestock
3. Confirm service rendered thru affixing signature on Client Satisfaction Feedback Form	3. Perform the requested service and recommend /advise client what to do	None	1 hour	Agricultural Technologist/ Agricultural Extension Worker on Livestock
	TOTAL:		1 day, 1 hour and 15 minutes	

2. PROVISION OF FISHPOND PRODUCTION MANAGEMENT

This service pertains to the provision of technical assistance on site selection, water management and feeding.

Office/Division:	Municipal Agriculturist's Office		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Fishpond Operators		

CHECKLIST	OF REQUIREM	WHERE TO SECURE:		
None			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook.	1. Interview the client about his/her requested services.	None	15 minutes	Municipal Agriculturist/ Agricultural Technologist/ Agricultural Extension Worker
2. Accompany the Agricultural Technologist on Fisheries to his/her fishpond site	2. Home/field visit/site inspection.	None	5 hours	Agricultural Technologist/ Agricultural Extension Worker on Fisheries
3. Receive results/recom mendations.	3. Give recommenda tion	None	15 minutes	Agricultural Technologist/ Agricultural Extension Worker on Fisheries
	TOTAL:		5 hours & 20 minutes	

131 1 3 2

3. PROVISION OF VEGETABLE SEEDS / PLANTING MATERIALS

This service pertains to the provision of available vegetable seeds and other planting materials.

Office/Division:	Municipal Agriculturist's Office (MAGO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Farmer, Vegetable grower		

CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
None			N	I/A
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook and acknowled gment receipt	1. Give available vegetable seeds / planting materials.	None	15 minutes	Municipal Agriculturist/ Agricultural Technologist/ Agricultural Extension Worker
	TOTAL:		15 minutes	

4. REGISTRY SYSTEM FOR BASIC SECTOR IN AGRICULTURE (RSBSA)

Registration of rice, coconut, root crops and HVCC farmers, farm laborer/worker, livestock raiser and fisherfolk.

Office/Division:	Municipal Agriculturis	st's Office	
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Farmers (rice, coconut, root crops, HVCC); farm laborer/worker; fisherfolk; livestock raiser		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:	
2x2 ID picture			

Photocopy of any valid government-				
ssued ID				
or farmer, any	of the following	:		
 Copy of Tax Declaration 			-Municipal Asse	ssor's Office
- Certificate of Land Title		-Registry of Deeds		
- Baranç	gay Certification	if	-Barangay Hall where the farm is	
tenant	has no copy of la	and	located	
title or	tax declaration			
		FEES		
CLIENT	AGENCY	TO	PROCESSING	PERSON
STEPS ACTION BE		TIME	RESPONSIBLE	
		PAID		
I. Submit all	 Check the 	None	5 minutes	Municipal
to a late of the contract of				A ' 14 ' 4/

title or tax declaration				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the checklist requirement.	1. Check the completeness of submitted documents	None	5 minutes	Municipal Agriculturist/ Agricultural Technologist/ Agricultural Extension Worker
2. Fill out the application form and affix signature	2. Interview and assist in filling out RSBSA form		30 minutes	Municipal Agriculturist/ Agricultural Technologist/ Agricultural Extension Worker
3. Proceed to the barangay where he/she resides for signature of the Punong Barangay and return to the Municipal Agriculture for signature of M.A.	3. Receive, consolidate and affix signature		1 day	Municipal Agriculturist MAFC Chairman
	4. Submit consolidated RSBSA forms to Office of the Provincial Agriculturist (OPAG) or to		1 day	Municipal Agriculturist/ Agricultural Technologist

the Dairy Farm for submission to DA-RFO5 RSBSA Section		
TOTAL:	2 days and 35 minutes	



1. PROVISION OF DISASTER RISK REDUCTION AND MANAGEMENT-RELATED TRAININGS

DRR-related training/s can be requested at the MDRRM Office including Basic Life Support (BLS), Search and Rescue (SAR), Water Search and Rescue (WASAR) to enhance response capacity of any group or individual responder.

Office/Division:	Municipal Disaster Risk Reduction and Management				
	Office (MDRRMO)				
Classification:	Simple				
Type of	G2C - Government to Citizens, G2G – Government to				
Transaction:	Government				
Who may avail:	Barangays, Schools, NGOs/CSOs/POs				

CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
	1. From the requesting party, office or individual

			000 00	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter (addressed to LCE, attention to MDRRMO)	1. Receive letter of request and interview client to capture other details of training request. 1.1 Endorse to MDRRMO for further assessment and review	None	15 minutes	Nestorio F. Pulga, Jr. Local DRR Assistant Admin & Training Or Officer of the Day MDRRMO
2. Wait for approval/upd ate of the training request	2. Assess/determ ine if training request can be accommodate d locally or through other concerned agency.		1 day	Marlon F. Futol Municipal Disaster Risk Reduction and Mgt. Officer

	2.1 If training can be facilitated by local resources, approve the request and inform the client. 2.2 Otherwise, coordinate and endorse request to concerned agency, and inform client.			
3. Upon receipt of approved request, prepare venue, participants, schedule, communicati ons and other logistics for the conduct of training.	3. Coordinate the scheduling and training requirements with the client.	None	1 day	MDRRM Office/Admin & Training Staff
	TOTAL:		2 days and 15 minutes	

2. PROVISION OF RESOURCE PERSON

Request for Resource Person by any individual or entity to facilitate orientation, seminar or training.

Office/Division	Municipal Di	nantar Dia	k Boduction and	Managament		
Office/Division	•	Municipal Disaster Risk Reduction and Management Office (MDRRMO)				
Classification		Simple				
Type of		rnment to	Citizens; G2G -	Government to		
Transaction:	Government					
Who may avai			s, CSOs/POs/N			
	OF REQUIREM	ENTS:		O SECURE:		
Request lette	er	,	From the recoffice or individual			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit request letter (addressed to LCE, attention to MDRRMO)	Receive letter of request and interview client to capture other details of request. Receive Receive	None	15 minutes	Nestorio F. Pulga, Jr. Local DRR Assistant Admin & Training Or Officer of the Day MDRRMO		
2. Wait for approval/upd ate of the request	2. Assess/determ ine availability and capacity of the resource person. 2.1 If resource person is unavailable or client's needs are beyond his capacity, return request with referral to other		1 day	Marlon F. Futol Municipal Disaster Risk Reduction and Mgt. Officer		

	concerned agency/s.			
3. Receive Confirmation Slip	3. Prepare and sign Confirmation Slip.3.1 Coordinate the scheduling and requirements with the client.	None	4 hours	Marlon F. Futol Municipal Disaster Risk Reduction and Mgt. Officer
	TOTAL:		1 day, 4 hours and 15 minutes	

3. CONDUCT OF DRILL AND SIMULATION EXERCISES

One of the mandated tasks of the office is to conduct drill and simulation exercises in order to/for the community be aware and prepared of any possible emergency occurrence.

Office/Division:	Municipal Disaster Risk Reduction and			
	Management Office	ce (MDRRMO)		
Classification:	Simple			
Type of	G2C – Government to Citizens, G2G – Government			
Transaction:	to Government			
Who may avail:	Schools, Barangays, CSOs, POs, NGOs			
CHECKLIST OF REQUIREMENTS: WHERE TO SECURE:				
1. Request letter		From the requesting party, office or individual		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter (addressed to LCE, attention to MDRRMO)	1. Receive letter of request and interview client to capture other details of request.	None	15 minutes	Nestorio F. Pulga, Jr. Local DRR Assistant Admin & Training

	1.1 Endorse to MDRRMO for further assessment and review			Or Officer of the Day MDRRMO
2. Wait for the confirmation	2. Assess/determ ine client's needs and requirements.		1 day	Marlon F. Futol Municipal Disaster Risk Reduction and Mgt. Officer
3. Upon receipt of approved request, prepare venue, participants, schedule, communicatio ns and other logistics.	3. Prepare and sign Confirmation Slip	None	4 hours	Marlon F. Futol Municipal Disaster Risk Reduction and Mgt. Officer
	TOTAL:		1 day, 4 hours and 15 minutes	

4. PROVISION OF EMERGENCY RESPONSE

It is a phase of disaster management that often needs more resources and attention in order to save lives, properties and livelihoods.

Office/Division:	Municipal Disaster Risk Reduction and		
	Management Office (MD	PRRMO)	
Classification:	Simple		
Type of	G2C – Government to Citizens, G2G – Government		
Transaction:	to Government		
Who may avail:	All (Schools, Barangays, CSOs/POs/NGOs)		
CHECKLIST OF REQUIREMENTS: WHERE TO SECURE			
Incoming Call/Pers	sonal Report	From the requesting party, office or individual	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Incoming call or report personally to the office	1. Received incoming call, interview client to capture other details of incident. 1.1 Evaluate, register report and information from the caller/client 1.2 Forward report and information to the team leader assigned	None	2 minutes	Radio Operator/Staf f
2. Wait for the confirmation	2. Assess/ determine client's needs. 2.1 Prepare and sign Confirmation Slip 2.2 Prepare appropriate equipment and paraphernalia for necessary response	None	2 minutes	Response Team assigned
3. Upon receipt of Confirmation Slip, client/caller prepares personal stuffs as needed	3. Dispatch Response Team	None	10 minutes	Response Team assigned
	TOTAL:		14 minutes	

141 1 4 2



1. BORROWING OF TOOLS AND EQUIPMENT AND ALL MOVEABLE ITEMS OWNED BY THE LGU

This service pertains to all supplies and equipment that can be borrowed by Santa Magdalena residents for their own use.

Office/Division:	General Services Office (GSO)
Classification:	Simple
Type of	G2C – Government to Citizens, G2G – Government
Transaction:	to Government, G2B – Government to Business
	Entity
Who may avail:	All

CHECKLIST OF REQUIREMEN	WHERE 1	TO SECURE:	
1. Request Form		GSO	
2. Valid ID (to be surrendered upon of the property)	Client		
 Gate Pass for the tools and equip or any moveable item to be borrowed is to be used outside of the LGU premises. 	GSO		

CLIENT STEPS	AGE NCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplishe d request form and present valid ID	1. Receive request and verify availability of equipment	None	30 minutes	GSO Personnel
	2. Prepare gate pass if to be used outside of LGU premises		5 minutes	GSO Personnel
	3. Prepare equipment to be borrowed		30 minutes	GSO Personnel
2. Give the gate pass to the guard-on-duty to allow	4. Release equipment		5 minutes	GSO Personnel

passage of the tools, equipment or any moveable item.			
	TOTAL:	1 hour and 10 minutes	



1. ISSUANCE OF SUPPLIES TO CONCERNED DEPARTMENTS

This service pertains to the issuance of supplies requested by concerned departments and are given if available at the GSO.

Office/Divisio	Office/Division: General Services (ffice (GSO)	
Classification	Classification: Simple				
Type of Transaction:	-				
Who may ava		LGU em			
CHECKLIST	OF R	EQUIREN	/IENTS:		O SECURE:
1. Requisition	Requisition and Issuance Slip (RIS)		p (RIS)	GSO	
CLIENT STEPS		ENCY	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit RIS	RIS a prepa reque	are ested lies for	None	25 minutes	GSO Personnel
2. Receive requested supplies	2. Release supplies and file the RIS for recording			5 minutes	GSO Personnel
		TOTAL:		30 minutes	

2. PREPARATION FOR DISPOSAL/REPAIR OF UNSERVICEABLE PROPERTY OWNED BY LGU

This service pertains to all unserviceable property and equipment owned by

the LGU that have been reported.					
Office/Divisi	Office/Division: General Services			Office (GSO)	
Classification	n:	Simple			
Type of Transaction	:	G2G – Government to Government			nt
Who may av	ail:	LGU em	ployees		
CHECKLIS	T OF RE	EQUIREM	ENTS:	WHERE 1	O SECURE:
Inventory a Unserviceable				GSO/Concerne	ed department
2. Waste Mat	2. Waste Material Report			GSO	
3. Appraisal I Unserviceabl				GSO	
CLIENT STEPS	AGI	ION IOBE		DDOCECCING	DEDGON
01210	AC	TION	TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform GSO about unservi- ceable property for disposal	1. Valid inspect equipm prepart on	date/ t nent and e report	_		

30 minutes

1 hour and

50 minutes

GSO Personnel

149

signature on the

IIRUP form

for its disposal

Waste Material Report for GSO reference.

TOTAL:

3. Prepare

3. TAGGING OF LGU-ACQUIRED MOVABLE PROPERTIES

All movable properties, including but not limited to furniture and fixtures, machines, vehicles, electronic equipment and others acquired by the LGU, are tagged with a sticker for recognition that it is owned by the LGU.

	of Donation CLIENT	AGENCY	FEES	PROCESSING	PERSON	
S	determination of such as: a) Original o Receipt/Officia b) For donat	necessary in the of its acquisition rephotocopy of E Receipt; or ed equipment/ver of Ownership	cost Delivery ehicle,	Supplier or Dono	or	
	I. Actual equip	ment purchased LGU	d or			
	CHECKLIST	OF REQUIREM	ENTS:	WHERE TO	SECURE:	
١	Who may avai	' '	Property Owners; Donors - Other LGUs/NGAs/CSOs/NGOs			
	Гуре of Fransaction:	G2G – Gov Governmer		o Government; G2 ns	2B –	
	Classification					
(Office/Division	n: General Se	rvices Off	ice (GSO)		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring	1.1 Inspect	None	30 minutes	GSO
purchased/d	the			Personnel
onated	equipment			
equipment to the GSO	brought along with			
office for	the receipt or			
tagging	other			
along with	necessary			
the	documents			
necessary	for			
documents	determining			
needed for	its cost,			
the	specifications			
determinatio n of its	and accountable			
acquisition	person/office.			
cost.	person/onice.			

2. Wait for the equipment to be tagged.	2.1 Prepare Acknowledge ment Receipt of Equipment (ARE)	30 minutes	GSO Personnel
	2.2 Document the property (photographs , OR/DR) to include in the GSO database		
	2.3 Prepare the Property Tag Sticker then attach it to the equipment.		
3. Sign the Acknowledge ment Receipt of Equipment (ARE) and receive tagged equipment	3.1 Request the person responsible to sign/receive the Acknowledge ment Receipt of Equipment (ARE)	15 minutes	GSO Personnel
	3.2 Release the equipment and to concerned person/office		
	TOTAL:	1 hour and 15 minutes	



1. CERTIFYING THE AVAILABILITY OF APPROPRIATION

Systematic encoding, recording, monitoring and processing of transaction involving the municipal expenditures against the allocated resources.

Office/Division:	Municipal Budget Office		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	LGU employees and BLGU		

CHECKLIST OF REQUIREMENTS: WHERE TO SECURE:

1. Obligation Request with complete supporting documents and signature

1. Originating Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Obligation Request with complete supporting documents and signature of the requesting official	1. Check the attached documents for proper charging of accounts and assign Obligation Request Number	None	5 minutes	Budget Office Staff
	2. Verify the availability of allotment and classify the expenditure and posting of the same to the ledger	None	5 minutes	Budget Office Staff
	3. Confirmation and signing of the Obligation Request	None	3 minutes	Municipal Budget Officer

4. Release the Obligation Request to the client/forward to the proper or concerned	None	2 minutes	Budget Office Staff
office			
TOTAL:	None	15 minutes	

155 1 5 6



1. PROCESSING OF REIMBURSEMENT FOR TRAVEL ALLOWANCE AND TRAINING EXPENSE

This service refers to the computation for traveling allowance availed by LGU employees.

Type of Transaction: Who may avail: All LGU officers and employees CHECKLIST OF REQUIREMENTS: 1. Obligation Request (3 original copies) 2. Disbursement Voucher or Petty Cash Voucher (3 original copies) 3. Approved Itinerary for Travel (3 original copies) 4. Approved Certificate of Travel Completed - Appendix B (3 original copies) 5. Approved Travel Order (1 original copies) 6. Letter of Invitation for Training/Seminar (3 photocopies) 7. Certificate of Attendance for Training and Seminar (1 original, 2 photocopies) 8. Official Receipt for Registration Fees and Hotel Accommodation for Training/Seminar (1 original, 2 photocopies) 9. Plane, boat or bus tickets covering actual transportation fare from the official station or residence to the place of destination and back and boarding passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and	Office/Division:	Municipal Accounta	ant's Office
Type of Transaction: Who may avail: All LGU officers and employees CHECKLIST OF REQUIREMENTS: 1. Obligation Request (3 original copies) 2. Disbursement Voucher or Petty Cash Voucher (3 original copies) 3. Approved Itinerary for Travel (3 original copies) 4. Approved Certificate of Travel Completed - Appendix B (3 original copies) 5. Approved Travel Order (1 original copies) 6. Letter of Invitation for Training/Seminar (3 photocopies) 7. Certificate of Attendance for Training and Seminar (1 original, 2 photocopies) 8. Official Receipt for Registration Fees and Hotel Accommodation for Training/Seminar (1 original, 2 photocopies) 9. Plane, boat or bus tickets covering actual transportation fare from the official station or residence to the place of destination and back and boarding passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and	Classification:		
CHECKLIST OF REQUIREMENTS: 1. Obligation Request (3 original copies) 2. Disbursement Voucher or Petty Cash Voucher (3 original copies) 3. Approved Itinerary for Travel (3 original copies) 4. Approved Certificate of Travel Completed - Appendix B (3 original copies) 5. Approved Travel Order (1 original copies) 6. Letter of Invitation for Training/Seminar (3 photocopies) 7. Certificate of Appearance and/or Certificate of Attendance for Training and Seminar (1 original, 2 photocopies) 8. Official Receipt for Registration Fees and Hotel Accommodation for Training/Seminar (1 original, 2 photocopies) 9. Plane, boat or bus tickets covering actual transportation fare from the official station or residence to the place of destination and back and boarding passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and		G2G - Government	t to Government Employees
1. Obligation Request (3 original copies) 2. Disbursement Voucher or Petty Cash Voucher (3 original copies) 3. Approved Itinerary for Travel (3 original copies) 4. Approved Certificate of Travel Completed - Appendix B (3 original copies) 5. Approved Travel Order (1 original copies) 6. Letter of Invitation for Training/Seminar (3 photocopies) 7. Certificate of Appearance and/or Certificate of Attendance for Training and Seminar (1 original, 2 photocopies) 8. Official Receipt for Registration Fees and Hotel Accommodation for Training/Seminar (1 original, 2 photocopies) 9. Plane, boat or bus tickets covering actual transportation fare from the official station or residence to the place of destination and back and boarding passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and	Who may avail:	All LGU officers an	d employees
copies) 2. Disbursement Voucher or Petty Cash Voucher (3 original copies) 3. Approved Itinerary for Travel (3 original copies) 4. Approved Certificate of Travel Completed - Appendix B (3 original copies) 5. Approved Travel Order (1 original copies) 6. Letter of Invitation for Training/Seminar (3 photocopies) 7. Certificate of Appearance and/or Certificate of Attendance for Training and Seminar (1 original, 2 photocopies) 8. Official Receipt for Registration Fees and Hotel Accommodation for Training/Seminar (1 original, 2 photocopies) 9. Plane, boat or bus tickets covering actual transportation fare from the official station or residence to the place of destination and back and boarding passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and			WHERE TO SECURE:
Cash Voucher (3 original copies) 3. Approved Itinerary for Travel (3 original copies) 4. Approved Certificate of Travel Completed - Appendix B (3 original copies) 5. Approved Travel Order (1 original copy, 2 photocopies) 6. Letter of Invitation for Training/Seminar (3 photocopies) 7. Certificate of Appearance and/or Certificate of Attendance for Training and Seminar (1 original, 2 photocopies) 8. Official Receipt for Registration Fees and Hotel Accommodation for Training/Seminar (1 original, 2 photocopies) 9. Plane, boat or bus tickets covering actual transportation fare from the official station or residence to the place of destination and back and boarding passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and	copies)		Concerned Employee
(3 original copies) 3. Approved Itinerary for Travel (3 original copies) 4. Approved Certificate of Travel Completed - Appendix B (3 original copies) 5. Approved Travel Order (1 original copy, 2 photocopies) 6. Letter of Invitation for Training/Seminar (3 photocopies) 7. Certificate of Appearance and/or Certificate of Attendance for Training and Seminar (1 original, 2 photocopies) 8. Official Receipt for Registration Fees and Hotel Accommodation for Training/Seminar (1 original, 2 photocopies) 9. Plane, boat or bus tickets covering actual transportation fare from the official station or residence to the place of destination and back and boarding passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and		ucher or Petty	Concerned Employee
3. Approved Itinerary for Travel (3 original copies) 4. Approved Certificate of Travel Completed - Appendix B (3 original copies) 5. Approved Travel Order (1 original copy, 2 photocopies) 6. Letter of Invitation for Training/Seminar (3 photocopies) 7. Certificate of Appearance and/or Certificate of Appearance and/or Certificate of Attendance for Training and Seminar (1 original, 2 photocopies) 8. Official Receipt for Registration Fees and Hotel Accommodation for Training/Seminar (1 original, 2 photocopies) 9. Plane, boat or bus tickets covering actual transportation fare from the official station or residence to the place of destination and back and boarding passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket)			
original copies) 4. Approved Certificate of Travel Completed - Appendix B (3 original copies) 5. Approved Travel Order (1 original copy, 2 photocopies) 6. Letter of Invitation for Training/Seminar (3 photocopies) 7. Certificate of Appearance and/or Certificate of Appearance for Training and Seminar (1 original, 2 photocopies) 8. Official Receipt for Registration Fees and Hotel Accommodation for Training/Seminar (1 original, 2 photocopies) 9. Plane, boat or bus tickets covering actual transportation fare from the official station or residence to the place of destination and back and boarding passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and			
4. Approved Certificate of Travel Completed - Appendix B (3 original copies) 5. Approved Travel Order (1 original copy, 2 photocopies) 6. Letter of Invitation for Training/Seminar (3 photocopies) 7. Certificate of Appearance and/or Certificate of Attendance for Training and Seminar (1 original, 2 photocopies) 8. Official Receipt for Registration Fees and Hotel Accommodation for Training/Seminar (1 original, 2 photocopies) 9. Plane, boat or bus tickets covering actual transportation fare from the official station or residence to the place of destination and back and boarding passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and		y for Travel (3	Concerned Employee
Completed - Appendix B (3 original copies) 5. Approved Travel Order (1 original copy, 2 photocopies) 6. Letter of Invitation for Training/Seminar (3 photocopies) 7. Certificate of Appearance and/or Certificate of Attendance for Training and Seminar (1 original, 2 photocopies) 8. Official Receipt for Registration Fees and Hotel Accommodation for Training/Seminar (1 original, 2 photocopies) 9. Plane, boat or bus tickets covering actual transportation fare from the official station or residence to the place of destination and back and boarding passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and		ate of Travel	Concerned Employee
copies) 5. Approved Travel Order (1 original copy, 2 photocopies) 6. Letter of Invitation for Training/Seminar (3 photocopies) 7. Certificate of Appearance and/or Certificate of Attendance for Training and Seminar (1 original, 2 photocopies) 8. Official Receipt for Registration Fees and Hotel Accommodation for Training/Seminar (1 original, 2 photocopies) 9. Plane, boat or bus tickets covering actual transportation fare from the official station or residence to the place of destination and back and boarding passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and			Solicomed Employee
5. Approved Travel Order (1 original copy, 2 photocopies) 6. Letter of Invitation for Training/Seminar (3 photocopies) 7. Certificate of Appearance and/or Certificate of Attendance for Training and Seminar (1 original, 2 photocopies) 8. Official Receipt for Registration Fees and Hotel Accommodation for Training/Seminar (1 original, 2 photocopies) 9. Plane, boat or bus tickets covering actual transportation fare from the official station or residence to the place of destination and back and boarding passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and		ant D (o original	
copy, 2 photocopies) 6. Letter of Invitation for Training/Seminar (3 photocopies) 7. Certificate of Appearance and/or Certificate of Attendance for Training and Seminar (1 original, 2 photocopies) 8. Official Receipt for Registration Fees and Hotel Accommodation for Training/Seminar (1 original, 2 photocopies) 9. Plane, boat or bus tickets covering actual transportation fare from the official station or residence to the place of destination and back and boarding passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and		Order (1 original	Office of the Municipal Mayor
Training/Seminar (3 photocopies) 7. Certificate of Appearance and/or Certificate of Attendance for Training and Seminar (1 original, 2 photocopies) 8. Official Receipt for Registration Fees and Hotel Accommodation for Training/Seminar (1 original, 2 photocopies) 9. Plane, boat or bus tickets covering actual transportation fare from the official station or residence to the place of destination and back and boarding passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and	copy, 2 photocopies	s)	, ,
(3 photocopies) 7. Certificate of Appearance and/or Certificate of Attendance for Training and Seminar (1 original, 2 photocopies) 8. Official Receipt for Registration Fees and Hotel Accommodation for Training/Seminar (1 original, 2 photocopies) 9. Plane, boat or bus tickets covering actual transportation fare from the official station or residence to the place of destination and back and boarding passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and		n for	Concerned Agency
7. Certificate of Appearance and/or Certificate of Attendance for Training and Seminar (1 original, 2 photocopies) 8. Official Receipt for Registration Fees and Hotel Accommodation for Training/Seminar (1 original, 2 photocopies) 9. Plane, boat or bus tickets covering actual transportation fare from the official station or residence to the place of destination and back and boarding passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and			
Certificate of Attendance for Training and Seminar (1 original, 2 photocopies) 8. Official Receipt for Registration Fees and Hotel Accommodation for Training/Seminar (1 original, 2 photocopies) 9. Plane, boat or bus tickets covering actual transportation fare from the official station or residence to the place of destination and back and boarding passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and		.,	
and Seminar (1 original, 2 photocopies) 8. Official Receipt for Registration Fees and Hotel Accommodation for Training/Seminar (1 original, 2 photocopies) 9. Plane, boat or bus tickets covering actual transportation fare from the official station or residence to the place of destination and back and boarding passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and			Concerned Agency
2 photocopies) 8. Official Receipt for Registration Fees and Hotel Accommodation for Training/Seminar (1 original, 2 photocopies) 9. Plane, boat or bus tickets covering actual transportation fare from the official station or residence to the place of destination and back and boarding passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and			
8. Official Receipt for Registration Fees and Hotel Accommodation for Training/Seminar (1 original, 2 photocopies) 9. Plane, boat or bus tickets covering actual transportation fare from the official station or residence to the place of destination and back and boarding passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and		ıııaı,	
Fees and Hotel Accommodation for Training/Seminar (1 original, 2 photocopies) 9. Plane, boat or bus tickets covering actual transportation fare from the official station or residence to the place of destination and back and boarding passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and		r Registration	Concerned Agency
2 photocopies) 9. Plane, boat or bus tickets covering actual transportation fare from the official station or residence to the place of destination and back and boarding passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and			Consomed Agency
9. Plane, boat or bus tickets covering actual transportation fare from the official station or residence to the place of destination and back and boarding passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and	Training/Seminar (1	original,	
actual transportation fare from the official station or residence to the place of destination and back and boarding passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and	2 photocopies)		
official station or residence to the place of destination and back and boarding passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and			Concerned Agency
of destination and back and boarding passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and			
passes (1 original, 2 photocopies) 10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and			
10. In case of electronic tickets issued on flights of any airline company, the Itinerary/Receipt (electronic ticket) and			
on flights of any airline company, the Itinerary/Receipt (electronic ticket) and			Concerned Agency
Itinerary/Receipt (electronic ticket) and			Concerned Agency
boarding pass (3 copies)	boarding pass (3 co		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements with allotment obligated for its purpose.	1. Validate documents/ attachment for its completene ss and signed by concerned departments , and check for its mathematic al computation .	None	15 minutes	Marilyn L. Escario Administrative Aide VI Municipal Accountant's Office
	2. Review and sign vouchers as to completeness of supporting documents		5 minutes	Rommel F. Gruba, CPA <i>Municipal</i> <i>Accountant</i>
	3. Recording of Disburse- ment Voucher and assign number		5 minutes	Accounting Staff
	4. Forward to Treasurer's Office for signature		10 minutes	Accounting Staff
	5. Prepare Accountant' s Advice		15 minutes	Marilyn L. Escario Administrative Aide VI Municipal Accountant's Office

2. Follow up	6. Forward	2 minutes	Marilyn L.
reimbursem	check and		Escario
ent at	voucher to		Administrative
Treasurer's	Treasurer's		Aide VI
Office	Office		Municipal
			Accountant's
			Office
	TOTAL:	52 minutes	

2. PREPARATION OF PAYROLL

This service pertains to the submission of payroll for disbursement (every 15th day and end of the month).

Office/Division	n:	Municipa	l Accountar	nt's Office	
Classification	:	Simple			
Type of Transaction:		G2G - G	overnment	to Government E	mployees
Who may avai					s and Employees
CHECKLIST				WHERE T	O SECURE:
1. DTR / S				1. HRMO	
2. DTR / A	ppro	ved Leave		2. HRMO	
CLIENT STEPS		GENCY FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Payroll	/ er of s and	eparation ncoding salaries d ductions	None	1 day	Ruby C. De Vera Administrative Assistant III Municipal Accountant's Office
	Re	Check/ view yroll	None	1 day	Rommel F. Gruba, CPA <i>Municipal</i> <i>Accountant</i>
		TOTAL:		2 days	



1. PROVISION OF PERSONNEL RECORDS

Personnel records pertains to employee records which are accumulated, factual and comprehensive information related to human resources. These records are kept in a systematic order. Such records can be translated into Certificate of Employment, Leave Credits, Leave of Absence Without Pay, No Pending Administrative Case, and Service Record, among others.

Office/Division:	Human Resource Manageme	ent Office (HRMO)		
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All existing and separated employees of LGU Santa Magdalena.			
CHECKLIST	OF REQUIREMENTS:	WHERE TO SECURE:		
concerned if he/sh requesting the do	etter from the employee ne is not personally cument.	Requesting employee		
2. Request Form		2. HRMO		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Form, and present authorization letter if applicable.	1. Receive Request Form and prepare requested record/certificate	None	15 minutes	HRMO Staff
	2. Review and validate record and affix signature to the certificate.		10 minutes	Human Resource Management Officer I
2. Wait for the endorsement	3. Endorse certificate to the Municipal Mayor for appropriate action, if necessary.		1 day	Municipal Mayor
3. Receive approved certificate	4. Release the requested record/		5 minutes	HRMO Staff

	certificate to client.			
TOTAL:			1 day and 30 minutes	

2. PROCESSING OF LEAVE APPLICATION

This service pertains to the procedure in the filing, processing and approval of leave application, a right granted to officials and employees not to report for work with or without pays as may be provided by law and as the rules prescribed in Rule XVI of The Revised Administrative Code of 1987.

Office/Division:	Human Resource Management Office (HRMO)		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	All existing appointive employees and elective officials of LGU Santa Magdalena		
OUEDIC OF DECUMPENED WILEDE TO SECURE			

CHECKLIST OF REQUIREMENTS: WHERE TO SECURE:

CSC Form No. 6 (Leave Application Form) in two (2) original copies

HRMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly recommended CSC Form No. 6 (Leave Application Form)	1. Receive accomplished Leave Application Form and process application as to certification of available leave credits		10 minutes	HRMO Staff
	2. Sign/certify the available leave credits 2.1 Endorse to the Office of the Municipal		10 minutes	Human Resource Management Officer I HRMO Staff

	Mayor for approval		
	3. Approval of Leave Application Form 3.1 Forward to HRMO after	4 hours	Municipal Mayor Mayor's Office Staff
	approval of Municipal Mayor		
2. Receive employee's copy of approved Leave Application Form	4. Retain one (1) copy for the employee's Leave Ledger, and log and release the other copy to the employee concerned	5 minutes	HRMO Staff
	TOTAL:	4 hours and 25 minutes	



1. PROCUREMENT PROCESS OF GOODS AND SERVICE BY

SHOPPING (SMALL VALUE)

This service pertains to the method of procurement of goods whereby the Procuring Entity simply requests for the submission of price quotation for readily available off shelf goods or ordinary/regular equipment to be procured directly from suppliers of known qualification.

Office/Divisi	on:	Bids and Awards Committee (BAC) Office				
Classificatio			Technical	(====	,	
Type of				ent to Governmen	t, G2B –	
Transaction:		Govern	ment to B	usiness Entity		
Who may av	ail:	Business entities and other government agencies				
_	_	ST OF MENTS:		WHERE 1	TO SECURE:	
1. Purchase I	Reque	st		End user		
2. BAC Reso Procurement		as to Mo	de of	BAC		
3. Request for	r Quot	tation/Ca	anvass	BAC		
4. Bids of Aw				BAC		
5. BAC Reso Calculated R			west	BAC		
6. Purchase (BAC		
7. Obligation Disbursemen				BAC		
CLIENT STEPS	_	ENCY	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit approved Purchase Request	and a	eceive attach P/APP		10 minutes	BAC Secretariat and Staff	
	meet and prepa BAC resol	are ution Mode		1 day	BAC Members and Secretariat	

	3. Prepare and conduct quotation/c anvass	3 days	BAC Secretariat/End User
	4. Prepare Bids of Awards (Abstract)	1 hour	BAC Secretariat
	5. Prepare BAC Resolution as to Lowest Calculated Responsive Bid	1 day	BAC Secretariat
	6. Prepare Purchase Order and submit to COA copy of PO	1 day	BAC Secretariat
2. Receive goods	7. Deliver goods to GSO for recording and inspection	1 day	BAC Secretariat/GSO and Municipal Inspector
	8. Facilitate submission of Obligation Request and Disbursem ent Voucher to MBO, MAO and MTO	30 minutes	BAC Secretariat/Munici pal Budget Officer/Municipal Accountant/Munici pal Treasurer
	TOTAL:	 7 days, 1 hour and 40 minutes	

2. PROCUREMENT PROCESS OF GOODS, SERVICES AND INFRASTRUCTURE BY PUBLIC BIDDING

Competitive bidding is a process of issuing a public bid with the intent that companies will put together their best proposal and compete for a specific project. By law, this process is required for every government agency that issues a bid. Competitive bidding creates a transparent environment that is open and fair

		Bids and Awards Committee (BAC) Office				
	Classification: Highly Technical					
Type of				t to Government, G2B –		
Transactio	n:	Government to Business Entity				
Who may a	Who may avail: Business entities and other government agencies				ent agencies	
CHECKLIS	ST OF	REQUIRE	MENTS:	WHERE TO SECURE:		
1. Purchase	Purchase Request			1. End User		
2. BAC Res	2. BAC Resolution as to Mode of				2. BAC	
Procureme	Procurement				3. BAC	
3. Invitation	to Bid	(PhilGEP	S posting	4. BAC		
and at 3 co				5. Contractor/Su	pplier	
4. Invitation						
Members						
5. Letter of Intent						
6. Bidding [Docume	ents and t	echnical	BAC Secretariat		
description	and/or	sample o	f goods			
7. Accompl	ished p	ost-qualif	ication			
documents	documents and other relevant					
requirements						
	•					
CLIENT STEPS		ENCY TION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit	1. Re	ceive		10 minutes	BAC Secretariat	
approved	and e	valuate				
PR	appro	ved PR				
	2. Co			1 day	BAC Secretariat	
		ng and				
prepare BAC						
		ution as				
	to Mo	de of				
	Procu	rement				

l l	B. Prepare TB for posting at PhilGEPS		1 day	BAC Secretariat
it a	I. Posting at PhilGEPS for tems valued at below P1M.		7 days (22 days)	
F it a	Posting at PhilGEPS for tems valued above P1M.			
II E C	5. Prepare nvitation to Bid to COA, CSO and BAC Members		1 day	BAC Secretariat
6 le in in s	6. Receive etter of ntent from nterested suppliers/con ractors until he conduct of bidding		15 minutes	BAC Members/ BAC Secretariat
F a 7 tl	7. Conduct ore-bid for P1M and above. 7.1 If lower han P1M,		1 day	BAC Members/ BAC Secretariat
b	proceed to pidding	100/		610
F b	B. Issue Order of Payment for oid documents	10% of the Approve d Budget	1 hour	BAC Chairman/MTO

		Contract (ABC)		
	9. Conduct bidding		1 day	BAC Members/ BAC Secretariat
	10. Bid Evaluation and Post Qualification		7 days	BAC Members/ BAC Secretariat
	11. Promul- gation of the BAC		1 day	BAC Secretariat
	12. Approval of the BAC		1 day	BAC Secretariat
	13. Prepare and deliver Notice of Award		3 days	BAC Secretariat
	14. Prepare contract		1 day	BAC Secretariat
	15. Contract Approval		1 day	BAC Secretariat
	16. Issue Notice to Proceed		1 day	BAC Secretariat
TOTAL:			For items valued below P1M: 27 days, 1 hour and 25 minutes For items valued above P1M: 42 days, 1 hour and 25 minutes	

FEEDBACK AND COMPLAINTS MECHANISM				
How to send us feedback?	Answer the Client Feedback Form and drop it at the designated box at the office where you have visited.			
	Send your feedback through email (lgu.smmo@gmail.com) or text us at 09174504092.			
How feedbacks are processed?	Every Friday, the HRMO opens the drop box and compiles and records all feedbacks submitted.			
	Feedback requiring answers are forwarded to relevant offices and they are required to answer within three (3) working days of receipt. The answer of the office is then relayed to the citizen.			
How to file a complaint?	Accomplish the Complaint Form located at the Public Assistance/Complaint Desk with complete details.			
	Complaint must be supported by complete details and evidence.			
How complaints are processed?	The Officer of the Day with the HRMO shall open the complaints box at the end of the day and evaluate each complaint.			
	The Officer of the Day shall perform an initial investigation and shall forward the complaint to the relevant office for their explanation.			
	The Officer of the Day shall create a report and submit it to the Municipal Mayor for appropriate action.			
	Then the HRMO shall give feedback to the client.			
	For inquiries and followups, client may contact 09174504092.			
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478-5093			
	PCC: 8888			
	CCB: 0908-881-6565 (SMS)			

LIST OF OFFICES

Office	Address	Contact Information
Municipal Mayor's Office Head: Eduardo T. Lozano	2F New Municipal Building Brgy. Poblacion III, Sta.	09174504092
Sangguniang Bayan's Office Head: Arnel P. Fuentes	Magdalena, Sorsogon 3F New Municipal Building Brgy. Poblacion III, Sta. Magdalena, Sorsogon	09398127618
Municipal Treasurer's Office Head: Regie G. Bejerano, CPA	GF New Municipal Building Brgy. Poblacion III, Sta. Magdalena, Sorsogon	09095902681
Municipal Civil Registrar's Office Head: Salvacion G. Maestrado	GF New Municipal Building Brgy. Poblacion III, Sta. Magdalena, Sorsogon	09298132711
Municipal Assessor's Office Head: Josephine G. Perea	GF New Municipal Building Brgy. Poblacion III, Sta. Magdalena, Sorsogon	09285501567
Municipal Health Office Head: Bernardo R. San Jose, MD	RHU Building Brgy. Poblacion III, Sta. Magdalena, Sorsogon	09984832020
Municipal Social Welfare and Development Office Head: Celeste F. Gaufo, LSW	GF New Municipal Building Brgy. Poblacion III, Sta. Magdalena, Sorsogon	09395719395
Sta. Magdalena Water Works System Office OIC: Vilma E. Gaon	GF New Municipal Building Brgy. Poblacion III, Sta. Magdalena, Sorsogon	09074759348
Municipal Engineer's Office Head: Regin G. Escarlan, C.E.	3F New Municipal Building Brgy. Poblacion III, Sta. Magdalena, Sorsogon	09466080473

Municipal Planning and Development Office Head: Michael G. Rivera, EnP	3F New Municipal Building Brgy. Poblacion III, Sta. Magdalena, Sorsogon	09467588509
Municipal Agriculturist's Office Head: Myra F. Escarda	GF New Municipal Building Brgy. Poblacion III, Sta. Magdalena, Sorsogon	09491182616
Municipal Disaster Risk Reduction and Management Office Head: Marlon F. Futol	2F DopCen Building Municipal Compound Brgy. Poblacion III, Sta. Magdalena, Sorsogon	09207387494
Municipal Environment and Natural Resources Office	GF New Municipal Building Brgy. Poblacion III, Sta. Magdalena, Sorsogon	09465818453
General Services Office OIC: Alejandro F. De Vera	Old Municipal Building Brgy. Poblacion III, Sta. Magdalena, Sorsogon	09162325726
Municipal Budget Office Head: Anita B. Correa	2F New Municipal Building Brgy. Poblacion III, Sta. Magdalena, Sorsogon	09186572703
Municipal Accountant's Office Head: Rommel F. Gruba, CPA	2F New Municipal Building Brgy. Poblacion III, Sta. Magdalena, Sorsogon	09099930104
Human Resource Management Office OIC: Myra Luz L. Fungo	2F New Municipal Building Brgy. Poblacion III, Sta. Magdalena, Sorsogon	09055167053
Bids and Awards Committee Office Head: Josephine G. Perea	2F New Municipal Building Brgy. Poblacion III, Sta. Magdalena, Sorsogon	09285501567