



MUNICIPALITY OF MAGALANG

CITIZEN'S CHARTER

2019 (1st Edition)



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I. Mandate:

The Local Government Unit of Magalang, Pampanga shall exercise the powers and discharge the duties and functions vested upon them that are necessary, appropriate, or incidental to efficient and effective provision of basic services and facilities.

II. Vision:

We envision Magalang, a premier 1st class municipality, the Sweet Tamarind capital of the Philippines, center for agricultural education and technology, agro-industries and eco-tourism; with empowered people living in a safe and sound environment under a God-inspired leadership.

III. Mission:

To improve the quality of life Magaleños through accelerated, sustainable and balanced economic growth; efficient and effective delivery of services, preservation of a sound human, ecological and environmental security.

IV. Service Pledge:

We, the officials and employees of the Municipality of Magalang, commit to provide and deliver services promptly, efficiently and with utmost courtesy and adhere strictly to our service standard.



LIST OF EXTERNAL SERVICES

Office	Page Number
Rural Health Services	5
General Medical Consultations	6
Maternal Health Care Services	7
Child Care Immunization Services	8
Family Planning Services	9
Tuberculosis Control Program	10
Reproductive Health Care	11
Issuance of Medical Certification	12
Issuance of Sanitary Permits	13
Issuance of Health Cards	14
Issuance of Burial/ Disinterment/ Transfer Permits	15
Office of the Agricultural Services	16
Issuance of Farmer's Certification	17
Damaged Assessment of Crops and Other Related Technical Assistance	18
Availment of Vegetable Seeds	19
Issuance of Veterinary Services	20
Office of the Municipal Engineer	21
Issuance of Building Permit	22-24
Issuance of Certificate of Occupancy	25-26
Issuance of Zoning Clearance	27-28
Office of the Mayor	29
Preparation of Affidavits and Other Legal Forms and Documents	30
Securing Mayor's Clearance	31
Office of the Municipal Registrar	32
Registration of Birth (Timely)	33
Registration of Birth (Late)	34
Application for Marriage License	35

Registration of Death	36
Request for Certified True Photocopy of Birth, Marriage and Death Certificate	37
Request for Certified Copy of Birth Marriage, Death and Other Civil Registry Documents	38
Affidavit to Use the Surname of the Father	39
Legitimation	40
Supplemental Report for Birth/Marriage/Death	41
Annotations Arising from Court Orders	42
Correction of Clerical Error	43-45
Office of the Municipal Assessor	46
Issuance of Certified True Copies of Tax Declaration / Non-Improvements	47
Issuance of Certification of Property Land Holdings	48
Issuance of Certification of No Property	49
Simple Transfer of Tax Declaration (iTax System)	50
Securing Assessment for Declaration of Subdivision/Consolidated Land	51-52
Securing Assessment for Declaration of a New Building or Machinery with Market Value of P500,000 or less	53-54
Re-Appraisal / Re-Assessment of Real Properties (for land containing an area of 1,000 square meters or less)	55-56
Revision for correction of entries in the Tax Declaration	57
Office of the Municipal Treasurer	58
Business Tax License	59
Community Tax Certificate or “Cedula”	60
Real Property Tax	61
Other Taxes, Fees and Charges	62-63
Daily Market Collection	64
Municipal Social Welfare and Development Office	65
AICS – Assistance in Crisis Situation	66
Issuance of Certification of Indigency	67
Issuance of General Intake Sheet	68
Marriage Counselling Seminar	69
Issuance of Person with Disability (PWD) Identification Card	70-71
Issuance of Senior Citizen Identification Card	72-73
Issuance if Social Cases Study Report	74-76
Issuance of Solo Parent Identification Card	77-78

Issuance of Assessment Report for Travel Clearance	79-80
Office of the Sangguniang Bayan	81
Issuance of Motorized Tricycle Operator's Permit (MTOP)	82



RURAL HEALTH SERVICES

EXTERNAL SERVICES



GENERAL MEDICAL CONSULTATIONS

This service provides primary health care services to any individual ranging from detailed history taking, physical examination, diagnosis and treatment of various diseases. It aims to provide and protect the health and well-being of the community.

Office of Division:	RHUs I and II			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	Everyone irregardless of age and gender			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Household card		RHU clinic		
Philhealth ID for active members		Patient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient goes to the registration corner and shows household card	1.1 Patient is registered, house hold medical records are retrieved 1.2 Vital signs are taken 1.3 History-taking is done	1.1 None	15 minutes	<ul style="list-style-type: none"> Medical Aide Rural Health Midwife
2. Patient approaches treatment table	2.1 Physical examination of patient is done 2.2 May refer patient for further work-up if not, patient is prescribed at given medicines	2.1 None 2.2 Urinalysis ₱30.00 Stool exam ₱30.00	15-20 minutes 2.2 ½ to 1 day	<ul style="list-style-type: none"> Rural Health Midwife Public Health Nurse Medical Doctor
3. Patient approaches pharmacist's counter	3 Prescribed medicines are given with proper instructions	3 None	10 minutes	<ul style="list-style-type: none"> Pharmacist or Medical Aide



MATERNAL HEALTH CARE SERVICES

This service seeks to make quality health care accessible to pregnant and lactating mothers. It includes prenatal, natal and post natal care to ensure a healthy mother and child.

Office of Division:	RHUs I and II / Barangay Health Stations			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	Every pregnant and lactating mothers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Home-based maternal records		Given to mother during pre-natal check-up		
Philhealth ID for active members		Patient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient goes to the registration corner and shows HBMR	1.1 Patient is registered 1.2 HBMR prepared if new patient 1.3 History-taking done 1.4 Vital signs are taken	1.1 None 1.3 Issuance of lost card (3x) ₱20.00	15-20 minutes	<ul style="list-style-type: none"> • <i>Medical Aide</i> • <i>Rural Health Midwife</i>
2. Patient approaches treatment table	2.1 Physical examination conducted 2.2 Urinalysis and Hgb test are requested and done by Medical Technologist 2.3 Necessary vaccines are given 2.4 Patient is managed	2.2 Urinalysis ₱30.00 Hgb test ₱30.00	20-30 minutes	<ul style="list-style-type: none"> • <i>Rural Health Midwife</i> • <i>Public Health Nurse</i> • <i>Medical Doctor</i>
3. Patient approaches pharmacist's counter	3.1 Prescribed medicines are given with proper instructions 3.2 Schedule next visit	3.1 None 3.2 None	10 minutes 5 minutes	<ul style="list-style-type: none"> • <i>Pharmacist or Medical Aide</i> • <i>Rural Health Midwife</i> • <i>Public Health Nurse</i>



CHILD CARE / IMMUNIZATION SERVICES

This office offers easy access to quality child health care, with emphasis on timely diagnosis and management of common childhood diseases as well as disease prevention and health promotion particularly in the field of immunization and nutrition.

Office of Division:	RHUs I and II, Barangay Health Stations			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	Infancy to less than 18 years old			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
ECCD Card (0-6 years old)			Given to mother during immunization of child	
Philhealth ID for active members			Patient	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient goes to registration corner and shows ECCD card if child's immunization is complete	1.1 Patient is registered 1.2 ECCD card is reviewed 1.3 If for immunization ECCD card is issued 1.4 History-taking is done 1.5 Vital signs are taken	1.1 None 1.4 Issuance of lost card (3x) ₱20.00	15-20 minutes	<ul style="list-style-type: none"> • <i>Rural Health Midwife</i>
2. Patient approaches treatment table	2.1 Physical examination of patient is done 2.2 Immunization performed by RHM/PHN if needed 2.3 Further work-up may be requested if needed	2.1 None 2.3 Urinalysis ₱30.00 Stool exam ₱30.00	20 minutes	<ul style="list-style-type: none"> • <i>Rural health Midwife</i> • <i>Public Health Nurse</i> • <i>Medical Doctor</i>
3. Patient approaches pharmacist's counter	3.1 Prescribed medicines are given with proper instructions 3.2 Patient's mother informed of next immunization schedule	3.1 None	10 minutes	<ul style="list-style-type: none"> • <i>Rural Health Midwife</i> • <i>Public Health Nurse</i>



FAMILY PLANNING SERVICES

This health intervention aims to provide information and services for couples of reproductive age to plan their family according to their beliefs and circumstances through legally and medically-accepted family planning methods such as contraceptive pills, DMPA, condoms, BTL and natural FP method.

Office of Division:	RHUs I and II , Barangay Health Stations			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	Everyone of reproductive age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Household card		RHU clinic		
Philhealth ID for active members		Patient		
Pill / DMPA schedule card for follow up		Given to patient on initial visit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient approaches the registration corner and shows household / Family planning card	1.1 Patient is registered 1.2 Treatment card is retrieved 1.3 Family planning card is reviewed 1.4 History taking done 1.5 Vital signs are taken	1.1 None 1.4 Issuance of lost card (3x) ₱20.00	10-15 minutes	<ul style="list-style-type: none"> • <i>Medical Aide</i> • <i>Rural Health Midwife</i> • <i>Public Health Nurse</i>
2. Patient approaches treatment table	2.1 Physical exam is done 2.2 Client counseled on FP methods 2.3 Client admitted to program and given FP method selected 2.4 Client counseled on follow-up visit	2.1 None	15 minutes	<ul style="list-style-type: none"> • <i>Rural Health Midwife</i> • <i>Public Health Nurse</i> • <i>Medical Doctor</i>
3. Patient approaches pharmacist's counter	3.1 FP method supply given 3.2 Prescribed medicines are given with proper instruction	3.1 None	10 minutes	<ul style="list-style-type: none"> • <i>Pharmacists or</i> • <i>Rural Health Midwife</i> • <i>Public Health Nurse</i>



TUBERCULOSIS CONTROL PROGRAM

This service aims to address the rising incidence of tuberculosis, which in effect has economic repercussions treatment provided though the Directly-Observed Treatment short Course (DOTS) strategy. Information is also given how to prevent the spread of the disease.

Office of Division:	RHUs I and II			
Classification:	Technical (6, 8, 24 months treatment)			
Type of Transaction:	G 2 C			
Who may avail:	Everyone			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Household card		Patient		
Philhealth ID for active members		Patient		
NTP card		Patient		
Chest X-ray result		Patient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient approaches registration corner and shows Household card or NTP card if already admitted as patient	1.1 Patient is registered 1.2 NTP card is issued if initial visit. 1.3 Household card is retrieved 1.4 History-taking done 1.5 Vital signs are taken	1.1 None 1.4 Issuance of lost card (3x) ₱20.00	15 minutes	<ul style="list-style-type: none"> • <i>Medical Aide</i> • <i>Rural Health Midwife</i> • <i>Public Health Nurse</i>
2. Patient approaches treatment table	2.1 Patient is referred for gene expert / sputum examination for follow-up 2.2 Physical examination is done 2.3 Treatment plan is done, patient admitted 2.4 SCC medicines are given with proper instruction 2.5 Patient is counseled on prevention and follow-up	2.1 None 2.2 None	3 to 5 days 20 minutes Is X-ray is requested (1-2 days) 5 minutes	<ul style="list-style-type: none"> • <i>Rural Health Midwife</i> • <i>Public Health Nurse</i> • <i>Medical Doctor</i>



REPRODUCTIVE HEALTH CARE

This program aims to provide quality and accessible health services for sexually and non-sexually transmitted diseases through the provision of diagnostic procedures, referral and first-line treatment services, and the provision of counseling services.

Office of Division:	RHUs I and II			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	Everyone			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Household card			Patient	
Philhealth ID for active members			Patient	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient approaches registration corner and shows Household card	1.1 Patient is registered 1.2 HH card is retrieved 1.3 History-taking 1.4 Vital signs are taken	1.1 None 1.3 Issuance of lost card (3x) ₱20.00	5 minutes	<ul style="list-style-type: none"> • <i>Medical Aide or</i> • <i>Rural Health Midwife</i>
2. Patient approaches treatment table	2.1 Physical Examination is done 2.2 Ancillary procedures such as visual acetic acid screening / papsmear / syphilis test / HIV test are done if needed Patient is prescribed medicines 2.3 Patient is prescribed medicines	2.1 None	2.1 10 minutes 2.2 10 minutes	<ul style="list-style-type: none"> • <i>RHM / PHN / MD</i> • <i>MD / MedTech</i>
3. Patient approaches pharmacist's counter	3.1 Medicines are given 3.2 Patient counseled on reproductive health	3.1 None	10 minutes	<ul style="list-style-type: none"> • <i>RHM / PHN / MD / Pharmacist</i>



ISSUANCE OF MEDICAL CERTIFICATION

Any person can request for a medical certificate, provided they undergo physical examination first.

Office of Division:	RHUs I and II			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	Everyone			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Chest X-ray		Any laboratory preferred by patient		
Stool Examination		Any laboratory preferred by patient		
Drug test result (as per company requirement)		Any laboratory preferred by patient		
Hepatitis B screening (optional)		Any laboratory preferred by patient		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient goes to registration	1.1 patient is registered HH card is retrieved 1.2 History-taking 1.3 Vital signs are taken	1.1 None	5 minutes	<ul style="list-style-type: none"> • <i>Medical Aide or</i> • <i>Rural Health Midwife</i>
2. Patient approaches treatment table	2.1 Physical examination is done; review of laboratory and x-ray result	None	15 minutes	<ul style="list-style-type: none"> • <i>Medical Technologist</i>
	2.2 Medical Doctor issues medical certificate	₱100.00		



ISSUANCE OF SANITARY PERMITS

All business establishments are required to secure a sanitary permit after securing a business permit to ensure that the establishment complies with the Sanitation Code of the Philippines.

Office of Division:	RHU I			
Classification:	Simple			
Type of Transaction:	G 2 B			
Who may avail:	All business establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay clearance		Barangay Hall		
Proof of payment of business and sanitary permit		Treasurer's office		
Specific requirements: 1. Water supply system / Water refilling stations: bacteriological, physical & chemical test 2. Poultry / Piggery: Zoning clearance, ECC, prior to operate		1. Water Laboratory 2. Engineering office and DENR office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient goes to Sanitary Inspector's Office	1.1 Review of requirements done	> Sanitary Permit is ₱200.00 > Certificate of Potability is ₱100.00 > Septic Tank is ₱100.00 > Inspection fee is ₱200.00 > Drinking water site clearance is ₱300.00	10-15 minutes	<ul style="list-style-type: none"> • <i>Sanitary Inspector</i> • <i>Medical Doctor</i>
	1.2 Permit issued 1.3 Scheduled Inspection of establishment		10 minutes	<ul style="list-style-type: none"> • <i>Sanitary Inspector</i>



ISSUANCE OF HEALTH CARDS

This aims to reduce environmental and occupation-related diseases, disabilities or deaths, thereby ensuring the delivery of safe and health services to the community.

Office of Division:	RHU I			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	Every establishment / business employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Food Handlers – Chest X-ray / Stool Examination /Hepa B Test (optional)		Patient's chosen laboratory		
Commercial sex-workers – Wet & papsmear result		Patient's chosen laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient goes to Sanitary Inspector's Office	1.1 Review of requirements done		15-50 minutes	<ul style="list-style-type: none"> Sanitary Inspector
	1.2 Physical examination done, smear test performed for CSW			<ul style="list-style-type: none"> Medical Doctor
	1.3 Approves issuance of health cards	₱100.00	5 minutes except for CSW (2 weeks pending smear results)	<ul style="list-style-type: none"> Sanitary Inspector



ISSUANCE OF BURIAL / DISINTERMENT / TRANSFER PERMITS

The permit are issued together with the death certificate in accordance with the Sanitation Code of the Philippines

Office of Division:	RHU I			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	Surviving relatives of the deceased			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death certificate duly signed by the embalmer		Municipal Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient approaches receiving are	1.1 RHU staff fills-up pertinent information on death certificate and permit	Permit fees c/o Treasurer's office	10-15 minutes	<ul style="list-style-type: none"> <i>RHU staff</i>
	1.2 Medical Doctor signs the death certificate and permit			<ul style="list-style-type: none"> <i>Medical Doctor</i>



OFFICE OF THE AGRICULTURAL SERVICES

EXTERNAL SERVICES



ISSUANCE OF FARMER'S CERTIFICATION

A Farmer's Certification is issued as proof that he/she is a bonafide farmer in the locality to avail farmer benefits from different concerned agencies and can be used for farm land ownership identification and availment of crop loan from lending institutions.

Office or Division:	Office of the Agricultural Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Farmers who are included in the masterlist			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification/Verification/Validation on the Masterlist of Farmers		Office of the Agricultural Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request verbally for certification and log in the visitor's log book	1.1 Interview and verify in the masterlist of farmers 1.2 Prepare the certification	None	10 Minutes	<i>Agricultural Extension Worker</i>
2. Payment of Fee	Issuance of Receipt	PHP 100.00	2 Minutes	<i>Municipal Treasury Office</i>
3. Claim certification	Recording and release of certification	None	1 Minute	<i>Agricultural Extension Worker/Municipal Agriculturist</i>



DAMAGED ASSESSMENT OF CROPS AND OTHER RELATED TECHNICAL ASSISTANCE

Reported damaged crops were being validated to assess the extent of damage caused by pests, diseases and calamity

Office or Division:	Office of the Agricultural Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Farmers who are included in the masterlist, whose crop are insured			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification/Verification/Validation on the Masterlist of Farmers and on list of insured farmers		Office of the Agricultural Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report verbally and log in the visitor's log book	Interview and verify in the masterlist of farmers	None	5 Minutes	<i>Agricultural Extension Worker</i>
2. Assist the AEW on the area of damaged crop	Actual assessment of damage and provide recommendations	None	20 Minutes	<i>Agricultural Extension Worker</i>
3. File "Notice of Loss" to PCIC if crop is insured and damaged is more than 10%, and if the cause of damage was pests, diseases, calamity	Assist farmer in filing "Notice of Loss" to PCIC	None	5 Minutes	<i>Agricultural Extension Worker</i>



AVAILMENT OF VEGETABLE SEEDS

Assorted vegetable seeds are distributed to backyard growers at every barangay within the municipality for gardening.

Office or Division:	Office of the Agricultural Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Backyard growers, farmers, barangay officials, school teachers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request verbally for vegetable seeds and log in the visitor's log book	1.1 Conduct interview 1.2 Prepare the seeds being requested	None	5 Minutes	<i>Agricultural Extension Worker</i>
2. Received the seeds and log in the vegetable recipient form	Release the seeds	None	2 Minutes	<i>Agricultural Extension Worker</i>



ISSUANCE OF VETERINARY SERVICES

Animal health and extension services which includes vaccination, castration, deworming, artificial insemination, diseases prevention, and control, livestock dispersal training and seminar.

Office or Division:	Office of the Agricultural Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Animal Livestock and Poultry Raisers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbal request from the raiser	1.1 Conduct interview/initial assessment 1.2 Prepare things to be used	None	5 Minutes	<i>Agricultural Extension Worker/Livestock Inspector/Veterinarian</i>
2. Assist the livestock inspector to the location of the concerned animal	Actual assessment and diagnosis for the reported animal	None	5-30 Minutes	<i>Livestock Inspector/Veterinarian</i>
3. Follow apply recommendations	3.1 Issuance of Prescription 3.2 Monitoring the health status of the animal	None	5-10 Minutes	<i>Livestock Inspector/Veterinarian</i>



OFFICE OF THE MUNICIPAL ENGINEER

EXTERNAL SERVICES



ISSUANCE OF BUILDING PERMIT

Building Permit is a provision from the National Building Code (P.D. 1096), under Section 301, it is a written authorization granted by the Building Official to an applicant allowing to proceed with the construction of a specific project after plans, specifications and other pertinent documents have been found to be in conformity with the National Building Code and its implementing Rules and Regulations. It includes any or all of the Permits enumerated under Section I of the Rule III.

Office or Division:	OFFICE OF THE BUILDING OFFICIAL
Classification:	SIMPLE
Type of Transaction:	G2C
Who may avail:	Any person, firm or corporation, including any agency or instrumentality of the government who wants to erect, construct, alter, repair, move, convert or demolish any building or structure within the territorial jurisdiction of the Municipality of Magalang.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
2-copies of Barangay Construction Clearance/Home Owners Association Clearance	Barangay hall where the construction is to be located
1-copy of Approved Zoning Clearance	Zoning Administrator/Officer of the LGU
1-copy of Fire Safety Evaluation Certificate (FSEC)	Fire Marshall, Bureau of Fire Protection (BFP)
5-copies Together with the accomplished prescribed application Building & Ancillary Permits	Office of the Building Official, LGU
<input type="checkbox"/> 5- Complete Sets of survey plans, design plans/drawings, specifications and Bill of Materials/Cost Estimates prepared, signed and sealed over the printed names of the <input type="checkbox"/> in case of lot survey plans; <input type="checkbox"/> in case of architectural documents; in case of architectural interior/interior design documents, either an architect or interior designer may sign; <input type="checkbox"/> in case of civil/structural documents, if needed: <ul style="list-style-type: none"> • Structural/Detailed Plan with analysis, design & computation for 2-storey & above structure, • Soil Boring & Load Tests (for 3-storey and above structure) • Seismic Analysis <input type="checkbox"/> in case of electrical Plans/ documents, including the; <ul style="list-style-type: none"> • Short Circuits Calculation • Voltage Drop Calculation <input type="checkbox"/> in case of sanitary plans/ documents <ul style="list-style-type: none"> • Three (3)-chamber, water tight septic vault for residential. 	duly licensed and registered professionals, with photocopy of PRC License , current PTR, and specimen signatures; Geodetic Engineer, Architect, Civil Engineer, Professional Electrical Engineer, Sanitary Engineer

<ul style="list-style-type: none"> Waste Water Treatment Facility (for Agro-Industrial Projects, Commercial, Institutional & Industrial Projects) <input type="checkbox"/> in case of plumbing plans/ documents; <input type="checkbox"/> in case of mechanical plans/ documents, <input type="checkbox"/> in case of electronics plans/ documents. 		Master Plumber, Professional Mechanical Engineer, Electronics Engineer,		
1-Original copy of Approved Construction Safety & Health Program		Department of Labor and Employment (DOLE)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit accomplished Building & Ancillary Permit forms and other documents (complete documents) at the Office of the Building Official	Check for the completeness and conformity of the submitted documents	None	30 mins. (residential-bungalow type) 45 mins. (residential-two storey & above) 60 mins. (commercial, industrial & agricultural structure)	<i>Admin Aide IV/Office of the Building Official</i>
	Prepare Endorsement to Bureau of Fire and Protection (BFP) for Fire Safety Evaluation Clearance (FSEC)	None	5 mins.	<i>Admin. Asst. V/ Office of the Building Official</i>
Submit endorsement to Office of the Bureau of Fire Protection	Assess fees and other charges and prepare order of payment	None	20 mins. (residential-bungalow type) 40 mins. (residential-two storey & above) 60 mins (commercial, industrial & agricultural structure)	<i>Admin. Asst. V/ Office of the Building Official</i>
Pay Fees at the Municipal Treasurer's Office	Accept payment and issue official receipt (OR) at the Treasurer's Office	Computation of payment is base on type/classification of project (Schedules of Fees based on the Latest Edition of the National Building Code/NBCD O Memorandum Circular)	10 mins.	<i>Revenue Clerk Collector/Office of the Treasury</i>
Present Proof of payment at the Office of the Building Official	Check and Record (Amount & O.R. number)	None	5 mins.	<i>Admin. Asst. V/Office of the Building Official</i>

Submit Fire Safety Evaluation Clearance (FSEC)	Receive copy of FSEC	None	10 mins.	<i>Admin. Asst. V/Office of the Building Official</i>
Claim signed building and Ancillary permits	Sign & release Building and Ancillary permits	None	30 mins.	<i>Building Official</i>



ISSUANCE OF CERTIFICATE OF OCCUPANCY

Certificate of Occupancy is a provision from the National Building Code (P.D. 1096), under Section 309, it state that “ no building or structure shall be used or occupied and no change in the existing use or occupancy classification of a building or structure or portion thereof shall be made until the Building Official has issued a Certificate of Occupancy.”

Office or Division:	OFFICE OF THE BUILDING OFFICIAL			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	Any person, firm or corporation, including any agency or instrumentality of the government who completed the construction of a building or structure under an issued Building Permit.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3 copies- As-built plans with specifications and bill of materials, duly signed and sealed by respective professionals		Professionals who signed and sealed the plans and application forms of the building permit and supervised the Construction of the structure.		
1-Original copy of the Construction Logbook		Professionals who supervised the Construction of the structure.		
3 copies of Certificate of Completion and 2 copies of Certification		Office of the Building Officials		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit accomplished Certificate of Completion and Certification (w/Logbook and As-Build Plan)	Check for the completeness and conformity of the submitted documents	None	10 mins. (residential-bungalow type) 15 mins. (residential-two storey & above) 30 mins (commercial, industrial & agricultural structure)	<i>Admin Aide IV/Office of the Building Official</i>
	Prepare endorsement letter to be submitted to Bureau of Fire Protection (BFP) for Fire Safety Inspection Certificate (FSIC)	None	5 mins.	<i>Admin. Asst. V/ Office of the Building Official</i>
Assist inspector	Conduct Ocular Inspection and Assess fees and other charges and prepare order of payment	None	1 hour and 40 mins (excluding travel time) (ASSESSMENT) 20 mins. (residential-bungalow type) 40 mins. (residential-two storey & above)	Municipal Engineer/Building Official and Admin. Asst. II / <i>Office of the Building Official</i>

			60mins (commercial, industrial & agricultural structure)	
Pay Fees at the Municipal Treasurer's Office	Accept payment and issue official receipt (OR) at the Treasurer's Office	Computation of payment is based on type/classific ation of project (Schedules of Fees based on the Latest Edition of the National Building Code/NBCD O Memorandu m Circular)	10 mins.	<i>Revenue Clerk Collector/Office of the Treasury</i>
Present Proof of payment at the Office of the Building Official	Check and Record (Amount & O.R. number)	None	5 mins.	<i>Admin. Asst. V/Office of the Building Official</i>
Submit Fire Safety Inspection Clearance (FSIC) at the Office of the Building Official	Receive copy of FSIC, prepare and approve certificate of occupancy	None	10 mins.	<i>Admin. Asst. V/Office of the Building Official</i>
Claim signed Certificate of Occupancy at the Office of the Building Official	Release signed Certificate of Occupancy	None	10 mins.	<i>Building Official</i>



ISSUANCE OF LOCATIONAL CLEARANCE/ZONING CERTIFICATE

Zoning Clearance is a provision from the Municipal Comprehensive Land Use Plan and Zoning Ordinance of this municipality. It is a Land Use and Zoning compatibility which verifies conformity of the proposed building(s) or structure(s) with the Land Use Plan or Zoning Regulations.

Office or Division:	OFFICE OF THE BUILDING OFFICIAL			
Classification:	SIMPLE			
Type of Transaction:				
Who may avail:	Any person, firm or corporation, including, any agency or instrumentality of the government who wants to construct building(s) or structure(s) engage in any business and develop land for subdivision and housing.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(Locational Clearance) 1- Copy Application Form		Office of the Zoning Administrator		
1- Copy each of Title of Lot, Tax Declaration, Current Real Property Tax Receipt/latest Tax Clearance(if the applicant is the registered owner of the Lot); and 1- Copy Duly Notarized Copy of the Contract of Lease, Contract of Sale, Permit to Use (in case the applicant is not the registered owner of the lot) 1- Subdivision Plan with Vicinity Map indicating clearly the exact location duly signed by a Licensed Geodetic Engineer (please attached specimen signature) 1- Proposed Project (Cost Estimates Type)		To be provided by the applicant or he/she may avail the Tax Declaration and Tax Clearance at the Office of the Municipal Assessor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit accomplished Zoning Clearance/certificate Application Form and other requirements (Only complete documents will be received).	Check for compliance for the type of project and assess fees. Prepare order of payment	None	30 mins.	<i>Admin Aide IV/Office of the Building Official</i>
Pay Fees at the Office of the Municipal Treasurer	Accept payment and issue official receipt (OR)	Latest HLURB Board Resolution for Schedule of Fees (See Attached Schedule of Fees).	10 mins.	<i>Revenue Clerk Collector/Office of the Municipal Treasurer</i>
Present Proof of payment at the Office of the Zoning Administrator	Check and Record (Amount & O.R. number)	None	5 mins.	<i>Municipal Engineer/Building Official and Admin. Asst. V/ Office of the Building Official</i>

	Prepare and approve Locational Clearance/Zoning Certificate	None	10 mins.	<i>Admin. Asst. IV and Zoning Administrator</i>
Receive Approved Zoning Clearance	Release document	None	5 mins.	<i>Admin. Asst. V/Zoning Administrator</i>



OFFICE OF THE MUNICIPAL MAYOR

EXTERNAL SERVICES



PREPARATION OF AFFIDAVITS AND OTHER LEGAL FORMS AND DOCUMENTS

The Office of the Municipal Mayor extends to the public legal assistance in terms of preparation of various affidavits and documents.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any citizen who wish to avail of assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Any recognized government agency, school and or company		
Community Tax Certificate or Cedula		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Appear before the affidavits and other legal forms and documents desk	1. Interview the customer	None	7-10 minutes	<i>Administrative Officer and or Assistants or Aides</i>
2. Present requirements to the affidavits and other legal forms and documents desk	2. Evaluate the information gathered and other documents submitted by the client	None	7-10 minutes	<i>Administrative Officer and or Assistants or Aides</i>
1. Pay the necessary fees upon receipt of requested documents	3. Prepare legal forms, certification, documents (as the case may be) requested	Php100.00	10 minutes	<i>Administrative Officer and or Assistants or Aides</i>



SECURING MAYOR'S CLEARANCE

People seeking employment need to secure a Mayor's Clearance as well as applicants for the military service or police service.

Office or Division:	Office of the Municipal Mayor			
Type of Transaction:	G2C			
Who may avail:	Any citizen who wish to avail of assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Barangay of residence		
Police Clearance		Magalang Police Station		
Community Tax Certificate or Cedula		Office of the Municipal Treasurer		
Valid Identification Card		Any recognized government agency, school and or company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Appear before the mayor's clearance desk	1. Receive, review and verify documents	None	3 minutes	<i>Administrative Aide</i>
2. Answer the question of the interviewer	2. Conduct interview and approve the issuance of Mayor's Clearance	None	3-5 minutes	<i>Administrative Aide</i>
3. Wait for order payment	3. Issue an order payment	None	1 minute	<i>Administrative Aide</i>
4. Pay the necessary fees at the Office of the Municipal Treasurer	4. Pay at the Municipal Treasurer Office	Php100.00 (Regular) Php50.00 (student)	3 minutes	<i>Municipal Treasurer Staff</i>
5. Present official receipt	5. Receive the official receipt and prepare the Mayor's Clearance	None	5 minutes	<i>Administrative Aide</i>
6. Wait for release of Mayor's Clearance	6. Recommend approval of the Mayor's Clearance (signature of the Municipal Mayor)	None	2 minutes	<i>Administrative Aide</i>
7. Receive the Mayor's Clearance from the releasing officer	7. Release the Mayor's Clearance	None	1 minutes	<i>Administrative Aide</i>



OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

EXTERNAL SERVICES



REGISTRATION OF BIRTH (Timely)

Republic Act 3753 Mandates the establishment of the Civil Registry in the Philippines. The birth of a child, being vital event for a person, must be registered within 30 days form time of birth of the Office of the Civil Registrar.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any citizen who wish to avail of assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage Certificate of the parents		Office of the Municipal Civil Registrar or PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished form	1.1 Receive and examine accomplished form 1.2 Provide registry number	None	5 minutes	<i>Administrative Aide</i>
2. Wait for the advice of the staff for processing and signing and releasing of the certificate of live birth	2. Approve and sign the document for registration	None	5 minutes	<i>Municipal Civil Registrar</i>
3. Receive registered document	3. Release the registered copy of the document	None	1 minute	<i>Administrative Aide</i>



REGISTRATION OF BIRTH (Late)

Republic Act 3753 Mandates the establishment of the Civil Registry in the Philippines. The birth of a child, being vital event for a person, must be registered within 30 days from time of birth of the Office of the Civil Registrar.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Any citizen who wish to avail of assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Negative Result		PSA		
Marriage Certificate of the parents		Office of the Municipal Civil Registrar or PSA		
Baptismal		Religious Institutions		
Form 137		School where the person studies/ied		
Passport (if applicable)		DFA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive and examine the requirements	None	5 minutes	<i>Administrative Aide</i>
2. Wait for the advice of the staff for the typing of document	2. Type the document, provide registry number and have it recorded in the Civil Registry Book of Birth	None	10 minutes	<i>Administrative Aide</i>
3. Pay to the cashier	3. Process payment and issue an official receipt	Php50.00	5 minutes	<i>Office of the Municipal Treasurer Staff</i>
4. Return to the receiver	4. Approve and sign document	None	2 minutes	<i>Administrative Aide</i>
5. Wait for processing of birth certificate	5. Process the birth certificate	None	10 days	<i>Administrative Aide</i>
6. Receive the certificate of live birth	6. Release the registered certificate of live birth	None	2 minutes	<i>Administrative Aide</i>



APPLICATION FOR MARRIAGE LICENSE

Before getting married, each of the contracting parties must file separate sworn application for marriage license with the proper local civil registrar of the place where either or both of the contracting parties reside

A Marriage License is valid in any part of the Philippines for a period of 120 days from the date of issue. They are deemed automatically cancelled if the contracting parties have not yet gotten married within this period.

The Municipal Civil Registrar shall enter all applications for marriage licenses filed with him in a registry book strictly in the order in which the same are received. He shall record in said book the names of applicants, the date on which the marriage license was issued, and such other data as may be necessary.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Any citizen who wish to avail of assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CENOMAR		PSA		
Birth Certificate		PSA		
Pre-Marriage Counselling		MSWDO		
Family Planning		POPCOM		
Legal to marry (for Foreign National)		Embassy concerned		
Parental consent for ages 18-20		Parent of the party aged 18-20		
Parental advice for ages 21-24		Both parents		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents	1. Review documents submitted	None	5 minutes	<i>Registration Officer II/ statistician 1</i>
2. Provide information	2. Interview the applicants	None	10 minutes	<i>Administrative Aide I</i>
3. Pay fee at the Municipal treasurer's office	3. Process payment and issue official receipt (OR)	Php200.00	5 minutes	<i>Office of the Municipal Treasurer Staff</i>
4. Present OR and return after 10 days	4. Check OR, prepare and post notice of application of marriage	None	10 days	<i>Registration Officer II/Statistician 1</i>



REGISTRATION OF DEATH

Death is a permanent disappearance of all evidence of life at any time after live birth has taken place (postnatal cessation of vital functions without capability of resuscitation).

Spouse or nearest relative who has knowledge of the death of a person who died without medical assistance must report the same within 48 hours.

The Municipal Health Officer examines the cause of death, signs the death certificate and directs the registration of the death certificate at the Office of the Municipal Civil Registrar.

Registration shall be made in the Office of the Municipal Civil Registrar of the Municipality where death occurred within thirty (30) days from the time of death.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	The person himself, the nearest kin or any authorized representative from the party in interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
*Authorization letter		From party in interest		
*One (1) valid ID of requester				
*One (1) valid ID of authorized representative				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for review	1. Receive and examine submitted documents	None	5 minutes	<i>Administrative Aide</i>
2. Request burial permit	2. Process burial permit	None	5 minutes	<i>Municipal Health Office Staff</i>
3. Pay fee at the municipal treasurer's office	3. Process payment and issued Official Receipt	Php 200.00	5 minutes	<i>Municipal Treasurer Staff</i>
4. Present the OR and wait for the registered documents	4. Register document with registry number, date and duly signed by the MCR	None	5 minutes	<i>Administrative Aide</i>
5. Receive the documents	5. Release the document	None	2 minutes	<i>Administrative Aide</i>



REQUEST FOR CERTIFIED TRUE PHOTOCOPY OF BIRTH, MARRIAGE AND DEATH CERTIFICATE

Civil Registry Documents such as birth, marriage and death of clients securing a certified transcript from the Civil Registry Office.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	The concerned person himself, or any person authorized by him (w/ authorization letter); spouse; parents, his direct descendants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request slip		MCR		
Request letter (if other than the clients mentioned above)		From the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit request slip	1. Process the requested document	None	2 minutes	<i>Administrative Aide</i>
2. Pay fee at the Office of the Municipal Treasurer	2. Process payment and issue official receipt (OR)	Php 100.00	5 minutes	<i>Municipal Treasurer Staff</i>
3. Present official receipt and claim the requested document	3. Release the requested document	None	2 minutes	<i>Administrative Aide</i>



REQUEST FOR CERTIFIED COPY OF BIRTH MARRIAGE, DEATH AND OTHER CIVIL REGISTRY DOCUMENTS

Civil registry documents such as birth, marriage and death certificates may be availed of by securing a certified transcript or photocopy from the municipal civil registry office. Any person/individual concerned or his/her duly authorized representative can secure a copy of registered civil registry documents.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	The person himself, the nearest kin or any authorized representative from the party in interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request slip		MCR		
Authorization letter/request letter (if other than the client mentioned above)		From the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request slip	1. Assist client to fill up information sheet	None	2 minutes	<i>Administrative Aide</i>
2. Waits for verification and preparation of the document. Pay the processing fee and present official receipt	2.1 Verify documents in the computer database. (If negative verify in the registry book. If both negative advice client to get copy at PSA Reginal Office reginal office). 2.2 Prepare the needed document and instruct the client to pay required fee	None	5 minutes	<i>Administrative Aide</i>
3. Receive certified copy of document	3. Signs and releases certified document and official receipt	None	2 minutes	<i>Administrative Aide</i>



AFFIDAVIT TO USE THE SURNAME OF THE FATHER

An act allowing illegitimate children to use the surname of their father

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Parents; child, if of age; guardian			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Live Birth with accomplished Affidavit of Acknowledgment/Admission of Paternity at the back		1. Office of the Municipal Civil Registrar 2. Private and Public Lawyer		
Public document such as Affidavit of Admission of Paternity or the Affidavit of Acknowledgment (if in a separate document)		Office of the Municipal Civil Registrar		
Affidavit to Use the Surname of the Father (AUSF) conform by mother		Office of the Municipal Civil Registrar		
Community Tax Certificate (Cedula) of both parents		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Accept supporting documents	None	2 minutes	<i>Registration Officer II</i>
2. Waits for the documents to be reviewed	2. If documents are in order and complete, prepare and annotate Certificate of Live Birth and instruct client to pay the required fee at the Treasury Office	None	15 minutes	<i>Registration Officer II</i>
3. Pay corresponding fee	3. Signs accomplished documents	Php 200.00 (If subscribed by the MCR)	5 minutes	<i>Municipal Treasurer Staff</i>
4. Receive copy of the annotated document and submit to Philippine Statistics Authority (PSA) Manila	4. Release annotated document	None	2 minutes	<i>Registration Officer II</i>



LEGITIMATION

Legitimation is a remedy by means of which those who in fact were not born in lawful wedlock and should therefore be considered illegitimate children, are by fiction considered legitimate, it being supposed that they were born when their parents were already validity married.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Parents of the child			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Marriage of Parents		Philippine Statistics Authority (PSA)		
Affidavit of Paternity (if not acknowledge by father)		1. Office of the Municipal Civil Registrar 2. Private/Public Lawyer		
Certificate of Live Birth of the child		Philippine Statistics Authority (PSA)		
Joint Affidavit of Legitimation of parents		1. Office of the Municipal Civil Registrar 2. Private/Public Lawyer		
CENOMAR of both parents		Philippine Statistics Authority (PSA)		
Community Tax Certificate of both parents		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents	1.1 Review submitted documents. 1.2 If complete, advice client to pay the required fee.	None	5 minutes	<i>Administrative Aide</i>
2. Pay corresponding fee at the Treasury Office	2. Annotate the Certificate of Live Birth and prepare all the other necessary attachments for the Municipal Civil Registrar's signature.	Php 500.00	40 minutes	<i>Municipal Treasurer Staff</i>
3. Receive annotated Certificate of Live Birth and submit to Philippine Statistics Authority (PSA) Manila	3. Review, sign and release document	None	5 minutes	<i>Administrative Aide</i>



SUPPLEMENTAL REPORT FOR BIRTH/MARRIAGE/DEATH

A process to supply information inadvertently omitted when document was registered.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Parents/guardian or the party concerned if of age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Philippine Statistics Authority (PSA) copy of document such as Certificate of Live Birth, Marriage and Death		Philippine Statistics Authority (PSA)		
Affidavit of supplemental report		1. Office of the Municipal Civil Registrar 2. Private/Public Lawyer		
Certificate of Live Birth of the child/Certificate of Marriage/Certificate of Death		Philippine Statistics Authority (PSA)		
Either of the following: 1. Baptismal Certificate 2. Voter's Certification 3. Certificate of Marriage 4. Elementary School Permanent Record (Form 137-E)		1. Religious Institution 2. COMELEC 3. Philippine Statistics Authority (PSA) 4. School from where the requesting party studies/ied		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all the requirements	1. Review the authenticity and completeness of the presented documents	None	5 minutes	<i>Administrative Aide</i>
2. Pay corresponding fee	2. Prepare/accomplish the civil registrar forms for the Civil Registrar's signature	Php 200.00	30 minutes	<i>Administrative Aide</i>
3. Receive copy of the accomplished document and submit to Philippine Statistics Authority (PSA) Manila	3. Municipal Civil Registrar signs and releases documents and advice client to endorse same to PSA Manila	None	4 minutes	<i>Administrative Aide</i>



ANNOTATIONS ARISING FROM COURT ORDERS

The certified transcription to be issued shall bear the proper annotation in the document as ordered by the court.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Document owner/parents/guardian/direct relative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified true copy of the court decision		Legal Court		
Certificate of Finality		Legal Court		
Certification of registration		Municipal Civil Registrar where the preceding was held		
Certificate of Live Birth or Certificate of Marriage		Philippine Statistic Authority (PSA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/present documents	1. Receive and review documents submitted	None	5 minutes	<i>Administrative Aide</i>
2. Pay corresponding fee	2. Prepare and process the document for annotation and for Municipal Civil Registrar signature	Php 500.00	30 minutes	<i>Municipal Treasurer's Staff</i>
3. Receive the annotated documents submit to Philippine Statistics Authority (PSA) Manila	3. Release annotated documents	None	10 minutes	<i>Administrative Aide</i>



CORRECTION OF CLERICAL ERROR

Republic Act (RA) 9048 authorizes the city or Municipal Civil Registrar or the Consul General to Correct Clerical or Typographical error in an entry and/or change the first name or nickname in the civil register without need of a judicial order.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Any citizen who wish to avail of assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Live Birth, Marriage and/or Death to be corrected		Philippines Statistics Authority (PSA)		
Either of the following: <ol style="list-style-type: none"> 1. Baptismal Certificate 2. Voter's Certification 3. Certificate of Marriage 4. Elementary School Permanent Record (Form 137-E) 5. Police Clearance 6. NBI Clearance 7. Posting and Publication of the Petition of Change of First Name 		<ol style="list-style-type: none"> 1. Religious Institution 2. COMELEC 3. Philippine Statistics Authority (PSA) 4. School from where the requesting party studies/ied 5. Magalang Police Station 6. NBI 7. Any news publication 		
Valid Identification Card		Any recognized government agency, school and or company		
Affidavit of Non-employment		Law Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits/presents copy of the document to be corrected	<ol style="list-style-type: none"> 1.1 Receive document and check the errors. 1.2 Give requirements to support the intended correction. 	None	5 minutes	<i>Municipal Civil Registrar</i>
2. Submits requirements and pay corresponding filing fee	Check and review the submitted documents and if complete advice client to pay at the Treasury Office	Php1,000.00 Filing fee Php 350.00 Processing fee	5 minutes	<i>Municipal Treasurer's Office</i>
3. Signs the petition	3. Prepare petition for the client to sign	None	30 minutes	<i>Municipal Civil Registrar</i>
4. Comes back after the 10 days posting period	4. Municipal Civil Registrar signs the petition for approval/denial	None	5 minutes	<i>Municipal Civil Registrar</i>

5. Returns	5. Check proof of publication: a) 2 newspaper clipping (for petition of Change of First Name) b) Affidavit of publication (for petition of Change of First Name)	None	5 minutes	<i>Municipal Civil Registrar</i>
6. Petitioner received granted/denied decision	6. Local Civil Registrar Office will forward the petition with decision to PSA East Avenue, Manila	None	5 minutes	<i>Municipal Civil Registrar</i>
7. Receive the annotated documents	7. Philippine Statistic Authority (PSA) East Avenue, Manila will return the affirmation of the petition to Local Civil Registrar Officer and will annotate document upon receipt of PSA's affirmed decision and process certificate of finality and gives to the Local Civil Registrar Officer for signature	None	30 minutes	<i>Municipal Civil Registrar</i>
8. Receives affirmed petition with certificate of finality and annotated document and proceed to PSA for endorsement of the document to the Office of the Civil Registrar General	9. Signs prepared document and release copy of the signed petition	None	5 minutes	<i>Municipal Civil Registrar</i>

Republic Act (RA) 10172 entitled “An Act Further Authorizing the City or Municipal Registrar or the Consul General to Correct Clerical or Typographical error in the Date and Month in the Date of Birth or Sex of a Person Appearing in the Civil Registrar without need of a Judicial Order.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Live Birth, Marriage and/or Death to be corrected	Philippines Statistics Authority (PSA)
Either of the following: 1. Baptismal Certificate 2. Voter's Certification 3. Certificate of Marriage 4. Elementary School Permanent Record (Form 137-E) 5. Police Clearance 6. NBI Clearance 7. Posting and Publication of the Petition of Change of First Name	1. Religious Institution 2. COMELEC 3. Philippine Statistics Authority (PSA) 4. School from where the requesting party studies/ied 5. Magalang Police Station 6. NBI 7. Any news publication

Valid Identification Card		Any recognized government agency, school and or company		
Medical Certificate		Private Doctors; Municipal Health Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits/presents copy of the document to be corrected	1.1 Receive document and check the errors. 1.2 Give requirements to support the intended correction.	None	5 minutes	<i>Municipal Civil Registrar</i>
2. Submits requirements and pay corresponding filing fee	2. Check and review the submitted documents and if complete advise client to pay at the Treasury Office	Php 3,000.00 Filing fee Php 350.00 Processing fee	5 minutes	<i>Municipal Treasurer's Office</i>
3. Signs the petition	3. Prepare petition for the client to sign	None	30 minutes	<i>Municipal Civil Registrar</i>
4. Comes back after the 10 days posting period	4. Municipal Civil Registrar signs the petition for approval/denial	None	5 minutes	<i>Municipal Civil Registrar</i>
5. Proceed to newspaper publisher	5. Advise client to publish petition in local newspaper for 2 consecutive weeks	None	5 minutes	<i>Municipal Civil Registrar</i>
6. Returns	6. Check proof of publication: a) 2 newspaper clipping (for petition of RA 10172) b) Affidavit of publication (for petition of RA 10172)	None	5 minutes	<i>Municipal Civil Registrar</i>
7. Petitioner received granted/denied decision	7. Gives the granted petition and advice client to return after 2-3 months for PSA's decision	None	5 minutes	<i>Municipal Civil Registrar</i>
8. Receive the annotated documents	9. Philippine Statistic Authority (PSA) East Avenue, Manila will return the affirmation of the petition to Local Civil Registrar Officer and will annotate document upon receipt of PSA's affirmed decision and process certificate of finality and gives to the Local Civil Registrar Officer for signature	None	30 minutes	<i>Municipal Civil Registrar</i>

10. Receives affirmed petition with certificate of finality and annotated document and proceed to PSA for endorsement of the document to the Office of the Civil Registrar General	9. prepared document and release copy of the signed petition	None	5 minutes	<i>Municipal Civil Registrar</i>
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OFFICE OF THE MUNICIPAL ASSESSOR

EXTERNAL SERVICES



ISSUANCE OF CERTIFIED TRUE COPIES OF TAX DECLARATION / NON-IMPROVEMENTS

Tax declarations are issued to real properties owner within the Municipality of Magalang for Taxation purposes only. Certified true copies TDs are used for capital gains tax purposes, records, court or any legal purposes. Issuance of CTC is mandated as per existing assessment manual.

Non-improvements Certification is issued to any property owner or his/her duly representative as a proof that the property has no existing building/structure and/or machinery.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Any person who owns Real Property/ies within the Municipality of Magalang, or his/her duly authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Title or Certified True Copy of Title.		Registry of Deed (ROD)		
Owner's Authorization/Special Power of Attorney (in case of representative or other parties requesting).		Owner		
Written request of the party concerned.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up service request form/Submit Requirements	1. Receives and check submitted requirements		3 minutes	<i>Receiving Clerk Assessor's Office</i>
	1.1. Verify records		5 minutes	<i>Administrative Aide II Assessor's Office</i>
2. Go to MTO for payment of fees, then return to Mun. Assessor's Office.	2. Accept payment and issue Official Receipt.	P 100.00/ Tax Declaration	5 minutes	<i>Administrative Aide IV Treasury Office</i>
3. Present Official Receipt to the Mun. Assessor's Office.	3. Print Certified true copies of Tax Declaration/ Non-improvements.		3 minutes	<i>Encoder Assessor's Office</i>
	3.1. Review/check Certified true copies of Tax Declaration/ Non-improvements.		3 minutes	<i>Assessment Clerk I Assessor's Office</i>
	3.2. Approved/sign		2 minutes	<i>Municipal Assessor Assessor's Office</i>
4. Receive Certified true copies of Tax Declaration/ Non-improvements.	4. Release Certified true copies of Tax Declaration/ Non-improvements.		2 minutes	<i>Releasing Clerk Assessor's Office</i>
Total			23 minutes	



ISSUANCE OF CERTIFICATION OF PROPERTY LAND HOLDINGS

This certification is issued to property owners for Estate Tax, Court, DAR purposes requested by farmer's beneficiaries, and record/verification purposes.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Any person who owns Real Property/ies within the Municipality of Magalang, or his/her duly authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit of Extrajudicial settlement of estate or self-adjudication.		Notary Public		
Affidavit of Aggregate landholdings		Notary Public		
Tax Clearance or Tax Receipt up to the current year.		Treasurer's Office		
Owner's Authorization/Special Power of Attorney (in case of representative or other parties requesting).		Owner		
Written request of the party concerned.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up service request form/Submit Requirements	1. Receives and check submitted requirements		3 minutes	<i>Receiving Clerk Assessor's Office</i>
	1.1. Verify records		5 minutes	<i>Administrative Aide II Assessor's Office</i>
2. Go to MTO for payment of fees, then return to Mun. Assessor's Office.	2. Accept payment and issue Official Receipt.	P 100.00/ certification	5 minutes	<i>Administrative Aide IV Treasury Office</i>
3. Present Official Receipt to the Mun. Assessor's Office.	3. Prepare/ print certification		3 minutes	<i>Encoder Assessor's Office</i>
	3.1. Review/check certification		3 minutes	<i>Assessment Clerk I Assessor's Office</i>
	3.2. Approved/sign		2 minutes	<i>Municipal Assessor Assessor's Office</i>
4. Receive Certification of Property Land Holdings	4. Release Certification of Property Land Holdings		2 minutes	<i>Releasing Clerk Assessor's Office</i>
Total			23 minutes	



ISSUANCE OF CERTIFICATION OF NO PROPERTY

This certification is issued to a requesting party for medical, scholarship and other purposes.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Any person residing in the Municipality of Magalang without Real Property.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of valid ID's		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up service request form/Submit Requirements	1. Receives and check submitted requirements		3 minutes	<i>Receiving Clerk Assessor's Office</i>
	1.1. Verify records		5 minutes	<i>Administrative Aide II Assessor's Office</i>
2. Go to MTO for payment of fees, then return to Mun. Assessor's Office.	2. Accept payment and issue Official Receipt.	P 100.00/ certification	5 minutes	<i>Administrative Aide IV Treasury Office</i>
3. Present Official Receipt to the Mun. Assessor's Office.	3. Prepare/ print certification		3 minutes	<i>Encoder Assessor's Office</i>
	3.1. Review/check certification		3 minutes	<i>Assessment Clerk I Assessor's Office</i>
	3.2. Approved/sign		2 minutes	<i>Municipal Assessor Assessor's Office</i>
4. Receive Certification of No Property.	4. Release Certification of No Property.		2 minutes	<i>Releasing Clerk Assessor's Office</i>
Total			23 minutes	



SIMPLE TRANSFER OF TAX DECLARATION (iTAX System)

Transfer of Tax Declaration is issued upon request of the property owners to reflect the new current owner of Real Properties for purposes of Taxation.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Any person who owns Real Property/ies within the Municipality of Magalang, or his/her duly authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Title or Certified True Copy of Title (2 copies).		Registry of Deed (ROD)		
Tax Clearance or Tax Receipt up to the current year (2 copies).		Treasurer's Office		
Original Copy of Certification Authorizing Registration "CAR" (2 copies).		Bureau of Internal Revenue (BIR)		
Photocopy of Deed Conveyance (Deed of Sale/ Donation/ Extrajudicial, etc.) (2 copies)		Notary Public		
Photocopy of Transfer Tax Receipt (2 copies).		Provincial Treasurer's Office		
Certification of Exemption, if exempted				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	1. Receives and check submitted requirements		3 minutes	<i>Receiving Clerk Assessor's Office</i>
	1.1. Verify records		5 minutes	<i>Administrative Aide II Assessor's Office</i>
2. Go to MTO for payment of fees, then return to Mun. Assessor's Office.	2. Accept payment and issue Official Receipt.	P 100.00/ Tax Declaration	5 minutes	<i>Administrative Aide IV Treasurer's Office</i>
3. Present Official Receipt to the Mun. Assessor's Office.	3. Encoding/typing to the iTAX System and Printing Tax Declaration, FAAS and Notice of Assessment.		20 minutes each documents	<i>Encoder Assessor's Office</i>
	3.1. Review/check Tax Declaration and FAAS		3 minutes	<i>Assessment Clerk I Assessor's Office</i>
	3.2. Approved/sign Tax Declaration, FAAS and Notice of Assessment.		2 minutes	<i>Municipal Assessor Assessor's Office</i>
4. Receive Tax Declaration with Notice of Assessment.	4. Release Tax Declaration with Notice of Assessment.		2 minutes	<i>Releasing Clerk Assessor's Office</i>
Total			40 minutes	



SECURING ASSESSMENT FOR DECLARATION OF SUBDIVISION/CONSOLIDATED LAND

The Municipal Assessor's Office prepares an assessment roll of all property, whether taxable or exempt, located within the Municipality. Every property owner must declare his/her property subdivided or consolidated with other lots for the updating of assessment roll.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Any person who owns Real Property/ies within the Municipality of Magalang, or his/her duly authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Title or Certified True Copy of Title (2 copies).		Registry of Deed (ROD)		
Photocopy of Approved Subdivision/Consolidated Plan (2 copies)		Bureau of Plans/ LRA		
Tax Clearance or Tax Receipt up to the current year (2 copies)		Treasurer's Office		
Original Copy of Certification Authorizing Registration "CAR" (2 copies).		Bureau of Internal Revenue (BIR)		
Photocopy of Deed Conveyance (Deed of Sale/ Donation/ Extrajudicial, etc.) (2 copies)		Notary Public		
Photocopy of Transfer Tax Receipt (2 copies).		Provincial Treasurer's Office		
Subdivision Agreement (if same property owner)		Registry of Deed (ROD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up service request form/Submit Requirements	1. Receives and check submitted requirements		3 minutes	<i>Receiving Clerk Assessor's Office</i>
	1.1. Verify records		5 minutes	<i>Administrative Aide II Assessor's Office</i>
2. Go to MTO for payment of fees, then return to Mun. Assessor's Office.	2. Accept payment and issue Official Receipt.	P 100.00/ RPU's	5 minutes	<i>Administrative Aide IV Treasury Office</i>
3. Present Official Receipt to the Mun. Assessor's Office.	3. Assign new property identification number (PIN) and update tax map		5 minutes	<i>Administrative Aide IV Assessor's Office</i>
	3.1. Prepare RIAP and certification		10 minutes	<i>Administrative Aide IV Assessor's Office</i>
	3.2. Encoding/ typing to the iTAX System and Printing Tax Declaration, FAAS and Notice of Assessment.		20 minutes/ RPU's	<i>Encoder Assessor's Office</i>
	3.3. Review/check Tax Declaration and FAAS		3 minutes/ RPU's	<i>Assessment Clerk I Assessor's Office</i>
	3.4. Approved/sign Tax Declaration,		2 minutes/ RPU's	<i>Municipal Assessor Assessor's Office</i>

	FAAS and Notice of Assessment.			
4. Receive Tax Declaration with Notice of Assessment.	4. Release Tax Declaration with Notice of Assessment.		2 minutes	<i>Releasing Clerk Assessor's Office</i>
Total			55 minutes	



SECURING ASSESSMENT FOR DECLARATION OF A NEW BUILDING OR MACHINERY with Market Value of P500,000 or less

New Tax Declaration have to be prepared for newly constructed house or building and newly installed machinery. Improvement on the existing structure of a house or building should also be declared.

The Municipal Assessor's Office conduct field inspection to assess the value of the real property. The new tax declaration serves as the Municipal government's permanent record on the property unit. It is also used for real property tax purposes of any property owners.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Any person who owns Real Property/ies within the Municipality of Magalang, or his/her duly authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Building				
Tax Clearance or Tax Receipt up to the current year.		Treasurer's Office		
Photocopy of Title or Tax Declaration of lot where the structure is erected/located.		Registry of Deed (ROD)		
Building Plans/Improvement Plan and Building Permit or Certificate of Completion/Occupancy.		Engineering Office		
Vicinity Map		Bureau of Plan		
For Machinery				
Official receipt on the sale of the machinery/ies (includes acquisition cost, installation cost, hauling cost, etc.).		Owner		
Sworn Statement of ownership as to prices, year acquired, installed and operated.		Owner		
Certificate of Registration of installation permit.		Engineering Office		
Itemized list of machinery.		Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up service request form/Submit Requirements	1. Receives and check submitted requirements		3 minutes	<i>Receiving Clerk Assessor's Office</i>
	1.1. Verify records		5 minutes	<i>Administrative Aide II Assessor's Office</i>
2. Go to MTO for payment of fees, then return to Mun. Assessor's Office.	2. Accept payment and issue Official Receipt.	P 100.00 inspection fee	5 minutes	<i>Administrative Aide IV Treasury Office</i>
3. Present Official Receipt to the Mun. Assessor's Office.	3. Conduct ocular inspection		1 day	<i>Municipal Assessor Assessor's Office</i> <i>Tax mapper Assessor's Office</i>
	3.1. Appraise and Assess		30 minutes/document	<i>Municipal Assessor Assessor's Office</i>

				<i>Tax mapper Assessor's Office</i>
	3.2. Encoding/typing to the iTAX System and Printing Tax Declaration, FAAS and Notice of Assessment.		20 minutes each documents	<i>Encoder Assessor's Office</i>
	3.3. Review/check Tax Declaration and FAAS		3 minutes	<i>Assessment Clerk I Assessor's Office</i>
	3.4. Approved/sign Tax Declaration, FAAS and Notice of Assessment.		2 minutes	<i>Municipal Assessor Assessor's Office</i>
4. Receive Tax Declaration with Notice of Assessment.	4. Release Tax Declaration with Notice of Assessment.		2 minutes	<i>Releasing Clerk Assessor's Office</i>
Total			2 days and 10 minutes	



RE-APPRAISAL / RE-ASSESSMENT OF REAL PROPERTIES (for land containing an area of 1,000 square meters or less)

The document is requested in view of change in classification and actual use of Real Property.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Any person who owns Real Property/ies within the Municipality of Magalang, or his/her duly authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized written request from owner stating reason/s for re-assessment.		Owner		
Current Tax Declaration of Property.		Assessor's Office		
Location Plan of Property		Owner		
Tax Clearance or Tax Receipt up to the current year.		Treasurer's Office		
In case of request for reclassification, attach Sangguniang Panlalawigan affirmation of the SB resolution, DAR Conversion, Zoning Certification (if necessary).		SB, DAR, Municipal Planning Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up service request form/Submit Requirements	1. Receives and check submitted requirements		3 minutes	<i>Receiving Clerk Assessor's Office</i>
	1.1. Verify records		5 minutes	<i>Administrative Aide II Assessor's Office</i>
2. Go to MTO for payment of fees, then return to Mun. Assessor's Office.	2. Accept payment and issue Official Receipt.	P 100.00 inspection fee	5 minutes	<i>Administrative Aide IV Treasury Office</i>
3. Present Official Receipt to the Mun. Assessor's Office.	3. Conduct ocular inspection		1 day	<i>Municipal Assessor Assessor's Office</i> <i>Tax mapper Assessor's Office</i>
	3.1. Appraise and Assess		30 minutes/ document	<i>Municipal Assessor Assessor's Office</i> <i>Tax mapper Assessor's Office</i>
	3.2. Encoding/typing to the iTAX System and Printing Tax Declaration, FAAS and Notice of Assessment.		20 minutes each documents	<i>Encoder Assessor's Office</i>
	3.3. Review/check Tax Declaration and FAAS		3 minutes	<i>Assessment Clerk I Assessor's Office</i>
	3.4. Approved/sign Tax Declaration, FAAS and Notice of Assessment.		2 minutes	<i>Municipal Assessor Assessor's Office</i>

4. Receive Tax Declaration with Notice of Assessment.	4. Release Tax Declaration with Notice of Assessment.		2 minutes	<i>Releasing Clerk Assessor's Office</i>
Total			2 days and 10 minutes	



REVISION FOR CORRECTION OF ENTRIES IN THE TAX DECLARATION

The service is for request in correction of entry in the tax declaration.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Any person who owns Real Property/ies within the Municipality of Magalang, or his/her duly authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Title or Certified True Copy of Title.		Registry of Deed (ROD)		
Tax Clearance or Tax Receipt up to the current year.		Treasurer's Office		
Photo copy of valid ID's		Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up service request form/Submit Requirements	1. Receives and check submitted requirements		3 minutes	<i>Receiving Clerk Assessor's Office</i>
	1.1. Verify records		5 minutes	<i>Administrative Aide II Assessor's Office</i>
2. Go to MTO for payment of fees, then return to Mun. Assessor's Office.	2. Accept payment and issue Official Receipt.	P 100.00 processing fee	5 minutes	<i>Administrative Aide IV Treasury Office</i>
3. Present Official Receipt to the Mun. Assessor's Office.	3. Encoding/typing to the iTAX System and Printing Tax Declaration, FAAS and Notice of Assessment.		20 minutes each documents	<i>Encoder Assessor's Office</i>
	3.1. Review/check Tax Declaration and FAAS		3 minutes	<i>Assessment Clerk I Assessor's Office</i>
	3.2. Approved/sign Tax Declaration, FAAS and Notice of Assessment.		2 minutes	<i>Municipal Assessor Assessor's Office</i>
4. Receive Tax Declaration with Notice of Assessment.	4. Release Tax Declaration with Notice of Assessment.		2 minutes	<i>Releasing Clerk Assessor's Office</i>
Total			40 minutes	



OFFICE OF THE MUNICIPAL TREASURER

EXTERNAL SERVICES



BUSINESS TAX LICENSE

Business Tax is under the provision of the Revised Revenue Code of Magalang, Pampanga. It shall be paid within the first twenty (20) days of January or of each subsequent quarter, as the case may be. Penalties are imposed after this period.

OFFICE:		Municipal Treasurer's Office			
CLASSIFICATION:		Simple			
TYPE OF TRANSACTION:		G2C – Government to Citizen			
WHO MAY AVAIL:		Business Taxpayers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
New					
Barangay Business Clearance			Municipal Compound		
DTI Registration			DTI Office		
Application Form			BPLO Office		
Renew					
Barangay Business Clearance			Municipal Compound		
Previous Business Permit and Official Receipt			Files of the Business Owner		
Application Form			BPLO Office		
CLIENT STEPS		OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit complete requirements	Receive the required documents and check for completeness	none	5 minutes	LRCO I
2	Pay amount due	Accept the payment based on the Order of Payment and Issue the Official Receipt	Based on the Municipal Code Ordinance No. 31, S. 2017	2 minutes	Admin Aide IV
3	Submit the documents to BPLO for processing of Business Permit	Check the Official Receipt	none	7 minutes	BPLO Staff
4	Release of Business Permit	Issue the Permit to the client	none	1 minute	BPLO Staff
End of Transaction=15 minutes					



COMMUNITY TAX CERTIFICATE OR 'CEDULA'

Community Tax Certificate or 'CEDULA' is under BIR Form 0016 (2000). It shall be issued to every person or corporation upon payment of the community tax and shall be presented in cases where section 163 of the Local Government Code of 1991 requires.

OFFICE:		Municipal Treasurer's Office			
CLASSIFICATION:		Simple			
TYPE OF TRANSACTION:		G2C – Government to Citizen			
WHO MAY AVAIL:		Individuals and Corporations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Employed					
W2 Tax Form			Employer		
Business					
Annual Gross Income			Financial Statement of the Business		
CLIENT STEPS		OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit W2 Form/Annual Gross Income	Prepare the Community Tax Certificate (Cedula)	none	1 minute	RCC III
2	Pay amount due; affix signature and thumb mark	Accept payment	Based on the Municipal Code Ordinance No. 31, S. 2017	1 minute	RCC III
3	Receive the Cedula	Issue the Official Receipt	none	1 minute	RCC III
End of Transaction=3 minutes					



REAL PROPERTY TAX

All real property, whether taxable or exempt, shall be appraised at the current and fair market value. The Department of Finance shall promulgate the necessary rules and regulations for the classification, appraisal and assessment of real property pursuant to the provisions of the Local Government Code of 1991.

OFFICE:		Municipal Treasurer's Office			
CLASSIFICATION:		Simple			
TYPE OF TRANSACTION:		G2C – Government to Citizen			
WHO MAY AVAIL:		Individuals and Corporations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Tax Declaration			Municipal Assessor's Office		
CLIENT STEPS		OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Tax Declaration	Verify the records	none	9 minutes	RCC I
2	Pay amount due	Accept payment	1% of assessed value of property as Basic Real Property Tax + 1% of assessed value as Special Education Tax	2 minutes	RCC II
3	Receive the Official Receipt	Issue Official Receipt	none	1 minute	RCC II
End of Transaction=12 minutes					



OTHER TAXES, FEES AND CHARGES

Other Taxes, Fees and Charges are under the 2004 Revised Revenue Code of Magalang, Pampanga.

OFFICE:		Municipal Treasurer's Office			
CLASSIFICATION:		Simple			
TYPE OF TRANSACTION:		G2C – Government to Citizen			
WHO MAY AVAIL:		Any person who transact official business within the municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Documents coming from the different offices of the Municipality of Magalang			Different Offices in this Municipality		
CLIENT STEPS		OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the documents or order of payment	Verify the records	none	2 minutes	RCC I

2	Pay amount due	Accept payment	<p>Based on the Municipal Code</p> <p>Fees: P 50.00- Mayor's Clearance, Certifications, Birth and Death Certificates, Affidavits, Police Clearance, Burial Fee 200.00- Solemnization of Marriage 170.00-Marriage License Application 3,000.00-R.A. 9048 Change of First Name (CFN) 1,010.00-R.A. 9048 Correction of Clerical Error (CCE) 1,000.00-Rental of Municipal Lot (Cemetery) 350.00- Franchise Fee (MTOF 3 yrs.) 25.00-Mayor's Permit Fee (For Tricycle and Three-Wheeler) 20.00-Sticker 25.00-Parking</p>	2 minutes	RCC I
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4	Receive the Official Receipt	Issue Official Receipt	Privilege Fee for Tricycle 50.00-Public Utility Jeepney (PUJ) 100.00-Mayor's Permit for PUJ 500.00-Police Clearance Fees Fire Arms 200.00-Air Soft Gun 150.00- Air Gun 500.00- Travel/Employment Abroad 50.00-Local Employment 50.00-Driver's License 200.00-Visa Requirement 500.00-Zoning Fee Bldg/ Electrical/ Locational/ Occupancy – Fees would be based on the assessment of the Bldg/ Officer. P 000.00-Minor Traveling (Without Parent) Abroad Permit	none	1 minute	RCC I
End of Transaction=5 minutes						



DAILY MARKET COLLECTION

DAILY MARKET COLLECTION is under the Revised Revenue Code of Magalang, Pampanga.

OFFICE:		Municipal Treasurer's Office			
CLASSIFICATION:		Simple			
TYPE OF TRANSACTION:		G2C – Government to Citizen			
WHO MAY AVAIL:		Anyone who have existing business at the Magalang Public Market			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Documents coming from the Market Supervisor			Magalang Public Market		
CLIENT STEPS		OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit documents	Verify the records	none	2 minutes	RCC II
2	Pay amount due	Accept payment	20.00-Pig (Slaughter Fee) 50.00-Cattle, Carabao 20.00-Fish Vendor Stalls 40.00-Meat/chicken Vendor Stalls 20.00-Store Section (Per Unit) 10.00-Ambulant Vendor (Small) daily tickets 20.00-Ambulant Vendor (Big) daily Tickets 20.00-Vegetable Vendor Stalls	2 minutes	RCC II
3	Receive Official Receipt	Issue Official Receipt	none	1 minute	RCC II
End of Transaction=5 minutes					



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

EXTERNAL SERVICES



AICS – ASSISTANCE IN CRISIS SITUATION

Provision of financial assistance to individuals and families in crisis situation

Office or Division:	Mun. Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	1. Indigent Residents of the municipality in need of medical / burial / subsistence / emergency shelter assistance 2. Victims of calamities / disaster (natural or manmade) 3. Victims of VAWC – Violence against Women and Children			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate of Indigency		Barangay Council		
Death Certificate for Burial Assistance		Local Civil Registrar		
Medical Certificate and Doctor's Prescription for Medical Assistance		Attending doctor with licensed number		
Incidence Report from PNP / Barangay Council for victims of VAWC		Barangay Council		
Pictures of damaged house / property for disaster victim		Client		
Valid ID of claimant		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for financial assistance and submit documentary requirements	1. Check / Evaluate the submitted documents	none	2 minutes	<i>Social Welfare Assistant / Local Welfare Aide</i>
2. Provide Information	2. Interview the client	none	10 minutes	SWA / LWA
3. Wait for filled-up AICS Intake Sheet & Certificate of Eligibility	3.1 Prepare AICS Intake Sheet and Certificate of Eligibility	none	10 minutes	SWA / LWA /
	3.2 Prepare Vouchers and Obligation Requests	none	5 minutes	<i>Administrative Aide</i>
	3.3 Review and sign the documents		2 minutes	<i>MSWD Officer / Social Welfare Officer</i>
4. Claim documents for AICS and sign in the logbook	4. Release the AICS Intake Sheet, Vouchers and Obligation Request	none	1 minute	SWA / LWA /
	4.2 File a duplicate copy		1 minute	<i>Administrative Aide</i>
	4.3 Enter in the logbook the client's name & address and the service rendered		1 minute	<i>Administrative Aide</i>
			32 minutes	



ISSUANCE OF CERTIFICATE OF INDIGENCY

Service Information: Certificate of Indigency is a requirement at the Public Attorney's Office for free legal assistance; in providing the maximum discount in processing fees for the correction of entries on Certificate of Live Birth (COLB); in applying for scholarship grants or educational assistance; and in applying for medical assistance.

Office or Division:	Mun. Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	1. Indigent residents of the municipality who are in need of free legal assistance 2. Students who are active enrollees and come from indigent families 3. Indigent persons who need medical assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Indigency		Barangay Council		
2. Certification from Municipal Assessor's Office of No Real Estate Properties for PAO clients		Municipal Assessor's Office		
3. Persons whose monthly family income is not more that P15,000 (for PAO clients)		Barangay Council		
5. Medical Certificate for medical assistance		Attending physician with licensed number		
6. Certificate of Registration or Enrollment for educational assistance		School		
7. Photocopy of Birth Certificate (for correction on COLB)		Local Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certificate of Indigency and submit the necessary requirements	1. Check and validate the requirements	None	2 minutes	<i>Social Welfare Assistant / Local Welfare Aide</i>
2. Provide Information	2. Interview the client	None	5 minutes	<i>SWA / LWA</i>
3. Wait for the release of Certificate of Indigency	3.1 Make assessment based on interview and presented requirements	None	7 minutes	<i>SWA / LWA</i>
	3.2 Prepare and Print the Certificate of Indigency		5 minutes	
	3.3 Check and sign the Certificate of Indigency		3 minutes	
4. Claim the Certificate of Indigency	4.1 Release the Certificate of Indigency	None	1 minute	<i>Administrative Aide</i>
	4.2 File a duplicate copy	None	1 minute	<i>Administrative Aide</i>
	4.3 Enter in the logbook the client's name & address and the service rendered	None	1 minute	<i>Administrative Aide</i>
			25 minutes	



ISSUANCE OF GENERAL INTAKE SHEET

Service Information: General Intake Sheet is required by government offices and institutions before assistance is extended to clients. Usually, the assistance extended through General Intake Sheet is below Php10,000. The contents of the General Intake Sheet include the following: Identifying Information on Claimant, Beneficiary's Name and Family Composition, Problem Presented, Assessment and Recommendation.

Office or Division:	Mun. Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Indigent families in need of medical / burial / educational assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Indigency		Barangay Council		
2. For Medical Assistance – Medical Abstract / Costing / Medical Protocol / Doctor's Prescription / Hospital Bill		Doctor / Hospital		
3. For Burial Assistance – Photocopy of Death Certificate, Funeral Contract		Local Civil Registrar, Funeral Service Homes		
4. For Educational Assistance – Certificate of Registration / Enrolment, Student's ID		School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the documentary requirements	1. Check and Verify the documentary requirements	None	2 minutes	<i>Social Welfare Officer / Social Welfare Assistant / Local Welfare Aide</i>
2. Provide Information and data	2. Interview client	None	5 minutes	<i>SWO / SWA / LWA</i>
3. Wait for the release of the General Intake Sheet	3.1 Prepare and print the General Intake Sheet	None	15 minutes	<i>SWO / SWA / LWA</i>
	3.2 Review and sign the GIS	None	3 minutes	<i>MSWD Officer / Social Welfare Officer</i>
4. Claim the Certificate of Indigency	4.1 Release the Certificate of Indigency	None	1 minute	<i>Administrative Aide</i>
	4.2 File a duplicate copy	None	1 minute	<i>Administrative Aide</i>
	4.3 Enter in the logbook the client's name & address and the service rendered	None	1 minute	<i>Administrative Aide</i>
			28 minutes	



MARRIAGE COUNSELLING SEMINAR

Service Information: Marriage Counselling Seminar is a pre-requisite for securing the marriage license of couple (18-25 years old) as provided for in Article 16 of Family Code.

Office or Division:	Mun. Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Couples aged 18-25 years old (at least one partner is a resident of Magalang)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate (Cedula)		Municipal Treasurer's Office		
2. Photocopy of Birth Certificate		Local Civil Registrar		
3. CENOMAR		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the documentary requirements	1. Check and Verify the documentary requirements	None	1 minute	<i>Administrative Aide</i>
2. Answer the Knowledge Inventory on Marriage Questionnaire	2. Assist the couple (and if necessary interpret in Filipino the questions in the Knowledge Inventory on Marriage)	None	15 minutes	<i>Administrative Aide</i>
3. Attend the Marriage Counseling Seminar	3. Conduct of Marriage Counseling Seminar	None	20 minutes	<i>MSWD Officer / Social Welfare Officer</i>
4. Wait for the release of Marriage Counseling Certificate	4. Prepare and print the Marriage Counseling Certificate	None	1 minute	<i>Administrative Aide</i>
4. Claim the Certificate of Indigency	4.1 Release the Marriage Counseling Certificate	None	1 minute	<i>Administrative Aide</i>
	4.2 File the accomplished Knowledge Inventory on Marriage Sheets		1 minute	<i>Administrative Aide</i>
	4.3 Enter in the logbook the client's name & address and the service rendered		1 minute	<i>Administrative Aide</i>
			40 minutes	



ISSUANCE OF PERSON WITH DISABILITY (PWD)

IDENTIFICATION CARD

As per REPUBLIC ACT NO. 10754 (Section 4), It is the declared policy of the State to give full support to the improvement of well-being and integration into mainstream society of persons with disabilities.

Persons with Disability – are those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.

A Person with Disability (PWD) Identification Card is issued for the PWD to avail of benefits and privileges as specified in the law.

Office or Division:	Mun. Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Filipino citizens who are Persons with Disability (A Person with Disability may apply for issuance of PWD Identification Card at the MSWD Office of the municipality where he /she resides)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificate certifying that client is a Person with Disability		Rural Health Office / Government Hospital		
2. Test with Client's Blood Type		Rural Health Office / Government Hospital		
3. Proof of Residence		Barangay Council		
4. Latest 1 x 1 picture		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for PWD ID and submit the necessary requirements	1. Check and validate the requirements	None	2 minutes	Administrative Aide
2. Provide Information / Fill-up the Application Form	2. Interview the Client or Authorized Representative through PWD Data Sheet	None	15 minutes	Administrative Aide
3. Wait for the release of PWD ID, Purchase Booklets	3.1 Prepare and print the PWD ID	None	5 minutes	Administrative Aide
	3.2 Prepare and Print the Purchase Booklet For Medicines		5 minutes	Administrative Aide
	3.3 Prepare and Print the Purchase Booklet for Commodities		5 minutes	Administrative Aide
	3.4 Sign the PWD ID and Purchase Booklets		2 minutes	MSWD Officer

4. Claim the PWD ID and Purchase Booklets	4.1 Release the PWD ID and Purchase Booklets	None	1 minute	Administrative Aide
	4.2 File the accomplished PWD Data Sheet and submitted requirements		1 minute	Administrative Aide
	4.3 Enter in the logbook the client's name & address and the service rendered		1 minute	Administrative Aide
			37 minutes	



ISSUANCE OF SENIOR CITIZEN IDENTIFICATION CARD

Service Information: A Senior Citizen Identification Card is issued to easily identify an elderly person making him / her eligible to any benefits and privileges designed by law

LEGAL BASIS:

- Republic Act No. 7432 of 1992 – “AN ACT TO MAXIMIZE THE CONTRIBUTION OF SENIOR CITIZENS TO NATION BUILDING, GRANT BENEFITS AND SPECIAL PRIVILEGES AND FOR OTHER PURPOSES”
- Republic Act No. 9257 (EXPANDED SENIOR CITIZENS ACT OF 2009) – AN ACT GRANTING ADDITIONAL BENEFITS TO SENIOR CITIZENS FURTHER AMENDING REPUBLIC ACT 7432, AS AMENDED, OTHERWISE KNOWN AS “AN ACT TO MAXIMIZE THE CONTRIBUTION OF SENIOR CITIZENS TO NATION BUILDING, GRANT BENEFITS AND SPECIAL PRIVILEGES AND FOR OTHER PURPOSES
- Republic Act No. 9994 (EXPANDED SENIOR CITIZENS ACT OF 2010) – AN ACT GRANTING ADDITIONAL BENEFITS AND PRIVILEGES TO SENIOR CITIZENS, FURTHER AMENDING REPUBLIC ACT NO. 7432, AS AMENDED, OTHERWISE KNOWN AS “AN ACT TO MAXIMIZE THE CONTRIBUTION OF SENIOR CITIZENS TO NATION BUILDING, GRANT BENEFITS AND SPECIAL PRIVILEGES AND FOR OTHER PURPOSES”
- Republic Act No. 10645 – AN ACT PROVIDING FOR THE MANDATORY PHILHEALTH COVERAGE FOR ALL SENIOR CITIZENS, AMENDING FOR THE PURPOSE REPUBLIC ACT 7432, AS AMENDED BY REPUBLIC ACT 9994, OTHERWISE KNOWN AS THE “EXPANDED SENIOR CITIZEN ACT OF 2010”

Office or Division:	Mun. Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Filipino citizens aged sixty years old and above (Client may apply for issuance of Senior Citizen Identification Card at the MSWDO - OSCA of the municipality where he /she resides)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate of Senior Citizen In case when the Birth Certificate is no longer available, one of the following documents may be presented: <ul style="list-style-type: none"> • COMELEC ID • Marriage Certificate • Affidavit of two disinterested and unrelated persons who are both elderly attesting that the client is also an elderly 		Civil Registrar’s Office COMELEC Office Civil Registrar’s Office Notary Public Attorney		
2. Latest 1x1 picture		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Senior Citizen ID and submit the necessary requirements	1. Check and validate the requirements	None	2 minutes	Administrative Aide

2. Provide Information / Fill-up the Application Form	2. Interview the Client or Authorized Representative through Senior Data Sheet	None	15 minutes	Administrative Aide
3. Wait for the release of Senior Citizen ID, Purchase Booklets	3.1 Prepare and print the Senior Citizen ID	None	5 minutes	Administrative Aide
	3.2 Prepare and Print the Purchase Booklet For Medicines		5 minutes	Administrative Aide
	3.3 Prepare and Print the Purchase Booklet for Commodities		5 minutes	Administrative Aide
	3.4 Sign the Senior Citizen ID and Purchase Booklets		2 minutes	OSCA Head
4. Claim the Senior Citizen ID and Purchase Booklets	4.1 Release the Senior Citizen ID and Purchase Booklets	None	1 minute	Administrative Aide
	4.2 File the accomplished SC Data Sheet and submitted requirements		1 minute	Administrative Aide
	4.3 Enter in the logbook the client's name & address and the service rendered		1 minute	Administrative Aide
			37 minutes	



ISSUANCE OF SOCIAL CASESTUDY REPORT

Social Case Study Report is a requirement in seeking assistance from government hospitals / offices and charitable institutions. If the assistance is more than P10,000, a SCSR is usually required. Social Case Study Report is also requested by the court to determine whether a CICL – Children in Conflict with the Law acted with discernments and to recommend a diversion plan for the minor’s reintegration with his family and community

The contents of the Social Case Study Report include the following: Identifying Information, Problem Presented, Family Members, Family Background, Socio-Economic Status of the Family, Beneficiary’s Illness / Case, Diagnostic Impressions, Assessment/ Evaluation, Recommendation.

Office or Division:	Mun. Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	1. Indigent individuals / families
	2. Clients who are in need of medical assistance / medical social assistance
	3. Victims of abuses
	4. Students who seek for scholarship grants or educational assistance
	4. Clients in need of Emergency Shelter Assistance
	5. Persons who are 100 years old and are entitled for One Time Cash Incentives (P100,000.00)
	6. CICL – Children in Conflict with Law
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. General Requirement - Barangay Certificate of Indigency	Barangay Council
2. Request / Referral slip (from government hospitals, institutions, other agencies)	Government Hospital / Institution
2. For Medical Assistance / Medical Social Service Assistance <ul style="list-style-type: none"> ➤ Medical Abstract / Certificate ➤ Medical Protocol with Costing ➤ Request for Diagnostic Procedures ➤ Hospital Bill 	Doctor / Hospital
3. For Burial Assistance <ul style="list-style-type: none"> ➤ Copy Of Registered Death Certificate ➤ Funeral Contract 	Civil Registrar’s Office Funeral Service Homes
4. For VACW cases <ul style="list-style-type: none"> ➤ Barangay / Police Report ➤ Medico Legal (if applicable) 	Barangay Council Government Hospital
5. For Emergency Shelter Assistance <ul style="list-style-type: none"> ➤ Barangay Disaster Report ➤ Pictures of Damaged House / Property ➤ Report from Fire Department (if victim of fire) 	Barangay Council Client Bureau of Fire Department

6. For Educational Assistance				
<ul style="list-style-type: none"> ➤ Certificate of Enrolment / Registration ➤ School ID 		School School		
7. One Time Php100,000 Cash Incentives for Persons who are 100 years old and above				
<ul style="list-style-type: none"> ➤ Certificate of Live Birth from Philippine Statistic Authority; however, in the absence of it, any two of the following documents shall be provided: <ul style="list-style-type: none"> • Marriage Contract /CENOMAR if single • Baptismal / Confirmation Certificate • Affidavit of two disinterested and unrelated persons who are at least eighty years old attesting the prospective recipient is 100 years old and above ➤ OSCA Identification Card ➤ Recent Pictures of the Senior Citizen 		Philippine Statistics Authority PSA Church Notary Public Attorney OSCA – Office of Senior Citizens Affair Client		
8. For CICL – Children in Conflict with Law				
<ul style="list-style-type: none"> ➤ Police Report ➤ Request Slip from court ➤ Birth Certificate ➤ Copy of the Case 		PNP DOJ / Provincial Prosecutor Office Philippine Statistics Authority DOJ / Provincial Prosecutor Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the documentary requirements	1. Check and Verify the documentary requirements	None	5 minutes	<i>MSWD Officer / Social Welfare Officer</i>
2. Answer the Social Case Study Questionnaire	2. Assist the client in answering the SCSR Questionnaire	None	40 minutes	<i>MSWDO / SWO</i>
3. Prepare for the worker's home visit (for sensitive cases; and for CICL – Children in Conflict with the Law, victims of abuses, disaster victims and senior citizens applying for cash incentives)	3. Conduct Home Visit (if necessary, other information will be gathered through barangay officials / neighbors of client)		home visit (time consumed for travel to the location of the client's house/ community and availability of social worker shall be considered)	<i>MSWDO / SWO</i>
4.1 Wait for the release of SCSR (for simple cases)	41. Make a Draft and Prepare/ Encode the Social Case Study Report Preparation of SCSR is made after the home visit and gathering of collateral information	None	3 hours	<i>MSWDO / SWO</i>
4.2 Wait for the notice to claim the social case study (for sensitive cases; CICL – Children in Conflict with Law, victims of abuse, disaster victims, senior citizen applying for cash incentives)	4.2 The Social Case Study Report will be drafted and prepared after home visits and collateral gathering of information		(3 hours)	

4. Claim the Social Case Study Report	4.1 Release the Social Case Study Report	None	1 minute	<i>Administrative Aide</i>
	4.2 File a duplicate copy		1 minute	<i>Administrative Aide</i>
	4.3 Enter in the logbook the client's name & address and the service rendered		1 minute	<i>Administrative Aide</i>
			3 hours and 48 minutes	



ISSUANCE OF SOLO PARENT IDENTIFICATION CARD

Service Information: A Solo Parent Identification Card is issued by the office which aims to provide benefits and privileges to Solo Parents and their children as per Republic Act 8972

Office or Division:	Mun. Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	<p>Any individual who falls under the following categories:</p> <ul style="list-style-type: none"> • A woman who gives birth as a result of rape and other crimes against chastity even without a final conviction of the offender; provided that the mother keeps and raises the child • Unmarried mother / father who has preferred to keep and rear her / his children instead of having others care for them or give them up to a welfare institution • Any other person who solely provides parental care or support to any child or children • Any family member who assumes the responsibility of head of the family as a result of death, abandonment, disappearance or prolonged absence of the parents • Parent, left solo or alone with the responsibility of parenthood due to the <ul style="list-style-type: none"> ➤ death of spouse ➤ while the spouse is detained or is serving sentence for criminal conviction for at least one year ➤ <input type="checkbox"/> physical and/or mental incapacity of spouse as certified by a public medical practitioner ➤ <input type="checkbox"/> due to legal separation from spouse for at least one year as long as she /he is entrusted with the custody of the children ➤ <input type="checkbox"/> due to declaration of nullity of marriage as decreed by a court or by a church as long as he /she is entrusted with the custody of the children ➤ <input type="checkbox"/> due to abandonment of spouse for at least one year <p>Note: “CHILDREN” refer to those living with and dependent upon the solo parent for support who are unmarried, unemployed and not more than eighteen (18) years old, or even eighteen years old and above but are incapable of self-support because of mental and/or physical defect /disability</p>
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Barangay Certification indicating client is a Solo Parent	Barangay Council

2. Certified True Copy of Birth Certificates of Children 18 years old and below	Civil Registrar's Office			
3. PWD ID of child who is not capable of self-support due to mental and physical disability regardless of age	MSWD Office			
4. Death Certificate of Spouse, if widow / widower	Civil Registrar's Office			
5. Valid ID	Government Offices / Barangay			
6. Latest picture (1 pc. 1x1 & 1 pc. 2x2)	Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Solo Parent ID and submit the necessary requirements	1. Check and validate the requirements	None	2 minutes	<i>Social Welfare Assistant / Local Welfare Aide</i>
2. Provide Information / Fill-up the Application Form	2. Interview the Client (if the client could not write or read, the worker fills up the form as per data given by the client)	None	15 minutes	SWA / LWA
3. Wait for the release of Solo Parent ID	3.1 Prepare and print the Solo Parent ID	None	10 minutes	SWA / LWA
	3.2 Sign the Solo Parent ID		1 minute	<i>MSWD Officer</i>
4. Claim the Solo Parent ID	4.1 Release the Solo Parent ID	None	1 minute	<i>Administrative Aide</i>
	4.2 File the accomplished Solo Parent Application Form and submitted requirements		1 minute	<i>Administrative Aide</i>
	4.3 Enter in the logbook the client's name & address and the service rendered		1 minute	<i>Administrative Aide</i>
			31 minutes	



ISSUANCE OF ASSESSMENT REPORT FOR TRAVEL CLEARANCE

Service Information: Minors traveling to other countries, either alone or with a person other than the parents or legal guardians are required to secure a Travel Clearance from the Department of Social Welfare and Development. The basis of the issuance of Travel Clearance is the **ASSESSMENT REPORT** which will come from the LGU-MSWDO

Office or Division:	Mun. Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	1. Minors who are residents of the municipality and who will travel abroad without the company of their parents or legal guardians 2. Minor illegitimate child who is travelling abroad with the biological father (the parental authority is vested only to the mother of the child as per Article 176 of the Family Code of the Philippines)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished DSWD Travel Clearance Application Form		MSWD Office		
2. Photocopy of Birth Certificate of Minor		Philippine Statistics Authority		
3. Photocopy of Marriage Certificate of minor's parents, if married		Local Civil Registrar		
4. Photocopy of PSA CENOMAR, if applicable		Philippine Statistics Authority		
5. Photocopy of Minor's Passport		Department of Foreign Affairs		
6. Photocopy of Travelling Companion's Passport		Department of Foreign Affairs		
7. Notarized Affidavit of Consent of both parents; of the other parent who is not travelling with the minor; of the legal guardians permitting the minor to travel to a foreign country		Notary Public Attorney		
8. Photocopy of Death Certificate of Minor's parents, if applicable		Local Civil Registrar		
9. 2 Passport Size pictures of minor (latest)		Client		
8. Notarized Affidavit of Support of Sponsor		Notary Public Attorney		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for Assessment Report and submit documentary requirements	1. Verify / Validate the requirements	None	10 minutes	<i>MSWD Officer</i>
2. Provide Information	2. Interview with the minor, parents / legal guardians, travelling companion	None	1 hour	<i>MSWD Officer</i>
3. Wait for the Assessment Report	3. Prepare Assessment Report	None	1 hour	<i>MSWD Officer</i>

4. Claim the Assessment Report	4.1 Release the Assessment Report	None	1 minute	<i>Administrative Aide</i>
	4.2 File a duplicate copy		1 minute	<i>Administrative Aide</i>
	4.3 Enter in the logbook the client's name & address and the service rendered		1 minute	<i>Administrative Aide</i>
			2 hours & 13 minutes	



OFFICE OF THE SANGGUNIANG BAYAN

EXTERNAL SERVICES



ISSUANCE OF Motorized Tricycle Operator's Permit (MTO)

The issuance of Motorized Tricycle Operator's Permit is a requirement of the Land Transportation Office (LTO) for the legal operation of Motorized Tricycle Units within the area of Jurisdiction of any local government unit or municipality. It is also a legal requirement for the renewal of vehicle registration at LTO.

Office or Division:	Sangguniang Bayan Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Members of Magalang Federation Toda			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement letter from Toda President		Office of the Toda President		
1 Copy of OR and CR of the Unit		LTO		
Cedula		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Evaluation / Processing	Receiving of Application Evaluation of Applicants 1.1 Interview 1.2 Verification	None	1-3 minutes	<i>MTRFB Staff</i>
2. Preparation of MTO	Prepare MTO from and have its signed by authorized personnel	None	10 minutes	<i>MTRFB Staff</i>
3. Releasing	Releasing	None	1 minute	<i>MTRFB Staff</i>
4. Secure Mayor's Permit (Mayor's Office)	Secure Mayor's Permit	None	5 minutes	<i>Mayor's Office Staff</i>
5. Payment (Treasurer's Office)	Payments of Fees	Php450.00	3 minutes	<i>Treasurer's Office Staff</i>
6. Segregation of Copies (MTRFB)	Segregation of Documents	None	1 minute	<i>MTRFB Staff</i>



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish the feedback form available in all offices and drop accomplished form in the box provided at the Public Assistance and Complaints Desk (PACD).
How feedbacks are processed	<ol style="list-style-type: none"> 1. The Officer of the day in the PACD compiles all feedback forms and submits them to the HRMO; 2. The HRMO forwards the complaints to the concerned offices and are directed to respond within two (2) days upon receipt; 3. The response shall be relayed to the citizen.
How to file a complaint	<p>Answer the Client Complaint Form available in all offices and drop accomplished form in the box provided at the Public Assistance and Complaints Desk (PACD) with the following information:</p> <ol style="list-style-type: none"> 1. Name of Person being complained 2. Incident 3. Evidence
How complaints are processed	<ol style="list-style-type: none"> 1. The Officer of the day in the PACD compiles all feedback forms and submits them to the HRMO; 2. The HRMO forwards the complaints to the concerned offices and are directed to respond within two (2) days upon receipt; 3. The response shall be relayed to the citizen.
Contact Information of Municipality of Magalang	<p>magalang.pio@gmail.com hrmomagalang@gmail.com Tel. Number: (045) 343-4713</p>



Office	Address	Contact Information
Rural Health Services	San Nicolas I, Magalang, Pampanga	(045) 343-4218
Office of the Municipal Agricultural Services	San Nicolas I, Magalang, Pampanga	0955-239-0016
Office of the Municipal Engineer	San Nicolas I, Magalang, Pampanga	(045) 343-4612
Office of the Municipal Mayor	San Nicolas I, Magalang, Pampanga	(045) 343-4713
Office of the Municipal Civil Registrar	San Nicolas I, Magalang, Pampanga	0926-480-6581
Office of the Municipal Assessor	San Nicolas I, Magalang, Pampanga	(045) 343-4626
Office of the Municipal Treasurer	San Nicolas I, Magalang, Pampanga	(045) 343-4412
Municipal Social Welfare and Development Office	San Nicolas I, Magalang, Pampanga	0917-550-1103
Office of the Sangguniang Bayan	San Nicolas I, Magalang, Pampanga	(045) 343-3403



CUSTOMER FEEDBACK FORM

Please let us know how we have served you. This form may be used for compliment, suggestion and/or complaint.

Name: _____

Address: _____

Tel. No.: _____ Date: _____

Email: _____ Gender: _____

Service Availed of (Please check):

Purpose of Transaction: _____

Person/Unit/Office Transacted with: _____

Part I: Customer Satisfaction Rating

For the following questions, this rating scale shall be used

5 - Outstanding 4 - Very Satisfactory 3 - Satisfactory 2 - Fair or Needs improvement 1- Poor

Questions	5	4	3	2	1
1. How satisfied were you in terms of the response time to your transaction given by the office?					
2. How satisfied were you with the outcome of the service provided?					
3. How satisfied were you with the service provider's extensive information on/understanding of the service being provided?					
4. How satisfied were you with the service provider's competence or the skill in delivering service?					
5. How satisfied were you with the service provider's friendliness, courteousness/politeness, fair treatment and willingness to do more than what is expected or going the extra mile?					
6. How would you rate your OVERALL SATISFACTION with regard to the quality of service delivery?					

Part II: Customer Feedback

1. Please check if you are providing a compliment, suggestion or complaint:

Compliment

Suggestion

Complaint

2. Facts or details about the incident: _____

3. Recommendation/Suggestion/Desired Action from the Office: _____

(Use the reverse side for additional feedback or comment)

Thank you!

