



# **MUNICIPAL GOVERNMENT OF SAN RAFAEL**

THE CITIZEN'S CHARTER HANDBOOK

2023, 1<sup>ST</sup> EDITION



## **FOREWORD**

The Citizen's Charter is one of the primary tools that government agencies use to communicate their service standards on the delivery of government services to their citizens or clients. In compliance to the Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its Implementing Rules and Regulations and the Republic Act No. 9485, otherwise known as Anti-Red Tape Act of 2007, the Municipal Government of San Rafael prepared this handbook.

This handbook shall be titled, "The Citizen's Charter Handbook of San Rafael". This document amends the first edition of this local charter prepared in 2021. This shall serve as the complete, accurate, and standardized guide of the local government employees in providing frontline services and a basis for clients to measure the quality and efficiency of the services given to them.

**MARK CHOLO I. VIOLAGO**

Municipal Mayor



# MUNICIPAL GOVERNMENT OF SAN RAFAEL

## CITIZEN'S CHARTER 2023, 1<sup>st</sup> Edition



## **I. Mandate:**

The Municipality of San Rafael serves as a general purpose government for the coordination and delivery of basic, regular and direct services and effective governance of the inhabitants within its territorial jurisdiction.

## **II. Vision:**

A progressive, secure and green municipality with empowered citizenry and committed servant leaders.

## **III. Mission:**

To provide efficient and responsive frontline services for the local bureaucracy.

To provide access to decent employment, quality and affordable education, health and other social services and have free access to information.

To provide a progressive business environment that is consistent, unbiased, predictable and transparent.

To provide security from natural and man-made disasters.

To provide a safe and tranquil environment for all residents.

To encourage citizens participation in all aspects of local governance.

## **IV. Service Pledge:**

We commit to:

1. Advocate the adoption of effective government practices for efficient government service delivery and prevention of graft and corruption.
2. Promote the implementation of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in the municipality.
3. Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.
4. Respectfully address all complaints or grievances of the transacting public and resolve to the best of our abilities.



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# **Office of the Municipal Mayor**

## **External Services**



## 1. COMMUNITY MORTGAGE PLAN CERTIFICATE

Through this certification, Manila Electric Company is hereby permitted to connect to its service lines the electrical connections of their house/structure after compliance with all requirements.

<b>Office or Division:</b>	Mayor's Office			
<b>Classification:</b>	G2C			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All Residents of San Rafael applying for new electric meter			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Clearance		Office of the Barangay Captain from respective Barangay		
2. Certificate of Electrical Inspection (CEI)		Municipal Engineering Office		
3. Application Form (Yellow Card)		Meralco		
4. Community Tax Certificate		Municipal Treasurer's Office (Window 1 or 2)		
5. Official Receipt		Municipal Treasurer's Office (Window 1 or 2)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Requirements	1.1 Receive and check requirements for completeness 1.2 Issue the order of payment 1.3 Start preparing certificate	None	5 minutes	Administrative Assistant I/ Administrative Aide IV Mayor's Office
2. Secure Official Receipt	2. Process payment and issues Official Receipt (OR)	PHP 100	5 minutes	Revenue Collection Clerk II Municipal Treasurer's Office
3. Submit Official Receipt	3. Check Official Receipt	None	1 minute	Administrative Assistant I/ Administrative Aide IV Mayor's Office
4. Waiting for signed Certificate and Claim Certificate	4. Log and release CEI certificate to the client	None	3 minutes	Administrative Assistant I/ Administrative Aide IV Mayor's Office
	<b>TOTAL</b>	<b>PHP 100</b>	<b>14 minutes</b>	





## 2. ENDORSEMENT AND RECOMMENDATION

It is an endorsement letter issued to an individual who are seeking for medical support and financial assistance.

<b>Office or Division:</b>	Mayor's Office			
<b>Classification:</b>	G2C			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All Residents of San Rafael			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Endorsement for Medical/ Financial Assistance</b>				
1. Certificate of Indigency		Office of the Barangay Captain from respective Barangay		
2. Medical Abstract		Respective Hospital		
3. Social Case Study Report		Municipal Social and Welfare Division Office		
<b>For Franchise Endorsement</b>				
1. Tricycle Franchise		Business Permits and License Office		
2. Driver's Licence		Land Transportation Office (LTO)		
3. Certificate of Registration (COR)		Land Transportation Office (LTO)		
4. Certificate of Membership		Respective TODA President		
5. Community Tax Certificate		Municipal Treasurer's Office (Window 1 or 2)		
6. Official Receipt		Municipal Treasurer's Office (Window 1 or 2)		
<b>For Recommendation Letter</b>				
1. Barangay Clearance		Office of the Barangay Captain from respective Barangay		
2. Resume		Personal document		
3. Official Receipt		Municipal Treasurer's Office (Window 1 or 2)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Requirements	1. Check requirements and prepare document 1.1 Issue order of payment for endorsement and Recommendation letter	None	5 minutes	Administrative Assistant I/ Administrative Aide IV Mayor's Office
2. Secure Official Receipt	2. Process payment and issues Official Receipt (OR)	PHP 50	5 minutes	Revenue Collection Clerk II Municipal Treasurer's Office



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Submit Official Receipt (For franchise and Endorsement Letter)	Check Official Receipt	None	1 minute	Administrative Assistant I/ Administrative Aide IV Mayor's Office
4. Wait for signed document and Claim	Log and release document to the client	None	3 minutes	Administrative Assistant I/ Administrative Aide IV Mayor's Office
	<b>TOTAL</b>	<b>PHP 50</b>	<b>14 minutes</b>	



# **Business Permits and Licenses**

## **External Services**



## 1. AFFIDAVIT OF LOW INCOME

It is a document issued to the residents of San Rafael that states that he/she has a low income and usually intended for scholarship purposes.

<b>Office or Division:</b>	<b>BUSINESS PERMITS &amp; LICENSES</b>			
<b>Classification:</b>	G2G			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Scholar Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished application form		Business Permits & Licenses		
2. Official Receipt		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Application	Check requirements	None	4 minutes	Admin. Aide III, Business Permits & Licenses
2. Secure Official Receipt	Receive payment/ issues Official Receipt	PHP 100	4 minutes	Revenue Collection Clerk II, Municipal Treasurer's Office
3. Submit Official Receipt	Prepares Affidavit of Low Income	None	4 minutes	Admin. Aide III, Business Permits & Licenses
4. Receive signed Affidavit of Low Income	Release Affidavit of Low Income	None	4 minutes	Admin. Aide III, Business Permits & Licenses
	<b>TOTAL</b>	<b>PHP 100</b>	<b>16 minutes</b>	



## 2. BUSINESS PERMIT

Business Permit is a right or permission granted in accordance with the law by a competent authority to engage in some business or occupation or to engage in some transaction.

<b>Office or Division:</b>	<b>BUSINESS PERMITS &amp; LICENSES</b>			
<b>Classification:</b>	G2B			
<b>Type of Transaction:</b>	Simple, Complex, Highly Technical			
<b>Who may avail:</b>	Business Owner			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. DTI/SEC		Department of Trade & Industry (DTI), Malolos & LGU office / SEC - Makati		
2. Community Tax Certificate (CTC)		Municipal Treasurer's Office		
3. Financial Statement for Renewal		Bookkeeper		
4. Sanitary Certificate		Sanitary Inspector, Rural Health Unit I		
5. MENRO Certificate		Municipal Environment & Natural Resources' Office		
6. Official Receipt		Municipal Treasurer's Office		
7. Fire Safety Inspection		Bureau of Fire Protection		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Online Application	Assess requirements & fees	None	9 minutes	Licensing Officer II, Business Permits & Licenses
2. Secure Official Receipt	Receive payment/ issues O.R.	Based on the BPLO assessment	4 minutes	Revenue Collection Clerk II, Municipal Treasurer's Office
3. Waiting for Mayor's Permit	Prepares Mayor's Permit & Received documentary requirements	None	9 minutes	Admin Aide IV, Permits & Licenses
	<b>TOTAL</b>		<b>22 minutes</b>	



### 3. CERTIFICATIONS

Certifications are issued to affirm the validity of information.

<b>Office or Division:</b>	<b>BUSINESS PERMITS &amp; LICENSES</b>			
<b>Classification:</b>	G2G			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Business Owner			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certification of Barangay Business Closure/ No Business		Barangay where the business is located		
2. Official Receipt		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Application	Check requirements	None	2 minutes	Admin. Aide IV, Business Permits & Licenses
2. Secure Official Receipt	Receive payment/ issues O.R.	PHP 100	4 minutes	Revenue Collection Clerk, Municipal Treasurer's Office
3. Submit Official Receipt	Prepares Certification	None	4 minutes	Licensing Officer II, Business Permits & Licenses
4. Waiting for signed Certification	Release Certification	None	1 minute	Admin. Aide IV, Business Permits & Licenses
	<b>TOTAL</b>	<b>PHP 100</b>	<b>11 minutes</b>	



#### 4. MAYOR'S CLEARANCE

Mayor's Clearance is issued to individual needing this document that states that he/she has no pending case and a person of good character, peaceful and law-abiding.

<b>Office or Division:</b>		<b>BUSINESS PERMITS &amp; LICENSES</b>		
<b>Classification:</b>		G2C		
<b>Type of Transaction:</b>		Simple		
<b>Who may avail:</b>		All San Rafaelenos and other clientele		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Clearance		Office of the Barangay Captain from respective barangay		
2. Community Tax (CTC)		Municipal Treasurer's Office		
3. Official Receipt		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Application	Check requirements	None	2 minutes	Admin. Aide VI, Business Permits & Licenses
2. Secure Official Receipt	Receive payment/ issues O.R.	PHP 100	4 minutes	Revenue Collection Clerk II, Municipal Treasurer's Office
3. Submit Official Receipt	Prepares Mayor's Clearance	None	4 minutes	Admin. Aide VI, Business Permits & Licenses
4. Receive signed Mayor's Clearance	Release Mayor's Clearance	None	4 minutes	Admin. Aide VI, Business Permits & Licenses
	<b>TOTAL</b>	PHP 100	14 minutes	



## 5. TRICYCLE FRANCHISE

Tricycle Franchise is a right or privilege given to the owner to operate a tricycle within the designated area.

<b>Office or Division:</b>	<b>BUSINESS PERMITS &amp; LICENSES</b>			
<b>Classification:</b>	G2C			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Tricycle Owner			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Clearance		Office of the respective Barangay Captain		
2. Community Tax Certificate (CTC)		Municipal Treasurer's Office		
3. Certificate of Membership		Respective TODA President		
4. Certificate of Registration (COR)		Land Transportation Office		
5. Driver's License		Land Transportation Office		
6. Official Receipt		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Application	Check requirements	None	4 minutes	Applicant
2. Secure Official Receipt	Receive payment/ issues Official Receipt	PHP 100 – renewal PHP 320 - new	4 minutes	Revenue Collection Clerk II, Municipal Treasurer's Office
3. Submit Official Receipt	Prepares Franchise	None	4 minutes	Admin. Aide IV, Business Permits & Licenses
4. Waiting for signed Tricycle Franchise	Release Certification	None	4 minutes	Admin. Aide IV, Business Permits & Licenses
	<b>TOTAL</b>		16 minutes	





# **Human Resource and Management Office**

## **Internal Services**



## 1. CERTIFICATE OF EMPLOYMENT

It is a document issued to employees who are still employed and previously employed intended for legal purposes.

<b>Office or Division:</b>	<b>MO – HUMAN RESOURCE AND MANAGEMENT OFFICE</b>			
<b>Classification:</b>	G2G			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Employee, previous employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request		Current Employee		
1.1. Current employee – verbal request		Former Employee		
1.2. Former employee – written request				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present request	Check request. Prepare and print certification  Sign Certification	None	3 minutes	HRMO Staff MO – HRMO  HRMO III/HRMO I MO-HRMO
2. Receive Certification and sign in logbook of Document Issued	Release Certification	None	1 minute	HRMO Staff MO-HRMO
	<b>TOTAL</b>		4 minutes	



## 2. ISSUANCE OF SERVICE RECORD

It is a document issued to employees who are still employed and previously employed intended for legal purposes.

<b>Office or Division:</b>	<b>MO – HUMAN RESOURCE AND MANAGEMENT OFFICE</b>			
<b>Classification:</b>	G2G			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Employee, previous employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request		Current Employee		
1.1. Current employee – verbal request		Former Employee		
1.2. Former employee – written request				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present request	Check request. Prepare and print service record	None	3 minutes	HRMO III / HRMO I MO – HRMO
	Sign service record			HRMO III / HRMO I MO-HRMO
2. Receive service record and sign in logbook of Document Issued	Release service record	None	1 minute	HRMO Staff MO-HRMO
TOTAL			4 minutes	



# **Office of the Municipal Health Officer**

## **External Services**



## 1. BIRTHING SERVICES

Delivery of normal, non-complicated pregnancy, assess/examine all newborn and conduct post natal care.

<b>Office or Division:</b>	Municipal Health Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Pregnant women in active labor

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Home-Based Mother's Record (HBMR/Pink Card) or Mother Baby Book 18 – 35 years old 2 <sup>nd</sup> to 4 <sup>th</sup> pregnancy  NO accompanying medical conditions/complications: <ul style="list-style-type: none"> <li>• Hypertension, heart disease, thyroid disease</li> <li>• Asthma, epilepsy, pre eclampsia</li> <li>• Obesity, bleeding disorder</li> <li>• Placenta previa</li> <li>• Uterine/ovarian abnormalities</li> <li>• Cephalo-pelvic disproportion</li> <li>• Multiple pregnancies (twins)</li> <li>• Premature contractions</li> <li>• Breech or transverse (suhi)</li> <li>• Previous cesarian section</li> <li>• 2 consecutive abortions</li> </ul>		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present HBMR (pink card) or Mother Baby Book	Asses client and record information admit patient if necessary	None	30 Minutes	Rural Health Midwife/ Public Health Nurse, Municipal Health Office



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Proceed to labor/delivery room	Monitor and record progress of labor Assist in normal spontaneous delivery Conduct immediate postpartum and essential newborn care	None	6-20 hours	Rural Health Midwife/ Public Health Nurse/ Physician, Municipal Health Office
3. Proceed to ward	Monitor mother and baby Counsel on nutrition, family planning, breastfeeding Perform newborn screening Prepare birth certificate Issue order of payment	None	24 Hours	Rural Health Midwife/ Public Health Nurse/ Physician, Municipal Health Office
4. Claim birth certificate and home medications Go home	Issue birth certificate and home medications	None	5 Minutes	Rural Health Midwife/ Public Health Nurse, Municipal Health Office



## 2. ISSUANCE OF MEDICAL/HEALTH CERTIFICATE

Issued for clients who will seek requirements for local employments, medical excuses and other related medical matters.

<b>Office or Division:</b>	Municipal Health Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	General Public
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Medical Certificate <ul style="list-style-type: none"> <li>a. For Job Applicants               <ul style="list-style-type: none"> <li>Chest X-ray</li> <li>CBC</li> <li>Urinalysis</li> <li>Neurological examination (in certain cases)</li> <li>Drug Test</li> <li>Stool Examination (in certain cases)</li> </ul> </li> <li>b. For return to work after absence               <ul style="list-style-type: none"> <li>Previous record of check-up at facility</li> <li>Medical Certificate from attending Physician</li> </ul> </li> <li>c. For PWD registration Clinical abstract or medical certificate of present medical condition from attending Physician</li> <li>d. For OJT and scholarship purposes               <ul style="list-style-type: none"> <li>Chest X-ray</li> <li>Stool examination (in certain cases)</li> </ul> </li> <li>e. For pensioners/veterans               <ul style="list-style-type: none"> <li>Physical presence</li> </ul> </li> </ul>	Client



<p>2. Health Certificate</p> <p>a. For food handlers: Chest X-ray Stool Examination Urinalysis</p> <p>b. For non-food handlers: Chest X-ray</p> <p>c. Pink card: Vaginal smear Anti HBsAg</p>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Requirements	Evaluate submitted requirements Check vital signs and record Refer to Physician Issue order of payment	None	5 Minutes	Rural Health Midwife/ Public Health Nurse/ Rural Sanitary Inspector, Municipal Health Office
2. Proceed to Physician	Asses Client	None	5 Minutes	Physician, Municipal Health Office
3. Secure Official Receipt	Accept payment and issue official receipt (OR)	Medical/Health Certificate PHP100.00	5 Minutes	Public Health Nurse, Municipal Health Office
4. Present OR	Issue medical/health certificate	None	2 Minutes	Rural Health Midwife/ Public Health Nurse/ Rural Sanitary Inspector, Municipal Health Office
Total		PHP 100	17 minutes	





### 3. ISSUANCE OF SANITARY PERMIT

Pursuant to PD 856-The Standards of the Sanitary Code of the Philippines, all business establishments, food and non-food are required to secure sanitary permit

<b>Office or Division:</b>	Municipal Health Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Owners of Business Establishments	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>1. INDUSTRIAL ESTABLISHMENTS</b> <input type="checkbox"/> ECC – DENR <ul style="list-style-type: none"> <li>• Pollution Control Officer Contract</li> <li>• Sanitary Plan – Drainage (photo)</li> <li>• Health Certificate of every personnel (chest x-ray)</li> <li>• Certificate of Potability</li> </ul>	Client	
<b>2. PUBLIC PLACES</b> <ul style="list-style-type: none"> <li>• ECC – DENR</li> <li>• Photo of sanitary facility</li> <li>• Bacteriological examination results of water source <input type="checkbox"/></li> <li>• First Aid Kit/corner</li> <li>• Health Certificate of all personnel (chest x-ray)</li> </ul>	Client	
<b>3. FOOD ESTABLISHMENT/FOOD PROCESSING</b> <ul style="list-style-type: none"> <li>• Bacteriological, physical and Chemical examination result of drinking water source</li> <li>• Photos of sanitary facilities – lavatories/toilets</li> <li>• Health Certificate of all personnel (chest x-ray, urinalysis, stool examination)</li> </ul>	Client	



<b>4. MEDICAL CLINICS/LYINGIN/MEDICAL LABORATORY/PHARMACY</b> <ul style="list-style-type: none"> <li>• DOH License to operate</li> <li>• Philhealth certificate of accreditation (for lying-in)</li> <li>• Health Certificate of all personnel (chest x-ray)</li> </ul>		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements	Review submitted requirements and application form Issue order of payment	None	10 Minutes	Rural Sanitary Inspector, Municipal Health Office
2. Proceed to Municipal Health Officer	Evaluate, affix signature and issue sanitary permit	None	5 Minutes	Municipal Health Officer, Municipal Health Office
3. Secure Official Receipt	Accept payment and issue official receipt (OR)	Medical/Health Certificate PHP100.00	5 Minutes	Public Health Nurse, Municipal Health Officer
4. Present OR	Issue sanitary permit	None	2 Minutes	Rural Sanitary Inspector, Municipal Health Office
	Total	PHP 100.00	22 minutes	



#### 4. OUT – PATIENT CONSULTATIONS

The service provides Primary Health Care which include consultations, treatment of common diseases and injuries and proper referral of patients with cases in need of hospitalization.

<b>Office or Division:</b>	Municipal Health Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	General Public	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Pre–Natal and Post–Partum Check up</b> <ul style="list-style-type: none"> <li>➤ Home Based Mother’s Record (HBMR) / Pink Card or Mother Baby Book</li> </ul>	Municipal Health Office	
<b>Expanded Program on Immunization (Bakuna sa Sanggol)</b> <ul style="list-style-type: none"> <li>➤ Early Childhood Care and Development (ECCD) Card or Mother Baby Book</li> </ul>	Municipal Health Office	
<b>Child Check – up (0-59 months)</b> <ul style="list-style-type: none"> <li>➤ ECCD Card or Mother Baby Book</li> </ul>	Municipal Health Office	
<b>TB DOTS</b> <ul style="list-style-type: none"> <li>➤ Sputum Examination results, Chest x-ray results</li> </ul>	Municipal Health Office	
<b>Rabies Vaccination</b> <ul style="list-style-type: none"> <li>➤ Referral slip (new client)</li> <li>➤ Immunization Card</li> </ul>	Municipal Health Office	
<b>Family Planning Services</b> <ul style="list-style-type: none"> <li>➤ Schedule card for old clients</li> </ul>	Municipal Health Office	
<b>Non-communicable disease Program (Hypertension, Diabetes)</b> <ul style="list-style-type: none"> <li>➤ New Clients – Prescription from attending Physician</li> <li>➤ Old Clients – Hypertension – DM booklet</li> </ul>	Municipal Health Office	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	Assess Client Refer to Physician if necessary Issue order of payment for services requiring fees	None	10 Minutes	Rural Health Midwife/ Public Health Nurse, Municipal Health Office
2. Proceed to Physician if referred	Assess Client	None	5-10 Minutes	Physician, Municipal Health Office
3. Secure Official Receipt	Accept payment and issue official receipt (OR)	Urinalysis PHP30.00  Hemoglobin/ Hematocrit- PHP30.00  Stool Examination- PHP30.00  Blood Typing- PHP30.00  Pregnancy Test- PHP50.00  Tetanus Toxoid- PHP20.00  Immunization for infants- PHP10.00 per antigen	5 Minutes	Rural Health Midwife/ Public Health Nurse, Municipal Health Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Nebulization- PHP20.00  Fasting Blood Sugar- PHP50.00  Pills- PHP25.00  DMPA- PHP100.00  Condom- PHP10.00/pack  Anti Rabies vaccine: PHP400.00		
4. Present OR	Perform corresponding service	None	5 Minutes	Rural Health Midwife/ Public Health Nurse/ Medical Technologist, Municipal Health Office
5. Proceed to Nurse	Dispense drugs and medicines	None	2 Minutes	Public Health Nurse, Municipal Health Office



# Office of the Municipal Civil Registrar

## External Services



## 1. Application for Marriage License

A marriage license shall be issued by the Local Civil Registrar of the municipality where either of the contracting party habitually reside.

<b>Office or Division:</b>	Civil Registry Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	Single Male & Female aged 18 yrs. old and above

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Birth certificate	Local Civil Registry Office (LCRO) or Philippine Statistics Office (PSA)
2. CENOMAR	PSA
3. Government Issued Identification Card	BIR, Philpost, SSS, GSIS, LTO, PRC, DFA, Employer or Community Tax Certificate (CTC)
4. Death Certificate of spouse ( if widow)	Local Civil Registry Office (LCRO) or Philippine Statistics Office (PSA)
5. Court Decision or Decree/ Entry of Judgement Divorce Decree ( if Foreigner)	Regional Trial Court Foreign Court
6. Legal Capacity to Contract Marriage (if foreigner)	Diplomatic or Consular Office here in the Phils.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Receive and evaluate the requirements	None	2 minutes	Registration Officer I & II Civil Registry Office
2. Pay the required fee at the Treasury Office	Issue an Order of Payment	P200.00		Revenue Collection Clerk I Treasury Office
3. Return to the Civil Registry Office for the processing of request	Prepare the Application for Marriage License and it's attachments	None	10 minutes	Registration Officer I & II Civil Registry Office
4. Read and check the veracity of the entries		None	2 minutes	
5. Sworn & Sign the Application for Marriage License, Sworn & Advice	Interview Applicants & administer Oath	None	3 minutes	Municipal Civil Registrar Civil Registry Office
6. Receive owner's copy of Application for Marriage License	Issue owner's copy of Application for Marriage License	None	1 minute	Registration Officer I & II Civil Registry Office
	Notice of Posting	None	10 days	Registration Officer I & II Civil Registry Office



## 2. Delayed Registration of Civil Registry Documents

### 2.1 BIRTH

Delayed registration of birth certificates are issued to individuals used for any legal purposes.

<b>Office or Division:</b>	Civil Registry Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	San Rafaelenos born here but not yet registered.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Negative record of Birth		PSA		
2. Baptismal/Dedication or Handog Certificate		Religious Organizations		
3. Marriage Certificate (if Married)		PSA or LCRO		
4. Certificate of Membership		SSS,BIR,GSIS,Philhealth		
5. Form 137 or Transcript of Record		School		
6. Affidavit of Two Disinterested Person		Public Attorney's Office (PAO), Notary Public		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements	Receive and evaluate all the requirement	None	3 minutes	Registration Officer I & II Civil Registry Office
2. Pay the required fee at the Treasury Office	Issue an Order of Payment	P150.00		Revenue Collection Clerk I Treasury Office
3. Return to the Civil Registry Office for the processing of request	Prepare the Certificate of Live Birth	None	5 minutes	Registration Officer I & II Civil Registry Office
4. Review all the entries at the Certificate of Live Birth	Give the duly accomplished Certificate of Live Birth for review and comment	None	3 minutes	Registration Officer I & II Civil Registry Office
5. Subscribe and sworn the Certificate of Live Birth	Administer oath	None	2 minutes	Municipal Civil Registrar Civil Registry Office
6. Get claim stub	Issue claim stub	None	1 minute	Registration Officer I & II Civil Registry Office
	Notice of Posting	None	10 days	Registration Officer I & II Civil Registry Office





## 2. Delayed Registration of Civil Registry Documents

### 2.2 DEATH

Delayed registration of death certificates are issued to individuals used for any legal purposes.

<b>Office or Division:</b>	Civil Registry Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Person died in San Rafael but not yet registered.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Negative Record of Death		PSA		
2. Certificate of Internment		Church or Memorial Parks		
3. Punong Barangay Certificate		Barangay Hall		
4. Affidavit of Two Disinterested Person		PAO, Notary Public		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements	Receive and evaluate all the requirement	None	3 minutes	Registration Officer I & II Civil Registry Office
2. Pay the required fee at the Treasury Office	Issue an Order of Payment	P150.00		Revenue Collection Clerk I Treasury Office
3. Return to the Civil Registry Office for the processing of request	Prepare the Certificate of Live Birth	None	5 minutes	Registration Officer I & II Civil Registry Office
4. Review all the entries at the Certificate of Death	Give the duly accomplished Certificate of Live Birth for review and comment	None	3 minutes	Registration Officer I & II Civil Registry Office
5. Subscribe and sworn the Certificate of Live Birth	Administer oath	None	2 minutes	Municipal Civil Registrar Civil Registry Office
6. Get claim stub	Issue claim stub	None	1 minute	Registration Officer I & II Civil Registry Office
	Notice of Posting	None	10 days	Registration Officer I & II Civil Registry Office



## 2. Delayed Registration of Civil Registry Documents

### 2.3 MARRIAGE

Delayed registration of marriage certificates are issued to individuals used for any legal purposes.

<b>Office or Division:</b>	Civil Registry Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Couples got married here but not yet registered.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Negative Record of Marriage		PSA		
2. Certificate of Marriage		Religious Organizations		
3. Certificate of Membership		SSS, BIR, GSIS, Philhealth		
4. Birth Certificate of Children (if any)		PSA or Local Civil Registry Office		
5. Affidavit of Two Disinterested Person		PAO, Notary Public		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements	Receive and evaluate all the requirement	None	3 minutes	Registration Officer I & II Civil Registry Office
2. Pay the required fee at the Treasury Office	Issue an Order of Payment	P150.00		Revenue Collection Clerk I Treasury Office
3. Return to the Civil Registry Office for the processing of request	Prepare the Certificate of Live Birth	None	5 minutes	Registration Officer I & II Civil Registry Office
4. Review all the entries at the Certificate of Marriage	Give the duly accomplished Certificate of Marriage for review and comment	None	3 minutes	Registration Officer I & II Civil Registry Office
5. Subscribe and sworn the Certificate of Marriage	Administer oath	None	2 minutes	Municipal Civil Registrar Civil Registry Office
6. Get claim stub	Issue claim stub	None	1 minute	Registration Officer I & II Civil Registry Office
	Notice of Posting	None	10 days	Registration Officer I & II Civil Registry Office



### 3. Issuance of Transcription Certificate of Birth, Marriage & Death

Transcription Certificate of civil registry documents is issued to document owner or duly authorized representative as a proof of its authenticity that the documents were entered in the Registry Book as well in civil registry office database.

<b>Office or Division:</b>	Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Government Issued Identification Card		BIR, Philpost, SSS, GSIS, LTO, PRC, DFA, Employer, CTC		
2. Authorization Letter & Government Issued Identification Card of the document owner or descendants		Document owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up request slip	Verify, search & retrieve document	None	3 minutes	Registration Officer I & II Civil Registry Office
2. Pay the required fee at the Treasurer's Office	Issue an Order of payment	P100.00		Revenue Collection Officer I Treasury Office
3. Return to the Civil Registry Office for the processing and release of request	Process the request	None	2 minutes	Municipal Civil Registrar & Registration Officer I & II Civil Registry Office
4. Receive the document	Issue the document	None	1 minutes	Registration Officer I & II Civil Registry Office
	Total	Php 100.00	6 minutes	



## 4. Timely Registration of Civil Registry Documents

### 4.1 BIRTH

Timely registration of birth certificates are issued to individuals used for any legal purposes.

<b>Office or Division:</b>	Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All concerned party			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly Accomplished Certificate of Live Birth (COLB)		RHU 3 Birthing Station & Lying In Clinics		
2. For Unmarried Parents (AUSF- RA 9255) Duly Accomplished Certificate of Live Birth Government Issued Identification Card Personal Appearance of Parents		RHU 3 Birthing Station & Lying In Clinics  BIR, Philpost, SSS, GSIS, LTO, PRC, DFA, Employer, CTC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the duly accomplished Certificate of Live Birth	Receive and check the consistency of entries	None	2 minutes	Registration Officer I & II Civil Registry Office
2. Pay the required fee at the Treasury Office	Issue an Order of Payment Timely Registration AUSF- RA 9255	P50.00 P150.00		Revenue Collection Clerk I Treasury Office
3. Return to the Civil Registry Office for the processing and release of registered COLB	Assign a Registry Number  Received and Registered the COLB	None	3 minutes	Registration Officer I & II Civil Registry Office  Municipal Civil Registrar Civil Registry Office
4. Receive Registered COLB	Issue the Registered COLB to client	None	1 minute	Registration Officer I & II Civil Registry Office
	Total		6 minutes	



## 4. Timely Registration of Civil Registry Documents

### 4.2 DEATH

Timely registration of death certificates are issued to individuals used for any legal purposes.

<b>Office or Division:</b>	Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All concerned party			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly Accomplished Certificate of Death (COD)		Immediate Family of the deceased		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the duly accomplished Certificate of Death	Receive and check the consistency of entries	None	2 minutes	Registration Officer I & II Civil Registry Office
2. Pay the required fee at the Treasury Office	Issue an Order of Payment	P100.00 for Burial fee  P150.00 for Transfer permit		Revenue Collection Clerk I Treasury Office
3. Return to the Civil Registry Office for the processing and release of registered COLB	Assign a Registry Number  Received and Registered the COD	None	3 minutes	Registration Officer I & II Civil Registry Office  Municipal Civil Registrar Civil Registry Office
4. Receive Registered COD	Issue the Registered COD to client	None	1 minute	Registration Officer I & II Civil Registry Office
	Total		6 minutes	



## 4. Timely Registration of Civil Registry Documents

### 4.3 MARRIAGE

Timely registration of marriage certificates are issued to individuals used for any legal purposes.

<b>Office or Division:</b>	Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All concerned party			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly Accomplished Certificate of Marriage (COM)		Citizen Parish Secretary, Pastors & Ministers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the duly accomplished Certificate of Marriage	Receive and check the consistency of entries	None	2 minutes	Registration Officer I & II Civil Registry Office
2. Pay the required fee at the Treasury Office	Issue an Order of Payment	P50.00		Revenue Collection Clerk I Treasury Office
3. Return to the Civil Registry Office for the processing and release of registered COLB	Assign a Registry Number  Received and Registered the COM	None	3 minutes	Registration Officer I & II Civil Registry Office  Municipal Civil Registrar Civil Registry Office
4. Receive Registered COM	Issue the Registered COM to client	None	1 minute	Registration Officer I & II Civil Registry Office
	Total		6 minutes	



# **Office of the Municipal Assessor**

## **External Services**



## 1. ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION

Tax Declaration (Declaration of Real Property Value) assessment record containing all information pertaining real property (land, building and machinery) appraised and assessed accordingly based on the prevailing Schedule of Market Values which is prepared, processed, approved and issued for taxation purposes only.

<b>Office or Division:</b>	Municipal Assessor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Any person, natural or juridical or their duly authorized representatives, owning or administering real property			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original/Photocopy of Title		Registry of Deed/ Property Owner		
2. Real Property Tax Receipt		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present requirement	1. Check requirement, issue order of payment and prepare Certified True Copy of Tax Declaration	None	3 minutes	Staff Municipal Assessor's Office
2. Present the order of payment and pay the necessary fee.	2. Process payment and issue Official Receipt (O.R.)	Php 100.00	5 minutes	Revenue Collection Clerk II Municipal Treasurer's Office
3. Present O.R. and claim Certified True Copy of Tax Declaration	3. Release Certified True Copy of Tax Declaration	None	2 minutes	Staff Municipal Assessor's Office
Total			10 minutes	





## 2. ISSUANCE OF CERTIFIED TRUE COPY OF TAX MAP

This service enables the clients to identify the real property and location in the tax map at the Municipal Assessor's Office.

<b>Office or Division:</b>	Municipal Assessor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Any person, natural or juridical or their duly authorized representatives, owning or administering real property			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original/Photocopy of Title		Registry of Deed/ Property Owner		
2. Residence Certificate or any valid Government issued ID		Municipal Treasurer's Office or any government agency issuing valid ID		
3. Tax Declaration		Municipal Assessor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present requirement	1. Verify requirement, Issue order of payment and provide tax map for reproduction	None	5 minutes	Local Assessment Operations Officer I, Municipal Assessor's Office
2. Present the order of payment and pay the necessary fee.	2. Process payment and issue Official Receipt (O.R.)	Php 100.00	5 minutes	Revenue Collection Clerk II Municipal Treasurer's Office
3. Photocopy and return tax map. Present O.R. and claim certified true copy	3. Receive original tax map, certify and release certified true copy	None	3 minutes	Local Assessment Operations Officer I, Municipal Assessor's Office
Total			13 minutes	



### 3. ISSUANCE OF PROPERTY CERTIFICATION

Certification such as Landholdings/ Property holdings, Non-Improvement/ With Improvement and No property is issued upon request for purposes of property verification, BIR requirement, Register of Deeds requirement, medical, scholarship, or legal.

<b>Office or Division:</b>	Municipal Assessor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Any person, natural or juridical or their duly authorized representatives, owning or administering real property			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original/Photocopy of Title		Registry of Deed/ Property Owner		
2. Real Property Tax Receipt		Municipal Treasurer's Office		
3. Tax Declaration		Municipal Assessor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present requirement	1. Check requirements, issue order of payment and prepare certificate	None	5 minutes	Staff, Municipal Assessor's Office
2. Present the order of payment and pay the necessary fee.	2. Process payment and issue Official Receipt (O.R.)	Php 100.00	5 minutes	Revenue Collection Clerk II, Municipal Treasurer's Office
3. Present O.R. and claim Certified True Copy of Tax Declaration	3. Release the certificate	None	2 minutes	Staff, Municipal Assessor's Office
Total			12 minutes	



# Office of the Municipal Engineer

## External Services



## 1. ISSUANCE OF BUILDING PERMIT - Commercial Building

To provide for all buildings and structures, a framework of minimum standards and requirements, to regulate and control their location, site, design, quality of materials and shall adapt the value of safe information.

<b>Office Division:</b>	or	Municipal Engineer's Office
<b>Classification:</b>		Complex
<b>Type of Transaction:</b>		G2C – Government to Citizen, G2B – Government to Business Entity
<b>Who may avail:</b>		Owners/ representative of proposed commercial unit.
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Barangay Building Clearance		Barangay Hall to where the area is located owner.
2. Photocopy of Land Title		Owner
3. Tax Declaration		Municipal Assessor's Office – Ground Floor, Municipal Building, Sampaloc, San Rafael, Bulacan
4. Zoning Certificate		Municipal Planning and Development Office – 2 <sup>nd</sup> floor Municipal Building, Sampaloc, San Rafael, Bulacan
5. Fire Safety Certificate		Bureau of Fire Protection – Municipal Compound, Sampaloc, San Rafael, Bulacan
6. Cost Estimate		Owner / Private Civil Engineer
7. Specification		Owner / Private Civil Engineer
8. Set of detailed Plans (Duly signed and sealed)		Owner / Private Civil Engineer
9. Structural Analysis (for 2-storey or more)		Owner / Private Civil Engineer
10. Photocopy PRC ID's of Engineers with specimen signature		Owner / Private Civil Engineer
11. Letter of intent		Letter from owner to be approved at Mayor's Office
12. Authorization Letter (for representative)		Owner
13. Corporate Secretary's Certificate (for corporation)		Owner
14. SB Resolution (for commercial building amounting to PHP 750,000.00)		Vice Mayor's Office
15. Powerline Operator Certification (PLOC)		MERALCO
16. Others as the case maybe		Owner/Applicant



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements	Conduct inspection for site evaluation, assess and process building permit application and issue order of payment.	None	5 days	Municipal Engineer/ Engineer I – Municipal Engineer's Office
2. Pay to the Treasurer's Office	Process payment and issue Official Receipt (O.R.)	<ul style="list-style-type: none"> <li>• PHP 8.50/ sq.m. up to 150 sq.m.</li> <li>• PHP 23.00/ sq.m. - 151-500 sq.m.</li> <li>□ PHP 10.00 /fixture (light, conv. Outlet, faucet and the like)</li> <li>For business establishment; PHP 12.00/ sq.m. up to 150sq.m.</li> </ul>	5 minutes	Revenue Collection Clerk II – Municipal Treasurer's Office
3. Present O.R. and claim permit	Check O.R. and release Building permit	None	5 minutes	Municipal Engineer – Municipal Engineer's Office
<b>TOTAL</b>			5 days and 10 minutes	



## 2. ISSUANCE OF BUILDING PERMIT – Residential Building

To provide for all buildings and structures, a framework of minimum standards and requirements, to regulate and control their location, site, design, quality of materials and shall adapt the value of safe information.

<b>Office or Division:</b>	Municipal Engineer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Owners/ representative of proposed residential unit.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Building Clearance		Barangay Hall to where the area is located owner.		
2. Photocopy of Land Title		Owner		
3. Tax Declaration		Municipal Assessor's Office – Ground Floor Municipal Building, Sampaloc, San Rafael, Bulacan		
4. Zoning Certificate		Municipal Planning and Development Office – 2 <sup>nd</sup> Floor Municipal Building, Sampaloc, San Rafael, Bulacan		
5. Fire Safety Certificate		Bureau of Fire Protection – Municipal Compound, Sampaloc, San Rafael, Bulacan		
6. Cost Estimate		Owner / Private Civil Engineer		
7. Specification		Owner / Private Civil Engineer		
8. Set of detailed Plans (Duly signed and signed)		Owner / Private Civil Engineer		
9. Structural Analysis (for 2-storey or more)		Owner / Private Civil Engineer		
10. Photocopy PRC ID's of Engineers with specimen signature		Owner / Private Civil Engineer		
11. Authorization Letter (for representative)		Owner		
12. Powerline Operator Certification (PLOC)		MERALCO		
13. Others as the case maybe		Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements	Conduct inspection for site evaluation/ assess and process the building permit application and issue order of payment	None	3 days	Municipal Engineer / Engineer I – Municipal Engineer's Office



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Pay to the Treasurer's Office	Process payment and issue Official Receipt (O.R.)	<ul style="list-style-type: none"> <li>• PHP 8.50/ sq.m. up to 150 sq.m.</li> <li>• PHP 23.00/ sq.m. - 151-500 sq.m.</li> <li>□ PHP 10.00 /fixture (light, conv. Outlet, faucet and the like)</li> </ul> For business establishment; PHP 12.00/ sq.m. up to 150sq.m.	5 minutes	Revenue Collection Clerk II – Municipal Treasurer's Office
3. Present O.R. and claim permit	Check O.R. and release Building permit	None	5 minutes	Municipal Engineer – Municipal Engineer's Office
<b>TOTAL</b>			3 days and 40 minutes	



### 3. ISSUANCE OF CERTIFICATE OF ELECTRICAL INSPECTION

To ensure standard for electrical design, installation and inspection of electrical equipment of all types.

<b>Office or Division:</b>		Municipal Engineer's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen, G2B – Government to Business Entity		
<b>Who may avail:</b>		Owner/ Electrician		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Yellow Card		MERALCO – Baliuag, Bulacan		
2. Electrical Plan (for commercial establishments)		Owner		
3. Fire Safety Certificate		Bureau of Fire Protection – Municipal Compound, Sampaloc, San Rafael, Bulacan		
4. Sketch of Location		Owner		
5. Certificate of Occupancy		Developer/Owner/Contractor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements	Conduct inspection for site evaluation, assess and process the application and issue order of payment	None	3 days	Electrical Inspection Team – Municipal Engineer's Office
2. Pay to the Treasurer's Office	Process payment and issue Official Receipt (O.R.)	PHP150.00- Residential P300.00- commercial PHP1,000.00 – single phase <input type="checkbox"/> Additional PHP55.00 – Inspection Fee	5 minutes	Revenue Collection Clerk II – Municipal Treasurer's Office
3. Present O.R. and claim certificate	Check O.R. and release Building permit	None	5 minutes	Municipal Engineer / Engineer I – Municipal Engineer's Office
<b>TOTAL</b>			3 days and 10 minutes	





## 4. ISSUANCE OF OCCUPANCY PERMIT

This serves as a proof that the structure built, completed all the building work and suitable for occupation.

<b>Office</b>	or	Municipal Engineer's Office		
<b>Division:</b>				
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen, G2B – Government to Business Entity		
<b>Who may avail:</b>		Owner/ representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished application form (DPWH Form No. 77-004-B) Duly Notarized		Municipal Engineer's Office - Ground Floor Municipal Building, Sampaloc, San Rafael, Bulacan		
2. AS-BUILT Plan		Owner / Private Engineer		
3. Log-Book (Daily Activity)		Owner / Private Engineer		
4. Fire Safety Certificate		Bureau of Fire Protection – Municipal Compound, Sampaloc, San Rafael, Bulacan		
5. Pictures		Owner/Contractor/Developer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Conduct inspection for site evaluation/ assess and process the occupancy permit application and issue order of payment. Issue recommendation (if any)	None	3 days	Municipal Engineer/ Engineer I – Municipal Engineer's Office
2. Pay to the Treasurer's Office	Process payment and issue Official Receipt (O.R.)	PHP 800.00 residential PHP 1,000.00 - commercial (depends upon the cost of the project)	5 minutes	Revenue Collection Clerk II – Municipal Treasurer's Office
3. Present O.R. and claim permit	Check O.R. and release Building permit	None	5 minutes	Municipal Engineer / Engineer I -Municipal Engineer's Office
<b>TOTAL</b>			3 days and 10 minutes	



# **Office of the Municipal Social Welfare and Development Officer**

## **External Services**



## 1. ISSUANCE OF CERTIFICATE OF INDIGENCY

Certificate of Indigency is a certificate issued to indigent/ low income constituents for the purposes of availing free legal assistance from the Public Attorney's Office and educational assistance from other agencies.

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Any individual or families			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>One copy each document, date not later than one week</b>				
1. Birth Certificate 2. Barangay certificate of indigency  3. Certificate of no real property 4. Certificate of low income 5. Certificate of No business 6. Certificate of tax exemption		1. MCR/ PSA 2. From the barangay chairman where the senior citizen applicant resides. 3. Office of the Municipal Assessor 4. Permits and Licenses 5. Permits and Licenses 6. BIR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the complete requirements	1. Validate the requirements	None required	5 minutes	Staff, MSWD Office
2. Wait until the Certificate is completed	2. Prepare and print Certificate of Indigency.	None required	5 minutes	Staff, MSWD Office
3. Receive the document	3. Release the document.	None required	1 minute	Staff, MSWD Office
		TOTAL	11 minutes	



## 2. ISSUANCE OF PRE-MARRIAGE COUNSELING CERTIFICATE

Applicants for marriage license are required by the government to attend the Pre- marriage counseling to provide with essential information and help them prepare for married life. This pre-requisite to obtaining a marriage license is governed by two laws namely;

Article 16 of the New Family Code (EO 209) promulgated in 1987 provides that applicants for marriage license who need parental consent (18 years old for females, 21 for males) and parental advice (those aged 21-25 for both males and females) shall attach a certification of marriage counseling to their applications for marriage license and;

PD 965 which was issued on July 20, 1976. It requires all marriage license applicants to receive instructions about family planning and responsible parenthood

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Would be couples of legal age applying for Marriage license			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished PMC Registration Form		MSWD Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Accomplished PMC Registration Form and Marriage inventory form	1. Review the Accomplished PMC Registration Form		10 minutes	Staff, MSWD Office
2. Attend the PMC Seminar	2. Conduct the PMC Seminar		2 hours	Staff, MSWD Office
3. Pay the corresponding fees	3. Issuance of Official Receipt	P100.00	5 minutes	Staff, Municipal Treasurer's Office
4. Claim the certificate	4. Release the PMC Certificate		2 minutes	Staff, MSWD Office
	<b>TOTAL</b>	P100.00	2 hours and 17 minutes	



### 3. ISSUANCE OF PURCHASE BOOKLET

There are two types of purchase booklets; the booklet for basic commodities and the booklet for medicines. Persons with disability and senior citizens are entitled to avail of the discounts for medicines and groceries through these booklets.

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Any individual who is included in the classification of senior citizens and person with disabilities as per the provisions of IRR of RA 7277 and RA 9994.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. ID (PWD or Senior Citizen)		MSWD Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the ID	1. Validate the ID	None	1 minute	Staff, MSWD Office
2. Wait for the release of purchase booklet	2. Prepare Purchase booklet. Record in the logbook	None	4 minutes	Staff, MSWD Office
3. Receive the Purchase booklet	3. Release booklet	None	1 minute	Staff, MSWD Office
	TOTAL		6 minutes	



#### 4. ISSUANCE OF SOCIAL CASE STUDY REPORT FOR:

- A) Burial Assistance
- B) Hospitalization Assistance, Medical Assistance, Financial Assistance
- C) Assistance for victims of VAWC
- D) Educational Assistance (SPED)
- E) Material Assistance to Victims of Calamities

Social Case Study Report – it is a referral letter or a case study (prepared by the MSWDO or a social worker) for the concerned agencies like PCSO, Hospitals, other agencies offering special social services and other service providers

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Any individual or family who is in the midst of economic, physical and emotional crisis; needing social welfare intervention.			
<b>One copy of each document original or certified photocopy, date not later than one week</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of residency		1. From the concerned barangay chairman where the client resides		
2. Medical Abstract		2. From the hospital, clinic where the client is being treated		
3. Referral		3. From the Hospital service provider or agency having the initial contact/ findings with the client.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the complete requirements	1. Validate the requirements	None required	5 minutes	Staff, MSWD Office
2. Cooperate during the interview process.	2. Interview the client and prepare the Social Case Study Report	None required	30 minutes	Staff, MSWD Office
3. Wait for the signed document	3. Sign the documents	None required	1 minute	MSWD Officer and Staff, MSWDO
4. Receive the document	4. Issue the document	None required	1 minute	Staff, MSWD Office
	TOTAL		37 minutes	



## 5. PROVISION OF AID TO INDIVIDUAL IN CRISIS SITUATION:

- A) Hospitalization, Medical Assistance, Financial Assistance
- B) Burial Assistance
- C) Subsistence/ Food Assistance
- D) Assistance for VAWC Victims
- E) Educational Assistance (SPED)
- F) Emergency Assistance/ Materials assistance for victims of calamities
- G) Transportation Assistance/ Balik Probinsya
- H) Free Medicines
- I) Free Laboratory
- J) Burial Assistance for COVID 19 Victim – Php 15,000.00

Financial Assistance or Assistance to Individual in Crisis Situation (AICS) - the provision of needed interventions to enable distressed individuals/families to cope up with the crisis that they are presently suffering from; assistance maybe in the form of transportation assistance, medical or hospitalization assistance, food assistance, material assistance or burial assistance/ sympathy flowers to bereaved families and other financial support.

<b>Office or Division:</b>	Municipal Social Welfare and Development Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	Any individual or family who is in the midst of emotional crisis but not limited to any of the following: death, illness, abuse of a family member, victim of calamities or economic difficulties needing social welfare intervention.
<b>A) HOSPITALIZATION/ MEDICAL / FINANCIAL ASSISTANCE FOR HEALTH RELATED CASES</b>	
<b>One copy of each document original or certified photocopy, date not later than one week</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Certificate of residency	1. From the concerned barangay captain where the client resides
2. Medical Abstract	2. From the hospital, clinic where the client is being treated. (for financial assistance)
3. Prescription for Medicines	3. From the physician who is directly conducting the check-up or treatment of the person who has lingering illness. (for medical assistance)
4. Photocopy of ID of patient and relative seeking assistance	4. It varies with the type of ID that will be submitted
5. Birth certificate if the client is child or parent and marriage certificate if spouse	5. MCR or PSA
6. Request Letter addressed to Municipal Mayor	6. Written by client



<b>B) BURIAL ASSISTANCE</b>	
<b>One copy of each document original or certified photocopy, date not later than one week</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Certificate of residency	1. From the concerned barangay captain where the client resides
2. Death Certificate with Registry number	2. From MCR or PSA
3. Marriage Certificate/ If the claimant is not married, certification from Barangay Captain that they are living together	3. From MCR or PSA/ from the concerned barangay captain where the client resides
4. Request Letter addressed to Municipal Mayor	4. Written by client
5. Photocopy of valid ID of claimant	5. Claimant/ Client
6. Waiver of the siblings if the child is the claimant (for deceased senior citizens)	6. Written and signed by siblings
7. Official Receipts (not to exceed ₱30,000) or contract for Funeral Services, Promissory note if available	7. Funeral Parlor
8. Birth Certificate (PSA authenticated or certified photocopy)	8. MCR or PSA
<b>C) SUBSISTENCE/ FOOD ASSISTANCE For stranded clients</b>	
<b>One copy of each document original; date not later than one week</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Police Report that they are at lost/ stranded and needs assistance.	1. Municipal PNP
2. Any Valid ID or residence certificate, barangay certification indicating the address (if available)	2. From the place of origin
3. Request Letter addressed to Municipal Mayor	3. Written by client
<b>D) Assistance to Victims of VAWC</b>	
<b>One copy of each document original or certified photocopy; date not later than one week</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Certificate of residency	1. From the concerned barangay captain where the client resides
2. Request Letter addressed to Municipal Mayor	2. Written by client
3. Photocopy of valid ID of claimant	3. Claimant/ Client
4. Birth Certificate (PSA authenticated or certified photocopy)	4. MCR or PSA
5. Photocopy of valid ID of claimant	5. Claimant/ Client
6. Legal documents from the court/Medico Legal Report	6. RTC Branch handling the case/Prosecutors Office/ PNP crime lab





<b>E) EDUCATIONAL ASSISTANCE FOR SPED</b>	
<b>One copy of each document original or certified photocopy, date not later than one week</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Certificate of residency 2. Official Receipts or Certificate of Enrollment from the school 3. Request Letter addressed to Municipal Mayor 4. Photocopy of valid ID of claimant 5. Birth Certificate (PSA authenticated or certified photocopy)	1. From the concerned barangay captain where the client resides 2. SPED School 3. Written by client 4. Claimant/ Client 5. MCR or PSA
<b>F) Emergency Assistance/ Materials assistance for victims of calamities</b>	
<b>One copy of each document original or certified photocopy, date not later than one week</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Certificate of residency 2. Request Letter addressed to Municipal Mayor 3. Photocopy of valid ID of claimant 4. Picture of damaged houses 5. Certification of barangay captain indicating the estimated damage 6. Certification of the extent of damage/ estimated cost 7. Bill of materials	1. From the concerned barangay captain where the client resides 2. Written by client 3. Claimant/ client 4. Client 5. From the concerned barangay captain where the client resides 6. BFP Office 7. Client
<b>G) Transportation Assistance/ Balik Probinsya</b>	
<b>One copy of each document original or certified photocopy, date not later than one week</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Certificate of residency 2. Request Letter addressed to Municipal Mayor 3. Cost of ticket by land, air, sea transportation	1. From the concerned barangay captain where the client resides 2. Written by client 3. Ticketing/ travel agency



### H) FREE MEDICINES

One copy of each document original or certified photocopy, date not later than one week

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of residency	1. From the concerned barangay captain where the client resides
2. Doctor's prescription	2. From Physician
3. Case study	3. From MSWDO
4. Photocopy of valid ID of claimant	4. Claimant/ Client

### I) FREE LABORATORY SERVICES

One copy of each document original or certified photocopy, date not later than one week

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of residency	1. From the concerned barangay captain where the client resides
2. Laboratory request	2. From Physician
3. Case study	3. From MSWDO

### J) BURIAL ASSISTANCE FOR COVID 19 VICTIM – PhP15,000.00

One copy of each document original or certified photocopy, date not later than one week

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of residency	1. From the concerned barangay captain where the client resides
2. Request Letter addressed to Municipal Mayor	2. Written by client
3. RTPCR Positive Result	3. MHO
4. Death Certificate indicating COVID 19 as the cause of death	4. Private Physician



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the complete requirements	1. Check the requirements	None required	5 minutes	Staff, MSWD Office
2. Cooperate during the interview process.	2. Interview the client and prepare the Social Case Study Report 2.1 Prepare the Request Information Sheet	None required	30 minutes	Staff, MSWD Office
3. Wait for the signed document	3. Sign the document	None required	1 minute	MSWDO and staff, MSWDO Office
4. Receive the document	4. Issue the document	None required	1 minute	Staff, MSWD Office
5. Bring the document to the budget office for Obligation Request 5.1 (if the financial assistance is 1,000 pesos and below) Bring the document to the Office of the Municipal Administrator for signature	5. Prepare the Obligation Request and have it signed by the concerned officials 5.1 Sign the document and bring to the office of the Municipal Treasurer	None required		Staff, Budget Office  Municipal Administrator/ Staff, Office of the Municipal Mayor-Administrator
6. Bring the documents to the Office of the Municipal Accountant 6.1 Bring the documents to the Office of the Municipal Treasurer	6. Prepare the voucher/ petty cash voucher 6.1 Prepare petty cash voucher	None required	1 minute	Staff, Office of the Municipal Accountant  Staff, Office of the Municipal Treasurer
7. Receive the check/ cash	7. Release of check 7.1 Release of cash	None required	1 minute	Staff, Office of the Municipal Treasurer
		<b>TOTAL</b>	<b>39 minutes</b>	



## **6. PROVISION OF IDENTIFICATION CARDS:**

- A) Persons with disabilities
- B) Senior citizens
- C) Solo Parents

### **a) SOLO PARENT IDENTIFICATION CARD (SPIC) AND BOOKLET**

#### **Section 10 of IRR of RA 11861 or the Expanded Solo Parent Welfare Act**

Upon the favorable evaluation of the social worker, a Solo Parent Identification Card shall be issued to the solo parent within 7 working days from receipt of the complete documents duly signed by the city/municipal Social Welfare Officer and the city/municipal mayor. The Solo Parent Identification Card is necessary for the availment of benefits under the Act and these Rules. Such Identification Card shall be valid for only one (1) year, but may be renewed subject to a new assessment and evaluation by the registered social worker;

#### **Section 11 of IRR of RA 11861 or the Expanded Solo Parent Welfare Act**

Procedure for issuance of the Solo Parent Identification Card.- any persons who applies for the SPIC under this Act shall observe the following process:

- Fill up application form for the assistance, supplying but not limited to the following:
  1. Name, age and residence address
  2. Date and place of birth
  3. Information about employment, amount of and source/s of income, pension or subsidy when applicable;
  4. Information about children, including names of qualified children, ages, if in school, any proof of mental or physical disability that prevents the child/ children from taking care of themselves
  5. Circumstances of being a solo parents and submission of the documentary requirements for the applicable category, set forth in Sections 12 and 13 of the revised Implementing Rules and Regulations (IRR)
    - Undergo the necessary assessment process conducted by the assigned social worker who shall prepare the social case study report based on the information/ data/ documents provided for by the applicant, as well as on the social worker's assessment of said applicant, indicating therein the appropriate services needed.
    - Prior to the issuance of the SPIC, the SPO or the SPD, shall require the applicant solo parent to attend the Solo Parents Orientation Seminar to apprise him/ her of the rights, duties and obligations as a solo parent, including the benefits, assistance and services available to them.
    - The Solo Parent Office or Solo Parent Division of the municipality shall review and verify documents submitted by the applicant and shall issue the SPIC and booklet.



## **b) PWD ID**

### **Procedures in ID Issuance to PWDs**

**NCDA Administrative Order No. 001 Series of 2008**

**GUIDELINES ON THE ISSUANCE OF IDENTIFICATION CARD RELATIVE TO REPUBLIC ACT 9442**

**RA 11215 National Integrated Cancer Control Act**

**DOH AO #2009-011**

1. Pursuant to Republic Act No. 9442 as amendment to Republic Act 7277, otherwise known as the Magna Carta for Disabled Persons and For Other Purposes, these foregoing guidelines shall serve as a mechanism for the issuance of a Person With Disability Identification Card.
2. Identification Cards shall be issued by any bonafide PWD with permanent disabilities due to any one or more of the following conditions: psychosocial, chronic illness, learning, mental, visual, orthopedic, speech and hearing conditions. This includes persons suffering from disabling diseases resulting to the person's limitations to do day to day activities as normally as possible such as but not limited to those undergoing dialysis, heart disorders, severe cancer cases and such other similar cases resulting to temporary or permanent disability.

## **c) SENIOR CITIZEN ID**

**SENIOR CITIZEN OR ELDERLY** - refers to any Filipino citizen who is a resident of the Philippines, and who is sixty (60) years old or above. It may apply to senior citizens with "dual citizenship" status provided they prove their Filipino citizenship and have at least six (6) months residency in the Philippines.

**Article 6. IRR- RA 7432/ RA 9994 OSCA-issued Senior Citizens' Identification Card.** - For the availment of benefits and privileges under the Act and these Rules, the senior citizen, or his/her duly authorized representative, shall present as proof of eligibility, a valid and original Senior Citizens' Identification Card issued by the Head of the Office of Senior Citizens Affairs (OSCA) or Municipal Social Welfare and Development Office of the place where the senior citizen resides, and which shall be honored nationwide.



<b>Office or Division:</b>	Municipal Social Welfare and Development Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	Any individual who is included in the classification of solo parents, senior citizens and person with disabilities as per the provisions of IRR of RA 7277, RA 11861, RA 9994.

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>One copy each document, date not later than one week</b>	
1. Proof of Age (Birth Certificate, Marriage Contract, Voter Registration Record or any valid ID indicating the date of birth of the applicant (Senior Citizen)	From the concerned barangay chairman where the client resides.
2. Barangay residency	From the barangay chairman where the senior citizen applicant resides.
3. Affidavit of Barangay Official that attesting that the Solo Parent is a resident of the barangay and that the child/ children is/ are under the parental care and support of the solo parent.	Public Attorney's Office or Notary Public.
4. Medical Certificate for PWD	From the physician who is directly conducting the check-up or treatment of the person with disability.
5. Sworn Affidavit declaring that the solo parent has the sole parental care and support of the child or children at the time of the execution of affidavit: <i>Provided</i> , that for purposes of the issuance of subsequent SPIC and booklet, only the sworn affidavit shall be submitted every year.	Public Attorney's Office or Notary Public.
6. Sworn Affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child/ children. <i>Provided</i> , that for purposes of the issuance of subsequent SPIC and booklet, only the sworn affidavit shall be submitted every year.	Public Attorney's Office or Notary Public.
7. Certification from the barangay president that the applicant is a bonafide member of the sectoral federation of solo parent, PWD and senior citizen's barangay federation	From the barangay Federation President of the concerned sector.
8. 2 pcs. 1x1 Colored Pictures of the applicants with white background	Photo Studio/Shop



9. Filled up application form with signatures	Client
<p>10. For Solo Parents- should submit all the required documents specified in the IRR of RA 11861 under their specific category as Solo Parent. (it varies based on their category)</p> <ul style="list-style-type: none"> <li>➤ Marriage Certificate, Death Certificate, Birth Certificate, Certificate of no marriage</li> <li>➤ Certificate of Detention</li> </ul> <p>OFW Certificate/ Employment Certificate or Contract</p> <ul style="list-style-type: none"> <li>➤ Passport with stamp of 12 continuous month of working overseas. <ul style="list-style-type: none"> <li>➤ Proof of income</li> <li>➤ Certificate of Non-filing of taxes and Income Tax Return</li> <li>➤ Medical Certificate, certificate of incapacity, medical record of pregnancy</li> <li>➤ Judicial Decree or Legal separation/ nullity of marriage or annulment</li> <li>➤ Fact of Abandonment</li> <li>➤ Affidavit of two disinterested person</li> <li>➤ Proof of guardianship, adoption decree</li> <li>➤ Order of adoption and Foster Parent license</li> <li>➤ Judicial declaration of absence or presumptive death of parents</li> </ul> </li> </ul>	<p>Municipal Civil Registrar (MCR)</p> <p>Bureau of Jail and Management Protection (BJMP) Philippine Overseas Employment Association (POEA) and Employer</p> <p>Employer or Bureau of Internal Revenue (BIR) BIR</p> <p>Hospital or Physician</p> <p>Court</p> <p>Philippine National Police (PNP) or barangay Public Attorney's Office and Notary Public</p> <p>Court</p> <p>Department of Social Welfare and Development (DSWD) and National Authority for Child Care (NACC) Court</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the complete requirements	1. Validate the requirements	None required	5 minutes	Staff, MSWD Office
2. Wait until the ID is completed	2. Prepare/ print ID and record in the logbook	None required	5 minutes	Staff, MSWD Office
3. Receive the ID	3. Release ID to applicant	None required	1 minute	Staff, MSWD Office
	TOTAL		11 minutes	



# **Office of the Municipal Planning and Development Coordinator**

## **External Services**





## 1. PROCESSING OF DEVELOPMENT PERMIT (DP) and RECLASSIFICATION OF AGRICULTURAL LANDS

The processing of Development Permit and Reclassification of Agricultural Lands for subdivisions and for commercial and industrial developments.

<b>Office or Division:</b>	MUNICIPAL PLANNING AND DEVELOPMENT OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Application Form 2. Letter request for DP/Reclass. addressed to the Municipal Mayor and Vice Mayor 3. Photocopy of Land Title 4. Deed of Sale (if applicable) 5. Photocopy of Location Plan 6. Photocopy of Project Plan 7. Photocopy of Subdivision Plan		1. MPDO 2. To be provided by the client 3. RD or DAR 4. Client 5. Client 6. Client 7. Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a copy of the documentary requirements for assessment, verification and fill up the application form	1. For D.P. -Evaluate the application and endorse to the Sangguniang Bayan for approval 2. For Reclass. - Evaluate the application and endorse to the Sangguniang Bayan for deliberation and decision	None	5 minutes	MPDC - Municipal Planning and Development Office
<b>TOTAL:</b>			5 minutes	



## 2. ISSUANCE OF DEVELOPMENT PERMIT and RECLASSIFICATION OF AGRICULTURAL LANDS

The Development Permit and Reclassification of Agricultural Lands for subdivisions and for commercial and industrial developments is issued after the presentation of the resolution/ordinance approving the request by the developer/investor.

<b>Office or Division:</b>	MUNICIPAL PLANNING AND DEVELOPMENT OFFICE
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2B
<b>Who may avail:</b>	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> <li>1. Accomplished Application Form</li> <li>2. Letter request for DP/Reclass. addressed to the Municipal Mayor and Vice Mayor</li> <li>3. Photocopy of Land Title</li> <li>4. Deed of Sale (if applicable)</li> <li>5. Photocopy of Location Plan</li> <li>6. Photocopy of Project Plan</li> <li>7. Photocopy of Subdivision Plan</li> </ol>	<ol style="list-style-type: none"> <li>1. MPDO</li> <li>2. To be provided by the Client</li> <li>3. RD or DAR</li> <li>4. Client</li> <li>5. Client</li> <li>6. Client</li> <li>7. Client</li> </ol>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a copy of the approved Sangguniang Bayan Resolution/Ordinance	1. Issue order of payment. 1.1 Prepare Decision on Zoning and/or Development Permit	For DP- 2.00/sqm For Reclass. – Res'l. 5/sqm. Comm'l. 10/sqm. Ind'l – 20/sqm.	5 minutes	MPDC - Municipal Planning and Development Office
2. Pay the required fees at the Treasurer's Office showing Order of Payment	Release Development Permit or Decision on Zoning	None	2 minutes	Revenue Collection Clerk II, Municipal Treasurer's Office
3. Present OR and claim the Decision on Zoning and/or Development Permit	Release the Locational Clearance	None	1 minute	MPDC or Staff, Municipal Planning and Development Office
<b>TOTAL:</b>			<b>8 minutes</b>	



### 3. ISSUANCE OF LOCATIONAL CLEARANCE

The Locational Clearance is issued to individuals/company/establishments who are planning to construct or improve their building or any facility. The clearance states that project conforms with the Comprehensive Land Use Plan of the municipality.

<b>Office or Division:</b>	MUNICIPAL PLANNING AND DEVELOPMENT OFFICE
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> <li>Accomplished Application Form</li> <li>Photocopy of Land Title</li> <li>Deed of Sale (if applicable)</li> <li>Photocopy of Location Plan</li> <li>Photocopy of Project Plan</li> <li>Photocopy of Subdivision Plan</li> <li>Copy of Tax Declaration</li> <li>Copy of Updated Tax Receipt</li> <li>Copy of Clearance from the Barangay Council</li> </ol>	<ol style="list-style-type: none"> <li>MPDO</li> <li>RD, DAR</li> <li>Client</li> <li>Client</li> <li>Client</li> <li>Client</li> <li>Assessor's Office</li> <li>Treasurer's Office</li> <li>Barangay where project is located</li> </ol>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a a copy of the documentary requirements for assessment and verification and fill up the application form	1. Receive the required documents and check for completeness 1.1 Issue Order of Payment if all required documents are given 1.2 Start processing the request	250.00 or 1/10 of 1% of the project	3 minutes	MPDC, Municipal Planning and Development Office
2. Pay the required fees at the Treasurer's Office showing Order of Payment	2. Accept the payment based on the Order of Payment		2 minutes	Revenue Collections Clerk II, Municipal Treasurer's Office
3. Present O. R. and claim the Locational Clearance	3. Release the Locational Clearance		1 minute	MPDC, Municipal Planning and Development Office
	<b>TOTAL:</b>	250.00 or 1/10 of 1% of the project cost	6 minutes	



## **Office of the Municipal Treasurer**

### **External Services**



## 1. Issuance of Community Tax Certificate (CTC) – Corporation

The Community Tax Certificate is issued to business establishments / companies indicating the payment of basic community tax and additional tax based on the gross receipts of the previous year. This is also one of the requirement in securing the annual renewal of business for Mayors Permit.

<b>Office or Division:</b>	Municipal Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	Business Establishments within San Rafael, Bulacan			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Financial statement or proof of income.		Window 1 and 2		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished information sheet.	Encode data and print the CTC.	Basic P500.00 plus additional community tax not to exceed P10,000.00, based on gross receipts including dividends/earnings derived from business in the Phils during the preceding year (P2.00 for every P5,000.00).	5 minutes	Revenue Collection Clerk II, Municipal Treasurer's Office
2. Pay the amount due and affix signature. Claim the CTC.	Receive payment and issue the original copy of CTC.	None	5 minutes	Revenue Collection Clerk II, Municipal Treasurer's Office
	<b>TOTAL</b>		<b>10 minutes</b>	



## 2. Issuance of Community Tax Certificate (CTC) - Individual

The Community Tax Certificate is issued to individuals needing this document for whatever purpose indicating the payment of basic community tax and additional community for those with gross receipts and salary.

<b>Office or Division:</b>	Municipal Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Qualified residents of San Rafael and other community			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Previous Cedula or proof of income, if available.		Window 1 and 2		
Valid ID (any government issued ID)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished information sheet.	Encode data and print the CTC.	Basic P5.00 plus P45.00 for unemployed with 2% monthly interest starting March / or P1.00 per P1,000.00 of gross receipts or earnings but not to exceed P5,000.00.  Senior Citizen and PWD Basic P5.00 with 2% monthly interest starting March.	5 minutes	Revenue Collection Clerk II, Municipal Treasurer's Office
2. Pay the amount due, affix signature and thumbmark. Claim the CTC.	Receive payment and issue the original copy of CTC.	None	5 minutes	Revenue Collection Clerk II, Municipal Treasurer's Office
	<b>TOTAL</b>		10 minutes	



### 3. Issuance of Official Receipt

The Official Receipt is issued to individuals as proof of payment for the processing of documents such as Permits and Licenses, Local Civil Registry, Engineering permit, Municipal Planning and Development certificates, Assessor certification/fee, Rural Health certificates, PNP traffic violations/police clearance, PTR and other fees and charges.

<b>Office or Division:</b>	Municipal Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Qualified residents of San Rafael and other community			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of payment		Window 1 and 2		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit order of payment	Process Official Receipt (OR).	Based on the Municipal Revenue Code.	3 minutes	Revenue Collection Clerk II, Municipal Treasurer's Office
2. Pay the amount due and receive OR.	Receive payment and issue OR.		5 minutes	Revenue Collection Clerk II, Municipal Treasurer's Office
	<b>TOTAL</b>		8 minutes	



#### 4. Real Property Tax Payment

The real property tax represents the payment by registered owners on a yearly basis on all types of declared properties such as residential, agricultural, commercial, industrial, mineral and special.

<b>Office or Division:</b>	Municipal Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Real Property Owners or representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Previous Official Receipt Copy of Title or tax declaration		Window 3 and 4		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirements	Compute the real property tax due.	2% of the assessed value of the real property plus penalty, if applicable	5 minutes	Local Treasury Operation Officer I / Revenue Collection Clerk II, Municipal Treasurer's Office
2. Pay the amount due and receive Official Receipt (OR).	Receive payment and issue OR.		5 minutes	Local Treasury Operation Officer I / Revenue Collection Clerk II Revenue Collection Clerk II, Municipal Treasurer's Office
	<b>TOTAL</b>		10 minutes	





# Office of the Municipal Agriculturist

## External Services



## 1. DISTRIBUTION OF CERTIFIED/ HYBRID RICE SEEDS

Distribution of Certified Palay Seeds under the Rice Competitiveness and Enhancement Fund RCEF Program and the Expanded Inbred Program and distribution of Hybrid Rice Seeds under the Expanded Hybrid Program.

<b>Office or Division:</b>	Municipal Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Registered farmers under the new Registry System for Basic Sectors in Agriculture (RSBSA).			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. RSBSA Farmer's ID		Municipal Agriculture Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present requirement	1. Check requirement. Sign/ fill-up Client Satisfaction Form (CSF) and signed lists, documentation and issuance of claim slip.	None	5 minutes	Agricultural Technologist/ Municipal Agriculturist  Municipal Agriculture Office
2. Proceed to Warehouse. Present claim slip and receive seeds.	2. Release Certified Palay/ Hybrid Rice Seeds/ to farmers	None	5 minutes	Agricultural Technologist/Staff  Municipal Agriculture Office
Total			10 minutes	



## 2. DISTRIBUTION OF NON-ORGANIC/CHEMICAL FERTILIZERS

Distribution of Urea (46-0-0) Fertilizers under the Rice Competitiveness and Enhancement Fund RCEF Program, the Expanded Inbred Program and the Expanded Hybrid Program.

<b>Office or Division:</b>	Municipal Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Registered farmers under the new Registry System for Basic Sectors in Agriculture RSBSA, who received seed support.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. RSBSA Farmer's ID		Municipal Agriculture Office		
2. Empty sack/s of Palay seeds		MAO - Farmer		
3. Official Receipt/Sales Invoice of Urea Fertilizers purchased		Agricultural store-Fertilizer and Pesticide Authority FPA Accredited		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present requirements	1. Check requirements, Signing/filling-up of pertinent forms and signed lists documentation and issuance of claim slip.	None	7 minutes	Agricultural Technologist/ Municipal Agriculturist  Municipal Agriculture Office
2. Proceed to Warehouse, Present claim slip to the person in charge of distribution, claim fertilizers	2. Release Urea Fertilizers to farmers	None	5 minutes	Agricultural Technologist/ Staff  Municipal Agriculture Office
Total			12 minutes	



### 3. DISTRIBUTION OF ORGANIC FERTILIZERS AND VEGETABLE SEEDS

Distribution of Organic Fertilizers for Masterlisted Farmers and Vegetable Growers and Vegetable Seeds (Backyard Gardening Scale) to Vegetable Growers, Barangay Officials, Walk-in clients, public schools and malnourished children.

<b>Office or Division:</b>	Municipal Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Farmers, vegetable growers, barangay captain/official/s, schools and malnourished children			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Palay production/Ricefield, masterlist of farmers, vegetable growers. In the case of public schools, request letter addressed to the Municipal Mayor		Farmer		
b. Vegetable production area				
c. Coordination with the Nutrition Office (they repack the seeds to backyard gardening scale, they are in charge of the distribution among malnourished children.		Municipal Nutrition Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Coordinate with the Municipal Agriculture Office and receive seeds	1. Check requirements, Signing/filling-up of pertinent forms and signed lists and issuance of claim slip.	None	7 minutes	Agricultural Technologist/ Municipal Agriculturist  Office of the Municipal Agriculturist
Total			7 minutes	



#### 4. REGISTRATION OF FARMERS TO REGISTRY SYSTEM FOR BASIC SECTORS IN AGRICULTURE

This service enables the farmers to qualify to the support of the various government agencies such as the Department of Agriculture, Philippine Rice Research Institute, Land Bank of the Philippines and others. Facilitation of services are rendered at the Municipal Agriculture Office.

<b>Office or Division:</b>	Municipal Agriculture Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Farmers (Land owners or tenants) who filled-up the application form and presented the requirements.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original/Photocopy of Title or DAR certificate of land tenancy/ or BARC certification		Farmer, Department of Agrarian Reform/Barangay Agrarian Reform Committee Chairman		
2. Valid Government issued ID and its photocopy		SSS, GSIS, Driver's License, Postal , Voter's, TIN, Senior Citizen, Pag-ibig and Philhealth		
3. 1 piece 2 x 2 ID picture		Farmer/ photo servicing outlet		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present requirements and fill-up application form completely and accurately	1. Verify requirement, Issue Farmers ID number, assist in filling-up application form	None	8 minutes	Agricultural Technologist/ Municipal Agriculturist, Office of the Municipal Agriculturist
	2. Have the application form signed by Barangay Captain/ Municipal Agriculture and Fishery Council Chairman	None	As the Barangay/MAFC Chairman are able to sign (depending on the flow of the process, on a case to case basis)	Agricultural Technologist, Office of the Municipal Agriculturist
2. Claim RSBSA ID	3. Issue RSBSA ID	None	2 minutes	Agricultural Technologist, Office of the Municipal Agriculturist
Total			10 minutes	



## FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<p>Answers the client feedback form and drop it at the designated drop box in the front of the Public Assistance &amp; Complaints Desk</p> <p>Contact info: (044) 764-4032</p>
<p>How feedbacks are processed</p>	<p>Every Friday, the Information Officer opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (044) 764-4032</p>
<p>How to file a complaint</p>	<p>Answer the client Complaint Form and drop it at designated drop box in front of the Public Assistance &amp; Complaints Desk</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>-Full name, address and contact number of the complainant</li> <li>-Narrative of the complaint</li> <li>-Evidences</li> <li>-Name and office of person being complained</li> </ul> <p>For inquiries and follow-ups, clients may contact the following telephone number: (044) 764-4032</p>
<p>How complaints are processed</p>	<p>The Information Officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the Information Officer shall forward the complaint to the Office of the Municipal Administrator. The Municipal Administrator evaluates and determines the complaint received. He shall coordinate to the concerned office to answer the complaint and shall investigate if necessary. The department head concerned shall create a report and submit it to the Head of Agency for appropriate action. The Information Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (044) 764-4032</p>
<p>Contact Information of Municipal Government of San Rafael, ARTA, PCC, CCB</p>	<p>MGO SAN RAFAEL, BULACAN : (044) 764-4032          ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>; 8478 5093          PCC: 8888          CCB: 0908-881-6565</p>



## List of Offices

Office	Address	Contact Information
Office of the Municipal Mayor	Municipal Government of San Rafael, 2 <sup>nd</sup> floor	0917-834-8994
Office of the Municipal Mayor – Business Permits & Licenses	Municipal Government of San Rafael, Ground floor	0917-835-4998
Office of the Municipal Mayor – Human Resource and Management Office	Municipal Government of San Rafael, Ground floor	0917-888-6340
Office of the Municipal Health Officer	Municipal Government of San Rafael Rural Health Unit I – Sampaloc, San Rafael, Bulacan Rural Health Unit II – Maguinao, San Rafael, Bulacan Rural Health Unit III (Birthing Station) – Poblacion, San Rafael Bulacan	0917-115-6333  0917-597-6119  0917-597-6118 0968-894-7776
Office of the Municipal Civil Registrar	Municipal Government of San Rafael, Ground floor	0917-597-6105
Office of the Municipal Assessor	Municipal Government of San Rafael, Ground floor	0917-5040-456
Office of the Municipal Engineer	Municipal Government of San Rafael, Ground floor	0917-597-6107
Office of the Municipal Social Welfare and Development Officer	Municipal Government of San Rafael, Ground floor	0917-597-6110
Office of the Municipal Planning and Development Coordinator	Municipal Government of San Rafael, 2 <sup>nd</sup> floor	0925-621-6195
Office of the Municipal Treasurer	Municipal Government of San Rafael, Ground floor	0917-549-7947
Office of the Municipal Agriculturist	Municipal Government of San Rafael, Ground floor	0917-135-1760