MUNICIPAL GOVERNMENT OF LOS BAÑOS

CITIZEN'S CHARTER

2026 1ST EDITION

VISION

Los Baños' vision is the core principle guiding its development strategies, plans, and programs. This guiding force directs all municipal efforts toward a clear and aspirational purpose. The comprehensive vision intricately shapes development initiatives, ensuring a coherent and purposeful path for the municipality's growth.

Grounding objectives, targets, and strategies in this vision enables Los Baños to align various sectors and stakeholders, promoting a collaborative approach to achieving common goals. Essentially, the vision serves as a vital anchor, formulating the municipality's development efforts and fostering a shared sense of purpose among citizens and decision-makers.

Los Baños' Vision

Los Baños currently envisions itself as:

"A vibrant, safe, and resilient Los Baños that harmoniously blends urban innovation with rural charm while preserving cultural and natural heritage, where healthy, content, and empowered citizens actively engage with multi-sectoral institutions that flourish in a sustainable and inclusive environment under transparent, accountable, and proactive leadership."

MISSION

The Municipal Government of Los Baños shall nurture a progressive and inclusive community that integrates rural character with urban advancement and strong institutions by developing and sustaining innovative programs that ensure the delivery of quality and accessible services in health, education, environment, economic opportunity, culture, and tourism—empowering healthy citizens to flourish in a resilient community.

1. To preserve biodiversity, wildlife and ecosystems in collaboration with stakeholders within the watershed;
2. To cultivate a self-disciplined, scientifically informed community that embraces a nature-based lifestyle;
3. To ensure sustainable resource utilization making the municipality a safe, dynamic, and competitive municipality;
4. To have efficient and participatory systems and processes for the local bureaucracy;
5. To provide access to decent employment, quality and affordable education, health, and other social services and have free access to information;
6. To provide a regulatory business environment that is consistent, unbiased, predictable, and transparent.

SERVICE PLEDGE

We, as public servants of the Municipality of Los Baños, commit to the people that we will render public service with utmost integrity, responsibility and honesty. We will:

Be consistent in applying the rules.
Provide feedback mechanism.
Be polite and courteous.
Demonstrate sensitivity and appropriate behavior and professionalism
Work beyond office hours if necessary.
Respond immediately to complaints.
Provide comfortable waiting areas.
Practice fairness and equality.
And to bear in mind that we are accountable to the people cause
– PUBLIC OFFICE IS A PUBLIC TRUST.

LIST OF SERVICES

Municipal Accounting Office

Processing of Disbursements

Municipal Agriculture Office

Inquiries/ Assistance to New Cooperatives
Issuance of Assorted Vegetables Seeds/ Seedlings
Provision of Anti-Rabies Vaccination for Cats and Dogs
Livestock Dispersal and Monitoring
Issuance of Animal Health Certificates, Certificate of Acceptance, Certificate to Travel Livestock, Fish and Companion Animal
Animal Treatment
Monitoring and Evaluation of Barangay Community Garden/ Hapag, Backyard/ Home Gardens, and Farmers Production Are
Assistance for Data Request, Interviews and Consultation Concerning Different Programs of the Office
Assistance for Stray Dog Catching and Maintenance of Municipal Dog Pound

Municipal Assessor's Office

Issuance of Tax Declaration for Transfer of Ownership Consolidation/ Subdivision
Issuance of Updated Tax Declaration for New Assessment or Reassessment of Buildings/ Machineries
Issuance of Updated Tax Declaration for New Assessment or Reassessment of Lands
Issuance of Updated Tax Declaration for Corrected Information e.g., Spelling of Name, Lot Area, Lot Number, etc…
Issuance of Certified True Copy of Tax Declaration and Other Kinds of Certification

Bids and Awards Committee

Public Bidding
Bid Evaluation and Post-Qualification Evaluation
Issuance of Purchase Order / Contract

Municipal Civil Registry Office

Registration of Regular and Timely Certificate of Live Birth
Delayed Registration of Certificate of Live Birth
Application and Issuance of Marriage License
Registration of Regular and Timely Certificate of Marriage
Delayed Registration of Certificate of Marriage
Registration of Regular and Timely Certificate of Death
Delayed Registration of Certificate of Death
Request for Exhumation Permit
Request for Burial Permit
Request for Cremation Permit
Request and Issuance of Certified True Copy of Birth/Death/Marriage Certificate

Admission of Paternity/R.A. 9255 (An Act Allowing Illegitimate Children to Use the Surname of the Father)

Legitimation with Admission of Paternity, including R.A. 9858 / Supplemental Report
R.A. 9048 - Petition for Change of First Name (CFN)
R.A. 9048 - Petition for Correction of Clerical Error (CCE)
R.A. 10172 - Petition for Correction of Sex, Day in the date of birth, and/or Month in the date of birth
Legal Instruments that will affect the Certificate of Marriage
Legal Instruments that will affect the Certificate of Live Birth
Other Registration of Legal Instruments
Requesting Certified True Copies of Legal Instruments

Municipal Engineering Office

Issuance of Building Permit
Issuance of Certificate of Annual Inspection for Business Permit
Issuance of Certificate of Final Electrical Inspection
Issuance of Certificate of Occupancy
Issuance of Certificate of Inspection for Road Worthiness

Municipal Disaster Risk Reduction and Management Office

Emergency Response Assistance
Request for Disaster Risk Reduction and Management Trainings and Capacity Building
Request for Disaster Risk Reduction and Management Equipment/Logistics
Research Interview

Municipal Health Office

Animal Bite Treatment Services
Pharmaceutical Services
Medical Consultation
Issuance of Medical Certificate
Laboratory Services
Dental Consultation
Issuance of Dental Certificate
Child Care Services
Issuance of Death Certificate

Municipal Human Resource Management Office

Issuance of Service Records, Certificate of Employment and/or Other Certifications
Issuance of Permit to Travel Abroad
Applying for a Job in the Municipal Government
Request for Authenticated Copy of Employees' Information 201 file
Application for Leave

Information and Communication Systems Office (ICSO)

Issuance of Vaccination Card

Local Youth and Development Office

Youth Organization Registration Program
Sports and Development: Cash Incentives for Exemplary Performance in Sports
Educational Assistance Program: Cash Grant and Incentives
Issuance of Library Card

Municipal Economic Enterprise: Market

Issuance of Certification of No Outstanding Obligation
Payment of Market Fees (Rental)
Payment of Market Fees (Utilities)
Special Promotional Fee

Municipal Mayor's Office

Issuance of Mayor's Working Permit
Issuance of Mayor's Permit to Conduct Motorcade/Parade
Issuance of Mayor's Permit to All Advertising Activities
Public Customer Assistance

Municipal Planning and Development Office

Data Request/Assistance to Researchers
Issuance of Locational Clearance for:

Titling Application
Building Application
Non-Indigenous/Indigenous Residential
Commercial
Agro-Industrial and Industrial
Land Reclassification

Issuance of Zoning Certification
Issuance of Development Permit for Subdivision and Memorial Parks
Issuance of Certificate of Final Inspection for Occupancy Permit Application
Application for Variance from the Local Zoning Board of Appeals
Endorsement to Sangguniang Bayan for Simple Land Subdivision

Municipal Nutrition Action Office

Management of Acute Malnutrition

Person with Disability Affairs Office

Registration and Issuance of PWD ID
Provision of Assistive Device for Persons with Disabilities
Walk-in Issuance of Booklet (Medicine/Grocery)
Issuance of Certificate of Cancellation
Issuance of Certifications

Public Employment Service Office

Company Accreditation for Local Hiring and Job Fair Participation
Job Vacancy Posting and Referral
Local and Overseas Recruitment
Skills and Livelihood Training Services
Career Information Counseling Work Orientation Program
Labor Market Information

Public Order and Safety Office/ Transportation and Regulation Unit

Payment Penalties for Municipal Ordinances Violations
Issuance of Motorized Tricycle Operator's Permit for New Franchise
Issuance of Motorized Tricycle Operator's Permit for Renewal of Franchise/ Change of Motor Vehicle
Issuance of Motorized Tricycle Operator's Permit (Special Authority for Private Motorized Tricycle)

Municipal Records Office

Request for Certified True Copy of Public Document

Sangguniang Bayan

Accreditation of Civil Society Organizations
Issuance of Certified True Copy of Documents
Filing of Administrative Cases against Elective Barangay Officials

Municipal Economic Enterprise: Slaughterhouse

Acceptance of Livestock and Ante-mortem Inspection
Slaughtering of Small Animals and Issuance of Local Meat Inspection Certificate
Slaughtering of Large Animals and Issuance of Local Meat Inspection Certificate
Meat Inspection Services, Fee Assessment, and Issuance of Official Receipt

Municipal Social Welfare and Development Office

Assistance to Individuals in Crisis Situations (Damayan sa Kapwa Program and Damayan sa Kalusugan Program):

- Application for Hospital Bill Assistance
- Application for Medicine or Assistive Devices
- Application for Medical Procedures
- Application for Burial Assistance
- Application for Social Case Study Report
- Application for Different Certifications

Pre-Marriage Orientation and Pre-Marriage Counseling
Application for Solo Parent Identification
Women and Children Program
Implementation of RA 9344 (Comprehensive Juvenile and Justice Welfare System and RA 7610 (Special Protection Against Child Abuse Exploitation and Discrimination)
Dangerous Drugs Act of 2002
Early Childhood Care and Development Program
Camp Management Plan for Disasters
Paraiso ng Bayan

Municipal Treasurer's Office

Face to Face and Online Business Registration (Renewal)
Face to Face and Online Business Registration (New Applicant)
Business Termination/Closure
Payment of Traffic and Municipal Ordinance Violation
Payment of Real Property Tax
Payment of Real Property Tax Clearance
Issuance of Community Tax Certificate (CTC) Individual and Corporation
Issuance of Barangay Business Clearance and Barangay Building Clearance

Payment for Fees for Sealing and Licensing of Weights and Measure Instrument
Payment of Contractor's Tax
Collection of Other Payments:

A. From Municipal Assessor

Certification Fee for No Real Property
Certified True Copy of Tax Declaration
Annotation Fee
Transfer Tax

B. From Municipal Civil Registrar

Birth, Marriage, Death, Solo Parent Certificate
Certified True Copy of Birth, Marriage and Death
Permit for Burial, Exhumation, Transfer of Cadaver, Cremation
Marriage License
Solemnization Fee
Late Registration Service Fee
Legitimation
Authority to Use Surname, Change of Name and Gender
Petition for Clerical Error with Service Charge

C. From Municipal Engineering

Permit for Building, Wiring, CEI, Fire Code Fee, Signage

D. From Mayor's Office, Sangguniang Bayan Office, Bids and Awards Committee Office, TRU

Mayor's Permit
Mayor's Clearance
BID Document
BAC Accreditation
Franchise

Municipal Tourism Office

Research Assistance and Data Request
Conduct of Survey and/or Intervie
Conduct of Lakbay Los Baños (Tour)
Guest Relations Assistance

Municipal Urban Development and Housing Office

Information Extension Service
Issuance of Certificate for the Electric Connection, Water Connection, Building Permit and Tax Declaration

Municipal Vice Mayor's Office

Damayan sa Kapwa
Partner Guarantee Letter

FRONTLINE SERVICES

Business Permits & Collection of Payments
Real Property Assessment
Building Permit & Repairs
Zoning Certificate/Locational Clearance
Civil Registry Services
Market Administration
Slaughterhouse
Agricultural Services

1. BUSINES PERMITS & COLLECTION OF PAYMENTS

1.1 Business Registration (Renewal) – Face to Face

Office/Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2B - Government to Business Owners
Who may avail:	Business Owners/ Establishments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Copy of DTI Registration (if expired)	Department of Trade and Industry
2. Basis for computing taxes (ITR/Quarterly/Monthly BIR payments/Sworn Statement of Gross Receipts/sales POS for the preceding calendar year)	Bureau of Internal Revenue (BIR)/Owner
3. Duly Accomplished Business Permit Application	Municipal Treasurer's Office - BPLO
4. Photocopy Previous Year Mayor's Permit/License and Official Receipt	Business Owner
5. Photocopy of Official Receipt of Previous Year Real Property Tax Payments/Tax Clearance showing that the business owner/operator had paid all his Real Property Tax obligations in this Municipality, if none go to the window of real property for initial of tax clearance	Business Owner
6. Photocopy of Mayor's Permit of Lessor (prior year)	Business Owner
7. Photocopy of the Latest Lease Contract duly notarized	Lessor
8. List of employees and address	Business Owner
9. Original certification from Market Administrator (for market stallholders)	Business Owner
10. Photocopy of Corporate Community Tax Certificate (if head office of the business is located outside Los Baños)	Business Owner
11. Other clearance/permit that other agencies may require (Certificate from LLDA, Certificate of lifeguard for resorts, Certificate of Non-Coverage from DENR for Sash Furniture and Junkshop, Police Clearance of owners for junkshop, ECC for Gasoline Station, Clearance from Provincial Treasurer's Office for printing press)	Business Owner

12. Oath of Undertaking for buildings more than 15 years for the following business: a. Space Rental (Owner), Dorms, Apartments b. Bank c. School d. Commercial Building (Owner/Lessor) e. Church f. Gym (Owner's Building/Lessor) g. Covered Court h. Assembly Area i. Gas Station j. Fast-food and Restaurants (Owner) k. Resort l. Hospital m. Malls For buildings less than 15 years: a. Certificate of Occupancy b. If none, or unavailable: i. Affidavit of no additional construction/extension (from original) j. Affidavit of no change of use of building	Business Owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
Secures queue number for purpose		None	1 minute	Queuing Machine
1. Submits requirement and provides information	1.1 Calls the applicant 1.2 Receives and reviews accomplished forms and all requirements 1.3 Inputs to the computer all personal information and assigned business ID number 1.4 Verifies locational if conforms to the zoning requirements	None	30 Minutes	Administrative Aide -Receiving Counter - BPLO Zoning Inspector or authorized staff from Municipal Planning and Development Coordinator

	1.5 Verifies and encode BAI fees in accordance with the National Building Code and local ordinance requirements 1.6 Verifies and issues Sanitary permit in accordance with the local ordinance 1.7Assess/Compute all fees and taxes 1.8 FSIC fees and certificate-from the BFP			Clerk II or authorized staff from Office of the Municipal Engineer Sanitary Inspector or authorized staff from the Municipal Health Office Business License Inspector Local Revenue Collection Officer I RCC III BFP Personnel
2. Pays computed tax and fees	2.1 Calls the Applicant; 2.2 Receive payments and Issues Official Receipts and community tax certificate	Business Tax and other fees depending on the 2009 Revenue Code.	10 Minutes	Bookbinder II/Bookbinder IV/ Administrative Aide I Administrative Aide
3. Printing, Scanning and Releasing of Permit	3.1 Receives documents, print the mayor's and business permits and barangay business clearances 3.2 Scan documents 3.3 Release permits	None	10 minutes	Administrative Aide
Total Processing Time: 2 Hours			**Working Days:** Within the day	
Total Processing Fee: Business Tax and other fees depending on the Local Revenue Code of 2009			**Total Standard Fee:** Business Tax and other fees depending on the Local Revenue Code of 2009	
End of Service				

1.2 Business Registration (Renewal) – Online

Office/Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2B - Government to Business Owners
Who may avail:	Business Owners/ Establishments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Copy of DTI Registration (if expired)	Department of Trade and Industry
2. Basis for computing taxes (ITR/Quarterly/Monthly BIR payments/Sworn Statement of Gross Receipts/sales POS for the preceding calendar year)	Bureau of Internal Revenue (BIR)/Owner
3. Duly Accomplished Business Permit Application	Municipal Treasurer's Office - BPLO
4. Photocopy Previous Year Mayor's Permit/License and Official Receipt	Business Owner
5. Photocopy of Official Receipt of Previous Year Real Property Tax Payments/Tax Clearance showing that the business owner/operator had paid all his Real Property Tax obligations in this Municipality, if none go to the window of real property for initial of tax clearance	Business Owner
6. Photocopy of Mayor's Permit of Lessor (prior year)	Business Owner
7. Photocopy of the Latest Lease Contract duly notarized	Lessor
8. List of employees and address	Business Owner
9. Original certification from Market Administrator (for market stallholders)	Business Owner
10. Photocopy of Corporate Community Tax Certificate (if head office of the business is located outside Los Baños)	Business Owner
11. Other clearance/permit that other agencies may require (Certificate from LLDA, Certificate of lifeguard for resorts, Certificate of Non-Coverage from DENR for Sash Furniture and Junkshop, Police Clearance of owners for junkshop, ECC for Gasoline Station, Clearance from Provincial Treasurer's Office for printing press)	Business Owner

12. Oath of Undertaking for buildings more than 15 years for the following business: a. Space Rental (Owner), Dorms, Apartments b. Bank c. School d. Commercial Building (Owner/Lessor) e. Church f. Gym (Owner's Building/Lessor) g. Covered Court h. Assembly Area i. Gas Station j. Fast-food and Restaurants (Owner) k. Resort l. Hospital m. Malls For buildings less than 15 years: a. Certificate of Occupancy b. If none, or unavailable: i. Affidavit of no additional construction/extension (from original) j. Affidavit of no change of use of building	Business Owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
1. A. visit ebosslosbanos.com **If with credentials, log in **If no credentials, create an account B. Fill up the e-BOSS registration for those with no credentials C. Applicant will see the dashboard, click the renewal - link for existing business				

D. Enter the following: i. Mayor's permit 4-digit transaction/ID No. ii. Business owner name iii. Address iv. Mobile number v. Email address E. Upload the previous mayor's permit F. Wait for the approval: i. Once approved, fill up information needed and upload requirements ii. Once submitted, wait for the verification approval of other offices	Verifies information and documents requirements uploaded. Approving offices: a. Verification of submitted documents - BPLO b. Verifies if conforms to Locational and Zoning Requirements - MPDO c. Verifies and encode BAI Fees in accordance with the National Building Code and Local Ordinances - Engineering d. Verifies and issues Sanitary permit in accordance with the local ordinance - Health Office e. Assess/Compute all fees and taxes - Treasury Office	. None	30 Minutes	Administrative Aide/BPLO (Verification) Business License Inspector/ RCCIII/ LRCO I (Assessment)
2. Payment - upload proof of payment. Once credited to the LGU account, the Treasury Office will issue an official receipt. FSIC payment is through online system of the BFP. Once FSIC has been paid, the BFP will click on the system to proceed to printing	Verifies thru the Landbank LinkBiz portal. Verifies if credited to the LGU account thru the Landbank We Access	Business Tax and other fees depending on the 2009 Revenue Code.	10 Minutes	Bookbinder II/Bookbinder IV/ Administrative Aide

3. The applicant can print the digital copy of his Mayor's and Business Permit and barangay business clearance. The community tax certificate can be pick up for signature and thumb mark.		None	10 minutes	Administrative Aide
Total Processing Time: 2 Hours			**Working Days:** Within the day	
Total Processing Fee: Business Tax and other fees depending on the Local Revenue Code of 2009			**Total Standard Fee:** Business Tax and other fees depending on the Local Revenue Code of 2009	
End of Service				

1.3 Business Registration (New Applicant) – Face to Face	
Office/Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2B - Government to Business Owners
Who may avail:	Business Owners/ Establishments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Proof of business registration, incorporation, or legal personality (DTI, SEC, CDA)	Business Owner
2. Duly Accomplished Business Permit Application	Municipal Treasurer's Office - BPLO
3. Duly signed Inspection Report	Business Owner
4. Sketch and picture of Location of the business	Business Owner
5. Photocopy of official receipt of real property tax payments/tax clearance showing that the business owner/operator had paid all his Real Property Tax obligations in this Municipality	Business Owner
6. Photocopy of Mayor's Permit of Lessor (prior year)	Business Owner
7. Photocopy of the Latest Lease Contract duly notarized	Lessor
8. List of employees and address	Business Owner
9. Original certification from Market Administrator (for market stallholders)	Business Owner
10. Photocopy of latest Corporate Community Tax (if head office of the business is located outside Los Baños)	Business Owner

11. Other clearance/permit that other agencies may require (Certificate from LLDA, Certificate of lifeguard for resorts, Certificate of Non-Coverage from DENR for Sash Furniture and Junkshop, Police Clearance of owners for junkshop, ECC for Gasoline Station, Clearance from Provincial Treasurer's Office for printing press)	Business Owner
12. Oath of Undertaking for buildings more than 15 years for the following business: a. Space Rental (Owner), Dorms, Apartments b. Bank c. School d. Commercial Building (Owner/Lessor) e. Church f. Gym (Owner's Building/Lessor) g. Covered Court h. Assembly Area i. Gas Station j. Fast-food and Restaurants (Owner) k. Resort l. Hospital m. Malls For buildings less than 15 years: a. Certificate of Occupancy b. If none, or unavailable: i. Affidavit of no additional construction/extension (from original) j. Affidavit of no change of use of building	Business Owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
Secures queue number for purpose		None	1 minute	Queuing Machine
Submit DTI/Sketch and picture of location of business and duly accomplished application form. Wait for the call from the inspection team for the scheduled day of inspection	Check applications and intial requirements and advise the applicant that they will be schedule for inspecton	None	2 minutes	Administrative Aide -Receiving Counter - BPLO

After the business has been inspected, applicant can secure number for the purpose		None	1 minute	Queuing Machine
1. Submits requirement and provides information	1.1 Calls the applicant 1.2 Receives and reviews accomplished forms and all requirements; 1.3 Inputs to the computer all personal information and assigns business ID number:	None	1 Hour	Administrative Aide - Receiving Counter - BPLO
	1.4 Verifies locational if conforms to the zoning requirements - MPDO 1.5 Verifies and encode BAI fees in accordance with the National Building Code - Engineering Office 1.6 Verifies and issue Sanitary Permit in accordance with the local ordinance - Health Office 1.7 Assess/ Compute all fees and taxes - Treasury Office 1.8 FSIC Fees and Certification - from the BFP			Zoning Inspector or authorized staff from Municipal Planning Office Clerk II or authorized staff from Engineering Office Sanitary Inspector or authorized staff from Health Office Business License Inspector/RCC III/Local Revenue Collection Officer I from Treasury Office BFP Personnel

2. Pays computed taxes and fees. Receives Business Permit	2.1 Calls the Applicant; 2.2 Issues Official Receipts; 2.3 Issues business permit and other permits/clearances	Business Tax and other fees depending on the 2009 Revenue Code.	1 Hour	Bookbinder II/ Bookbinder IV/ Administrative Aide I - Administrative Aide - BPLO for the issuance of Business Permit and other permits/clearances.
3. Printing, Scanning and Releasing of Permit	3.1 Receives documents, print the mayor's and business permits and barangay business clearances 3.2 Scan documents 3.3 Release permits	None	10 minutes	Administrative Aide
Total Processing Time: 2 Hours			**Working Days:** 2 Days	
Total Processing Fee: Business Tax and other fees depending on the Local Revenue Code of 2009			**Total Standard Fee:** Business Tax and other fees depending on the Local Revenue Code of 2009	
End of Service				

1.4 Business Registration (New Applicant) – Online

Office/Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2B - Government to Business Owners
Who may avail:	Business Owners/ Establishments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Proof of business registration, incorporation, or legal personality (DTI, SEC, CDA)	Business Owner
2. Duly Accomplished Business Permit Application	Municipal Treasurer's Office - BPLO
3. Duly signed Inspection Report	Business Owner
4. Sketch and picture of Location of the business	Business Owner
5. Photocopy of official receipt of real property tax payments/tax clearance showing that the business owner/operator had paid all his Real Property Tax obligations in this Municipality	Business Owner

6. Photocopy of Mayor's Permit of Lessor (prior year)	Business Owner
7. Photocopy of the Latest Lease Contract duly notarized	Lessor
8. List of employees and address	Business Owner
9. Original certification from Market Administrator (for market stallholders)	Business Owner
10. Photocopy of latest Corporate Community Tax (if head office of the business is located outside Los Baños)	Business Owner
11. Other clearance/permit that other agencies may require (Certificate from LLDA, Certificate of lifeguard for resorts, Certificate of Non-Coverage from DENR for Sash Furniture and Junkshop, Police Clearance of owners for junkshop, ECC for Gasoline Station, Clearance from Provincial Treasurer's Office for printing press)	Business Owner
12. Oath of Undertaking for buildings more than 15 years for the following business: a. Space Rental (Owner), Dorms, Apartments b. Bank c. School d. Commercial Building (Owner/Lessor) e. Church f. Gym (Owner's Building/Lessor) g. Covered Court h. Assembly Area i. Gas Station j. Fast-food and Restaurants (Owner) k. Resort l. Hospital m. Malls For buildings less than 15 years: a. Certificate of Occupancy b. If none, or unavailable: i. Affidavit of no additional construction/extension (from original) j. Affidavit of no change of use of building	Business Owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
Secures queue number for purpose		None	1 minute	Queuing Machine

Submit DTI/Sketch and picture of location of business and duly accomplished application form	1. Accept applications and initial requirements and advise the applicant that they will be schedule for inspection	None	2 minutes	Administrative Aide - Receiving Counter - BPLO
If business has been inspected and inspection report has been duly signed by the inspectors: Applicant can now proceed on the online application		None	1 minute	Queuing Machine
Visit ebosslosbanos.com. * If with credentials, log in *If no credentials, create an account On the dashboard, click NEW to apply for new business * Upload all documents needed		None		
	Verifies information and documents requirements uploaded. Approving offices: a. Verification of submitted documents - BPLO b. Verifies if conforms to Locational and Zoning Requirements - MPDO c. Verifies and encode BAI Fees in accordance with the National Building Code and Local Ordinances - Engineering	None	30 minutes	Administrative Aide/ BPLO (Verification) Business License Inspector/RCC III/LRCO I (Assessment)

d. Verifies and issues Sanitary permit in accordance with the local ordinance - Health Office e. Assess/Compute all fees and taxes - Treasury Office				
2. Payment - upload proof of payment. Once credited to the LGU account, the Treasury Office will issue an official receipt. FSIC payment is through online system of the BFP. Once FSIC has been paid, the BFP will click on the system to proceed to printing	Verifies thru the Landbank LinkBiz portal. Verifies if credited to the LGU account thru the Landbank We Access	Business Tax and other fees depending on the 2009 Revenue Code.	10 Minutes	Bookbinder II/Bookbinder IV/ Administrative Aide
3. The applicant can print the digital copy of his Mayor's and Business Permit and barangay business clearance. The community tax certificate can be pick up for signature and thumb mark.		None	10 minutes	Administrative Aide
Total Processing Time: 2 Hours			**Working Days:** 2 Days	
Total Processing Fee: Business Tax and other fees depending on the Local Revenue Code of 2009			**Total Standard Fee:** Business Tax and other fees depending on the Local Revenue Code of 2009	
End of Service				

1.5 Business Termination/Closure	
Office/Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2B - Government to Business Owners
Who may avail:	Business Owners/ Establishments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished Application of Business Permit Termination/Closure	Municipal Treasurer's Office - BPLO
2. Original latest Mayor's Permit	Business Owner
3. ITR/Quarterly/Monthly BIR payments/Sworn Statement of Gross Receipts/sales for the preceding calendar year.	Bureau of Internal Revenue (BIR)/Owner

4. DTI Cancellation (photocopy)	DTI
5. Barangay Business Closure (photocopy)	Barangay where business is located

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
Secures queue number for purpose		None	1 minute	Queuing Machine
1. Submits requirement and provides information	1.1 Calls the applicant 1.2 Receives and reviews accomplished forms and all requirements; 1.3 Assess/Compute taxes for termination of business	None	30 minutes	Administrative Aide - Receiving Counter - BPLO Business License Inspector Local Revenue Collection Officer I RCC III
2. Pays computed tax for closure	2.1 Accepts payment and issue official receipts 2.2 Approval of Business Closure 2.3 Releasing of approval of business closure	Depending on the provisions of 2009 Revenue Code	2minutes 1 minute 1 minute	Bookbinder II, Bookbinder IV, and Administrative Aide I BPLO Administrative Aide - BPLO

Total Processing Time: 34 minutes	**Working Days:** Within the day
Total Processing Fee: Business Tax and other fees depending on the Local Revenue Code of 2009	**Total Standard Fee:** Business Tax and other fees depending on the Local Revenue Code of 2009
End of Service	

1.6 Collection of Other Payments

Office/Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Taxpayers and Real Property Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any of the following:	
Certification; Certified True Copy, Annotation, Transfer Tax	Municipal Assessor's Office
Permits (Burial, Exhumation), License (Marriage), Petition for Clerical Error, Certification (Birth, Marriage, Death) Legitimation, BREQS, Late Registration, Change Name/Gender and Authority to Use Surname	Municipal Civil Registrar's Office
Permit - Building and wiring permit, CEI, Fire Code fee, signage and occupancy	Municipal Engineering Office
Mayor's Permit, Mayor's Clearance, BID Document, BAC Accreditation, Franchise-Tricycle	Mayor's Office, SB, BAC, TRU

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
Secures queue number for purpose		None	1 minute	Queuing Machine
Present Order of Payment (Municipal Assessor)	Issue Official Receipt and ask for the payment for the following:			
	Certification Fee for no real property, no improvement with Documentary stamp	P 80.00	2 minutes	RCC I/Administrative Aide
	Certified True Copy of Tax Declaration with Documentary stamp	P 80.00	2 minutes	RCC I/Administrative Aide
	Annotation Fee with Documentary stamp	P 1,300.00	2 minutes	RCC I/Admin Aide
	Transfer tax - 50% X 1% OF Market value or selling price whichever is higher		2 minutes	RCC I/Admin Aide

Payment Order from the Municipal Civil Registrar	Certification Fee – Birth, Marriage, Death, Solo Parent Documentary stamp	P 130.00	2 minutes	License Inspector/Admin Aide
	Certification True Copy – Birth, Marriage, Death with Documentary stamp	P 130.00	2 minutes	License Inspector/Admin Aide
	Permit with Documentary stamp – Burial	P 80.00	2 minutes	License Inspector/Admin Aide
	Exhumation	P 130.00	2 minutes	License Inspector/Admin Aide
	Transfer of Cadaver	P 130.00	2 minutes	License Inspector/Admin Aide
	Marriage License Documentary stamp – Marriage application, marriage counseling	P 530.00	2 minutes	License Inspector/Admin Aide
	Solemnization Fee	P 130.00	2 minutes	License Inspector/Admin Aide
	Late Registration Service Fee- Documentary stamp birth, marriage, death	P 230.00	2 minutes	License Inspector/Admin Aide
	Legitimation Documentary stamp	P 130.00	2 minutes	License Inspector/Admin Aide
	Authority to Use Surname Documentary stamp	P 230.00	2 minutes	License Inspector/Admin Aide
	Change of name and gender	P 3,030.00	2 minutes	License Inspector/Admin Aide

	Petition for Clerical Error with service charge Documentary stamp	P 1,000.00	2 minutes	License Inspector/Admin Aide
Payment order from Engineering Office	Permit – building & wiring permit, CEI, fire code fee, signage occupancy		2 minutes	RCC I/Admin Aide
Payment Order from Mayor's Office, Sanggunian g Bayan Office, Bids and Awards Committee Office, TRU	Mayor's Permit with Documentary stamp – local employment	P 230.00	2 minutes	RCC I/Admin Aide
	Mayor's Clearance Documentary stamp – local employment, firearms	P 80.00	2 minutes	RCC I/Admin Aide
	BID document	P 1,000.00	2 minutes	RCC I/Admin Aide
	BAC accreditation		2 minutes	RCC I/Admin Aide
	Franchises – tricycle	P 230.00	2 minutes	RCC I/Admin Aide
Total Processing Time: 44 Minutes			**Working Days:** Within the day	
Total Processing Fee: Business Tax and other fees dependent on the Local Revenue Code and Municipal Ordinances			**Total Standard Fee:** Business Tax and other fees dependent on the Local Revenue Code and Municipal Ordinances	
End of Service				

1.7 Collection of Other Payments (Traffic and Municipal Ordinance Violation)

Office/Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Traffic and Municipal Ordinance Violators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Citation Ticket	Traffic Violators/Municipal Ordinance Offender

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
Secures queue number for purpose		None	1 minute	Queuing Machine

Present Citation Ticket	Present citation ticket	None	Refer to TRU	Issuing Administrative Aide of TRU
Proceed to the Window of General Collections of the Treasurer's Office and present ticket	Check on the system the amount due send by the TRU Office and Inform the violators of the corresponding amount. Ask for payment and issues official receipt	Depends on the Violations/ and provisions of the Municipal Ordinance as encoded by the TRU Office on the system	2 minutes	License Inspector and RCC I/Administrative Aide
Total Processing Time: 2 Minutes			**Working Days:** Within the day	
Total Processing Fee: Depends on the Municipal Ordinance /Traffic Violations violated			**Total Processing Fee:** Depends on the Municipal Ordinance/Traffic Violations violated	
End of Service				

1.8 Payment of Real Property Tax

Office/Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Real Property taxpayer/Real Property Owner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
New Tax Declaration	Municipal Assessors Office
Official Receipt of latest payment	Taxpayer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
Secures queue number for purpose		None	1 minute	Queuing Machine
Presents Requirements	Verify the payment on the records	None	5 Minutes	RCC I/Administrative Aide/Bookbinder II
Pays computed real property tax and secures Official Receipt	Issues receipts after verification of tax payment	RPT Basic rate (1%) of Assessed Value (AV) plus	2 Minutes	RCC I/Administrative Aide/Bookbinder II

		RPT Special Education Fund rate (1%) of Assessed Value x years delinquent + penalties		
Total Processing Time: 7 Minutes			**Working Days:** Within the day	
Total Processing Fee: Depends on the Assessed Value of the Real Property			**Total Processing Fee:** Depends on the Assessed Value of the Real Property	
End of Service				

1.9 Payment of Real Property Tax Clearance

Office/Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Owner of Real Property or Authorized Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Latest Payment (Official Receipt)	Taxpayer
Community Tax Certificate / Valid ID	Taxpayer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
Secures queue number for purpose		None	1 minute	Queuing Machine
Present the latest payment OR and CTC/Valid ID	Verify the payment in the records/Prepare the certification of tax clearance	None	3 Minutes	RCC I /Administrative Aide/ Bookbinder II
Pay the tax clearance fee	Issues receipts	Clearance Certificate - P50.00 Documentary Stamp - P 30.00	2 Minutes	RCC I/Administrative Aide/ Bookbinder II
Total Processing Time: 5 Minutes			**Working Days:** Within the day	
Total Processing Fee: Tax Clearance with Documentary Stamp Tax			**Total Processing Fee:** Tax Clearance with Documentary Stamp Tax	
End of Service				

1.10 Issuance of Community Tax Certificate (Individual and Corporation)

Office/Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Los Baños residents, Business Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Individuals 18 years old and above and Corporation	Taxpayer
Community Tax Certificate / Valid ID	Taxpayer
Certificate of Withholding Tax	Taxpayer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
Secures queue number for purpose		None	1 minute	Queuing Machine
Presents all the requirements and provides information	Receives and Checks requirements	None	2 Minutes	RCC I/Admin Aide
	Fill up Community Tax Certificate based on the information given by the taxpayer	May vary depending on the taxpayer's declared income INDIVIDUAL A. Basic - P 5.00 B. Additional community tax - not to exceed P5,000.00 Gross Receipts or earnings derived from business during the preceding year (P1.00 for every P1,000.00) Salaries or Gross Receipts or earnings from exercise of profession or pursuit of any occupation (P1.00 from every P1,000.00)	2 Minutes	RCC I/Admin Aide

		CORPORATION A. Basic – P 500.00 B. Additional community tax not to exceed P10,000.00 Assessed Value of Real Property Owned in the Philippines during the preceding year (P2.00 for every P5,000.00) Gross Receipts including dividends/earnings derived from business in the Philippines during the preceding year (P2.00 for every P5,000.00)		
	Ask for signature and right thumb mark			RCC I/Admin Aide
Total Processing Time: 5 Minutes			**Working Days:** Within the day	
Total Processing Fee: Depending on the Income Tax Return of the client/Business Owners			**Total Processing Fee:** Depending on the Income Tax Return of the client/ Business Owners	
End of Service				

1.11 Issuance of Barangay Business Clearance and Barangay Building Clearance	
Office/Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Those who owns business/building permit applicants

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
DTI	Taxpayer
Barangay Business Clearance (prior year)	Taxpayer
Official receipt (prior year)	Taxpayer

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Designation Office)**
Presents the Barangay Clearance (prior year) and Official Receipt (prior year)	Receives and Checks requirements	None	1 minute	Administrative Aide/ Bookbinder IV

.	Issue Official Receipt and Barangay Business Clearance	Fees and Charges depending on the Barangay Revenue Code	2 Minutes	Administrative Aide/ Bookbinder IV
Present the barangay building permit payment order from the Building Official	Issue Official Receipt	Fees and Charges depending on the Building Official	2 Minutes	Administrative Aide/ Bookbinder IV
Total Processing Time: 4 Minutes			**Working Days:** Within the day	
Total Processing Fee: Depending on the Barangay Revenue Code and Building Official			**Total Processing Fee:** Depending on the Barangay Revenue Code and Building Official	
End of Service				

1.12 Payment of Fees for for Sealing and Licensing od Weights and Measure Instrument

Office/Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All vendors and business establishments using weight and measure instruments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Weight and measure instrument	Taxpayer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
Ask for Schedule of calibration (gasoline station)	None	None	1 minute	Client/Taxpayers
For vendors, present weighing instrument upon inspection	Test, seal and calibrate the weight and measure	None	30 Minutes to 1 Hour (depending on the number of pumps)	Bookbinder II/ Administrative Aide
	Identify and inspect the weigh and measuring instruments following the strict protocol process and conduct a series of tests to determine acceptability and loading test			

Wait for the calibration process	If test fails, inform the owner (either confiscate or lock in pumps and nozzles) Identify the instrument as defective or tampered			
If successful, Pay the fees	Issue Official Receipt	Pursuant to the provisions of the Local Revenue Code	3 Minutes	Bookbinder II/ Administrative Aide
Present the Weight and Measure Instrument	Test, seal and calibrate the weight and measure instruments	None	5 Minutes	Bookbinder II/ Administrative Aide
Pay the fees	Ask for payment and Issue Official Receipt Prepare report at the Office of the Municipal Treasurer	Pursuant to the provisions of the Local Revenue Code	3 Minutes	Bookbinder II/ Administrative Aide
Total Processing Time: 1 Hour and 11 Minutes			**Working Days:** Within the day	
Total Processing Fee: Depending on the number of pumps and storage (for gasoline station) and on the weight and measure instrument of business establishment/owner			**Total Processing Fee:** Depending on the number of pumps and storage (for gasoline station) and on the weight and measure instrument of business establishment/owner	
End of Service				

2. REAL PROPERTY ASSESSMENT

2.1 Issuance of Tax Declaration for Transfer of Ownership Consolidation/Subdivision

Office/Division:	Municipal Assessor's Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Real Property Owners and other agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Form	Transaction Window
Deed of Conveyance	Owner / Notary Public
Certified True Copy of OCT/TCT	
Clearances from BIR and RD	Registry of Deeds BIR / RD

Tax Clearance or Updated Realty Tax Receipt	Municipal Treasurer's Office after paying RPT
Annotation Fee	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
1. Presents / submits all the requirements	1. Inspects and verifies documents for completeness and validity Verification from previous record/tax declaration		15 Minutes 15 Minutes	Clerk I, Tax Mapping Aide Clerk I, Tax Mapping Aide/ Administrative Aide
2. Receives payment order form and pays at the cashier	2. Issues payment order form and advises applicant to pay the required fee at the cashier	₱ 100.00 Annotation Fee per Tax Declaration	3 Minutes	Clerk I/ Treasury - Cashier
3. Receives Transaction Claim Stub w/ Date of New Tax Declaration Release: a. If property has NO IMPROVEMENT = 21 Working Days b. If property has an IMPROVEMENT upon inspection, then additional 14 Working days (35 working days) Shall be present, OR send a representative, to accompany the office's Field	3. Issues claim stub to client and explains the variability of new TD release Corrects Property Boundaries, assigns new PIN, prepares Field Work map Conducts Inspection of Property being Transacted Prepares Inspection Report Records the Transaction in the TMCR (Tax Mapping Control Roll)		5 Minutes 20 Minutes 30 Minutes / 90 Minutes if with Improvement 20 Minutes / 65 Minutes if with Improvement 10 Minutes	Clerk I, Tax Mapping Aide Draftsman I, Clerk II LAOO II, LAOO I, Clerk II, Administrative Aide Clerk II Tax Mapper I, Draftsman I, Data Controller III

Personnel during the inspection of the property being transacted most especially if the property has an improvement	Prepares Initial FAAS based on Inspection Report Reviews and preapproves Initial FAAS Assigns new TD No. and records in the *Logbook* of Assessment Records. Prepares New Tax Declaration / Notice of Assessment and attaches all pertinent documents Signs Final FAAS and New TD		25 Minutes 10 Minutes 10 Minutes 10 Minutes 5 Minutes	LAOO II, LAOO I Assessor LAOO II, LAOO I LAOO II, LAOO I Assessor
4. Upon date of return, Receives approved Tax Declaration	Issues Owner's copy & Notice of Assessment, and have the claimant sign Office Duplicate and Logbook		3 Minutes	Clerk I, Tax Mapping Aide/ Administrative Aide
Explanatory Note *Date of release can be variable due to following factors:* *• Volume of Transactions* *• Properties with NO IMPROVEMENT and which are simply being transferred to new owner can take faster as the approval is within the Local Assessor's Level only* *• A property that has an improvement (usually Building) will take longer as this also takes time since the physical copy of the TD will be submitted to the Provincial Assessor's Office for Final Approval* *• Likewise, Subdivisions and Consolidations of Land Real Property TDs are also subject to the Provincial Assessor's Approval*				

2.2 Issuance of Updated Tax Declaration for New or Reassessment of Building/ Machineries

Office/Division:	Municipal Assessor's Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Real Property Owners and other agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Form	Transaction Window
Approved Building Permit	Municipal Engineering Office
Building Plan	
Certificate of Completion	
Certificate of Occupancy	
Previous Tax Declaration (for reassessment)	Owner's Copy
Tax Clearance or Latest Tax Receipt (for reassessment)	Municipal Treasurer's Office
Completely filled-up Sworn Statement	Transaction Window

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
1. Presents/submits all the requirements	1. Inspects and verifies documents for completeness and validity		15 minutes	Clerk I, LAOO I, LAOO II
2. Receives Transaction Claim Stub	2. Explains to client that the Standard Release for Buildings and Machineries is 35 Working Days		5 Minutes	Clerk I, LAOO I, LAOO II
3. Early on the 35 working days wait, shall be present, OR send a representative, to accompany the office's Field Personnel during the inspection of the property being transacted	3. Corrects Property Boundaries, assigns new PIN, prepares *Field Work* map Conducts inspection to verify and measure the area of the building; location of the Machinery		20 Minutes 90 Minutes	Clerk I, LAOO I, LAOO II, Tax Mapping Aide LAOO II, LAOO I, Clerk II, Administrative Aide

	Prepares Building Sketch / Floor Area Plan		45 Minutes	Clerk II, LAOO I, LAOO II
	Prepares Inspection Report		20 Minutes	Clerk II
	Prepares Initial FAAS based on Inspection Report		25 Minutes	LAOO II, LAOO I
	Reviews and preapproves Initial FAAS		10 Minutes	Assessor
	Assigns new TD No. and records in the *Logbook* of Assessment Records;		10 Minutes	LAOO II, LAOO I
	Prepares New Tax Declaration / Notice of Assessment and attaches all pertinent documents		10 Minutes	LAOO II, LAOO I
	Signs Final FAAS and New TD		5 Minutes	Assessor
4. Upon date of return, Receives approved Tax Declaration	Issues Owner's copy & Notice of Assessment, and have the claimant sign Office Duplicate and Logbook		3 Minutes	Clerk I, Tax Mapping Aide/ Administrative Aide

Explanatory Note

Date of release can be variable due to following factors:

- *Volume of Transactions*
- *Nature of property being transferred – NEW ASSESSMENT (Properties being declared for the 1st time) and REASSESSMENT, properties with changes in MARKET VALUE and ASSESSED VALUE will always be subject to the Final Approval of the Provincial Assessor.*

2.3 Issuance of Updated Tax Declaration for New or Reassessment of Lands

Office/Division:	Municipal Assessor's Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Real Property Owners and other agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form	Transaction Window
2. Request Letter (For reassessment)	Owner
3. Latest Realty Tax Receipt / Tax Clearance (for reassessment)	Municipal Treasurer's Office
4. Previous Tax Declaration (for reassessment)	Owner, as received from Assessor's Office
- -	
** ***For New Assessments of Untitled Land Only*** **	
5. Approved Survey Plan	DENR as surveyed by Licensed Geodetic Engineer
6. Certification that Lot is Alienable & Disposable	DENR / PENRO / CENTRO
7. Lot Data Computation	
8. AWARD Certificate or MUDHO Certification	MUDHO
9. Notarized Affidavit of Ownership	Notary Public as executed by the Claimant/Declarant
10. Notarized Affidavit of Adjoining Lot Owners	Notary Public as executed by adjoining lot owners
11. Certification from Barangay – Possessor and Occupant of Lot	Punumbarangay where lot is situated
- -	
** ***For New Assessments of Titled Land Only*** **	
12. Certified True Copy of Title	Registry of Deeds
13. Approved Survey Plan	DENR as surveyed by Licensed Geodetic Engineer
14. Certified True Copy of Free Patent / Homestead / Miscellaneous Sales Application OR the Certified Copy of the DENR Indorsement of the application to RD	DENR
- -	
15. Annotation Fee	Issued at Transaction window, paid at Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
1. Presents/submits all the requirements	1. Receives and reviews request letter, subject for reassessment		10 Minutes	Clerk I, Tax Mapping Aide, LAOO I, LAOO II

	Verifies previous record in office books/assessment roll For New Assessments, reviews submitted attachments		15 Minutes 15 Minutes	Clerk I, DC III, Draftsman I LAOO I, LAOO II
2. Receives payment order slip Pays annotation fee and submits receipt to Assessor's Office; Receives Transaction Claim Stub:	2. Issues payment order slip and; Issues Transaction Claim Stub; Explains the variability in date of release of New Tax declaration: a) For Reassessment of Lands w/o improvement = 21 working days b) For Reassessment of Lands w/ Improvement = 35 Working days c) For New Assessment of Lands w/ or w/o Improvement = 35 working days	₱100.00 per RPU	5 Minutes 5 Minutes	Clerk II, LAOO I, LAOO II Clerk I, Tax Mapping Aide, LAOO I, LAOO II

3. Early on the 21 - 35 working days wait, shall be present, OR send a representative, to accompany the office's Field Personnel during the inspection of the property being transacted – most especially if the land has an Improvement	Corrects Property Boundaries, assigns new PIN, prepares *Field Work* map		20 Minutes	Draftsman I, Clerk II
	Conducts Inspection of Property being Transacted		30 Minutes / *90 Minutes if with Improvement*	LAOO II, LAOO I, Clerk II, Administrative Aide
	Prepares Inspection Report		20 Minutes / *65 Minutes if with Improvement*	Clerk II
	Records the Transaction in the TMCR (Tax Mapping Control Roll)		10 Minutes	Tax Mapper I, Draftsman I, Data Controller III
	Prepares Initial FAAS based on Inspection Report		25 Minutes	LAOO II, LAOO I
	Reviews and preapproves Initial FAAS		10 Minutes	Assessor
	Assigns new TD No. and records in the *Logbook* of Assessment Records;		10 Minutes	LAOO II, LAOO I
	Prepares New Tax Declaration / Notice of Assessment and attaches all pertinent documents		10 Minutes	LAOO II, LAOO I
	Signs Final FAAS and New TD		5 Minutes	Assessor

4. Upon date of return, Receives approved Tax Declaration	Issues Owner's copy & Notice of Assessment, and have the claimant sign Office Duplicate and Logbook		3 Minutes	Clerk I, Tax Mapping Aide/ Administrative Aide

Explanatory Note

Date of release can be variable due to following factors:

- *Volume of Transactions*
- *Reassessment of Lands would most likely entail change in MARKET VALUE and ASSESSED VALUE and as SUCH is subject to the Final Approval of the Provincial Assessor*
- *Lands declared for the 1st time whether with or without improvements will always be subject to the Final Approval of the Provincial Assessor.*

2.4 Issuance of Updated Tax Declaration for Corrected Information e.g. Spelling of Name, Lot Area, Lot Number, etc…

Office/Division:	Municipal Assessor's Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Real Property Owners and other agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form 2. Request Letter indicating the information that needs correction / update ***Provide the following applicable needed proof for the information to be corrected / updated**** • Certified True Copy of OCT / TCT • Valid Government Issued ID / Passport • Birth Certificate • Lot Data Computation • Other Pertinent Documents 3. Latest Realty Tax Receipt / Tax Clearance 4. Previous Tax Declaration	Transaction Window Owner Registry of Deeds SSS, BIR, LTO, DICT, DFA PSA DENR / PENRO / CENRO Municipal Treasurer's Office Owner as received from the Assessor's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
1. Presents/submits all the requirements	1. Inspects and verifies documents for completeness and validity		10 Minutes	Clerk I, Tax Mapping Aide, LAOO I, LAOO II

	Verifies previous record in office books/assessment roll		15 Minutes	Clerk I, DC III, Draftsman I
2. Receives payment order slip Pays annotation fee and submits receipt to Assessor's Office; Receives Transaction Claim Stub:	2. Explains to the client on the variability of the release timeline – whether the request shall fall into a SIMPLE or COMPLEX transaction a) SIMPLE – Real Properties with recent assessment not older than 1 Year and would not require Field Inspection = 7 working days b) COMPLEX – Real Properties with assessments older than 1 year which may require Field Inspection = 21 days for properties with no improvements / 35 days for properties with improvements.	₱100.00 per RPU	5 Minutes	Clerk I, LAOO I, LAOO II
3. If Transaction falls in the SIMPLE category there will be 7 working days wait time. If property falls in the COMPLEX category - Early on the 21 or 35 working days wait, shall be present, OR send a representative, to accompany the office's Field Personnel during the inspection of the	Corrects Property Boundaries, assigns new PIN, prepares *Field Work* map Conducts Inspection of Property being Transacted Prepares Inspection Report		20 Minutes 30 Minutes / *90 Minutes if with Improvement* 20 Minutes /	Draftsman I, Clerk II LAOO II, LAOO I, Clerk II, Administrative Aide

Property being transacted – most especially if the land has an Improvement	Prepares Inspection Report Records the Transaction in the TMCR (Tax Mapping Control Roll) Prepares Initial FAAS based on Inspection Report Reviews and preapproves Initial FAAS Assigns new TD No. and records in the *Logbook* of Assessment Records; Prepares New Tax Declaration / Notice of Assessment and attaches all pertinent documents Signs Final FAAS and New TD		*65 Minutes if with Improvement* 10 Minutes 25 Minutes 10 Minutes 10 Minutes 10 Minutes 5 Minutes	Clerk II Tax Mapper I, Draftsman I, Data Controller III LAOO II, LAOO I Assessor LAOO II, LAOO I LAOO II, LAOO I Assessor
4. Upon date of return, Receives approved Tax Declaration	Issues Owner's copy & Notice of Assessment, and have the claimant sign Office Duplicate and Logbook		3 Minutes	Clerk I, Tax Mapping Aide/ Administrative Aide

Explanatory Note

Date of release can be variable due to following factors:

- *Volume of Transactions*
- *If transaction falls in the SIMPLE category, thus no further inspection shall be conducted and as such preparation of Tax Declaration as well as its approval will fall in the Local Assessor's Level only, however;*
- *If transaction falls in the COMPLEX category there will be inspection which would entail longer timeline.*
- *Further if there is an improvement in the property being transacted, then there will likely be a Reassessment and as such would require the approval of the Provincial Assessor.*

2.5 Issuance of Certified True Copy of Tax Declaration and Other Kinds of Certification

Office/Division:	Municipal Assessor's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Real Property Owners and other agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form Certified True Copy of TD; No Improvement; No Real Property; Aggregate Property Holdings; Tax Map	Transaction Window
2. Old Tax Declaration / Realty Tax Receipt	Owner as received from the Assessor's Office
3. If not the owner must present proof that requestor is authorized to secure copies of such certifications • SPA; Authorization Letter; Court Order etc.…	Owner / Law Firm / Court
4. Certification Fee	Payment Order Slip from Transaction window paid at Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
1. Requests for Certified True Copy of TD or other Certification Must provide Identification and/or authorization from the declarant	1. Researches and verifies from office records whether the property has existing records / improvements / Property holdings and other related certifications		3 minutes per RPU (Time may increase variably if client requests for OLDER versions of Tax Declaration – *i.e., Tracebacks*	Clerk I, Tax Mapping Aide, Administrative Aide, DC III, Draftsman I, Tax Mapper I
2. Receives payment order slip and pays in the Municipal Treasurer's Office Returns to the Office and presents the payment Receipt	2. Issues payment order slip and advises to pay at the MTO Prepares the Certified Copies of TD and/or other certifications as requested Reviews and Signs the Certified copy and/or other certification	₱50.00 per Tax Dec or Certification and ₱30.00 Doc Stamp per Tax Dec or Certification	5 Minutes 10 Minutes per Real Property Unit 3 Minutes per Real Property Unit	Clerk I, Tax Mapping Aide, Administrative Aide, DC III, Draftsman I, Tax Mapper I Clerk I, Tax Mapping Aide/ Administrative Aide Assessor; *(LAOO II, LAOO I – for and in the absence of the Chief)*

3. Receives requested Certified Copy / Certification	3. Issues Approved Certified True Copy of TD and/or Certification		2 Minutes	Clerk I, Tax Mapping Aide/ Administrative Aide
Explanatory Note Depending on how many Certified Copies / Certifications are requested, the transaction time can be faster or; Take longer, especially if Certified copies of old versions of an existing Tax Declaration is requested				

3. BUILDING PERMITS AND REPAIRS

3.1 Issuance of Building Permit (Highly Technical Transaction)

Office/Division:	Municipal Engineering Office
Classification:	Complex
Type of Transaction:	G2G – Government to Government; G2C - Government to Citizen
Who may avail:	Prospective house and/or building owners within the jurisdiction of Los Baños

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Five (5) copies of filled-up and Notarized Unified Application Form for Building Permit	Municipal Engineering Office and MEO Facebook Page
2. Three (3) photocopies of Valid PRC Licenses (PRC I.D.) of all involve professionals	Private Professionals (Engineers, Architects, etc.)
3. Four (4) copies of Notarized estimated value of the building structure to be erected	Private Professionals (Engineers, Architects, etc.)
4. Four (4) sets of Drawing Plans (Signed and sealed by Engineers/Signed by Owner)	Private Professionals (Engineers, Architects, etc.)
5. Three (3) sets of Lot Plan (Signed and sealed by Geodetic Engineer)	Private Professionals (Geodetic Engineers)
6. Four (4) copies of General Specifications (Signed and sealed by Engineer)	Private Professionals (Engineers, Architects, etc.)
7. Two (2) copies of Structural Design Analysis (Signed and sealed by Engineer) * for 2 Storey and Above	Private Professionals (Civil or Structural Engineers)
8. Two (2) copies of Electrical Design Analysis (Signed and sealed by Engineer) * for 2 Storey and Above	Private Professionals (Electrical Engineers)
9. Two (2) copies of Soil Boring Test (Signed and sealed by Engineer) * for 3 Storey and Above	Private Professionals (Geodetic Engineers)
Proof of Ownership: 10. Three (3) photocopies Original Certificate of Title (OCT)/Transfer Certificate of Title (TCT), and/or Deed of Absolute Sale and Lot Locational Plan from LRA (if lessee, Contract of Lease) **If OCT/TCT is unavailable provide Three (3) photocopies Tax Declaration and DENR Certificate of claimant* 11. Three (3) photocopies Updated Tax Receipt	Lot Owner

Clearances: 12. Construction Safety and Health Program (CSHP - DOLE) 13. Barangay Building Clearance 14. DPWH Clearance* for Construction along National Road 15. Other Agencies as maybe required related to the structure to be constructed **Others:** 16. Notarized Authorization Letter or Special Power of Attorney (SPA)* 17. Photocopy of Valid I.D. of Owner/Signatory and Authorized Representative* 18. Secretary's Certificate (If applicant is a corporation) * 19. Affidavit of Undertaking* (Notarized) * If Necessary	 DOLE Regional Office DPWH District Office Other Agencies (LLDA, DENR, NWRB, etc.) Notary Public Client Private Corporation Notary Public

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
Present and submit all the required documents	Evaluate all the required documents. Endorse to Assessor, Treasury, MPDO and BFP for Assessment	None	7 days	Engineer II
Payment to the cashier	Process payment and Issue Official Receipt	Refer to Revenue Code, Fire Code, National Building Code	15 minutes	Municipal Treasurer's Office: RCC I, Data Controller, Administrative Aide
Release of building permit	Grant / Issue Certificate	None	2 days	Municipal Engineer/ Building Official Administrative Aide I

3.2 Issuance of Building Permit (Simple Transaction)

Office/Division:	Municipal Engineering Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government; G2C - Government to Citizen
Who may avail:	Prospective house and/or building owners within the jurisdiction of Los Baños

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Five (5) copies of filled-up and Notarized Unified Application Form for Building Permit	Municipal Engineering Office and MEO Facebook Page
2. Three (3) photocopies of Valid PRC Licenses (PRC I.D.) of all involve professionals	Private Professionals (Engineers, Architects, etc.)
3. Four (4) copies of Notarized estimated value of the building structure to be erected	Private Professionals (Engineers, Architects, etc.)
4. Four (4) sets of Drawing Plans (Signed and sealed by Engineers/Signed by Owner)	Private Professionals (Engineers, Architects, etc.)
5. Three (3) sets of Lot Plan (Signed and sealed by Geodetic Engineer)	Private Professionals (Geodetic Engineers)
6. Four (4) copies of General Specifications (Signed and sealed by Engineer)	Private Professionals (Engineers, Architects, etc.)
7. Two (2) copies of Structural Design Analysis (Signed and sealed by Engineer) * for 2 Storey and Above	Private Professionals (Civil or Structural Engineers)
8. Two (2) copies of Electrical Design Analysis (Signed and sealed by Engineer) * for 2 Storey and Above	Private Professionals (Electrical Engineers)
9. Two (2) copies of Soil Boring Test (Signed and sealed by Engineer) * for 3 Storey and Above	Private Professionals (Geodetic Engineers)
Proof of Ownership:	
10. Three (3) photocopies Original Certificate of Title (OCT)/Transfer Certificate of Title (TCT), and/or Deed of Absolute Sale and Lot Locational Plan from LRA (if lessee, Contract of Lease) **If OCT/TCT is unavailable provide Three (3) photocopies Tax Declaration and DENR Certificate of claimant*	Lot Owner
Clearances:	
11. Construction Safety and Health Program (CSHP - DOLE)	DOLE Regional Office
12. DPWH Clearance* for Construction along National Road	DPWH District Office
13. Other Agencies as maybe required related to the structure to be constructed	Other Agencies (LLDA, DENR, NWRB, etc.)
Others:	
14. Notarized Authorization Letter or Special Power of Attorney (SPA)*	Notary Public
15. Photocopy of Valid I.D. of Owner/Signatory and Authorized Representative*	Client
16. Secretary's Certificate (If applicant is a corporation) *	Private Corporation
17. Affidavit of Undertaking* (Notarized) * If Necessary	Notary Public

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
Present and submit all the required documents	Evaluate all the required documents. Endorse to Assessor, Treasury, MPDO and BFP for Assessment	None	1 day	Engineer II
Payment to the cashier	Process payment and Issue Official Receipt	Refer to Revenue Code, Fire Code, National Building Code	15 minutes	Municipal Treasurer's Office: RCC I, Data Controller, Administrative Aide
Release of building permit	Grant / Issue Certificate	None	1 day	Municipal Engineer/ Building Official Administrative Aide I

3.3 Issuance of Certificate of Annual Inspection for Business Permit

Office/Division:	Municipal Engineering Office
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Business Establishment Owners within the jurisdiction of Los Baños

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Business License Application Form 2. Inspection Report **Others:** 3. Oath of Undertaking * ***If Necessary***	Municipal Treasurer's Office Notary Public

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
Present and submit all the required documents	Evaluate all the required documents. Site Inspection	None	15 minutes to a much longer time if site inspection is necessary	Clerk II, Administrative Aide
Payment to the cashier Sign Logbook for release	Process payment and issue Official Receipt Grant/ Issue Certificate	Refer to National Building Code	5 minutes	Municipal Treasurer's Office: Data Controller

3.4 Issuance of Certificate of Final Electrical Inspection

Office/Division:	Municipal Engineering Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government; G2C - Government to Citizen
Who may avail:	Electrical Service Provider Applicant within the jurisdiction of Los Baños

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Properly Fill-up CEI Form	Municipal Engineering Office and MEO Facebook Page
2. Yellow Card	Meralco
3. Barangay Clearance (Purpose: Meralco Application)	Barangay where the installation is located
For NEW kWhr meter applications on OLD BUILDINGS	
4. Proof of Ownership	Building Owner
For NEW kWhr meter applications on NEW BUILDINGS	
5. Occupancy Permit	Building Owner
For Reconnection, Remodel, Transfer of Service, and Relocation	
6. Recent Electrical bill (within a year)	Building Owner
For Temporary applications	
7. Building Permit	Building Owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
Present and submit all the required documents	Review the requested documents	None	1 day	CM&M
Locate the place of installation	Site inspection			Utility Foreman
Payment to the cashier	Process payment and issue Official Receipt	None	5 minutes	Municipal Treasurer's Office: RCC I
Sign Logbook for release	Grant/ Issue Certificate	None	2 minutes	Municipal Engineer/ Building Official Utility Foreman

3.5 Issuance of Certificate of Occupancy

Office/Division:	Municipal Engineering Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government; G2C - Government to Citizen
Who may avail:	House and/or building owners within the jurisdiction of Los Baños

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Properly Fill-up Two (2) Copies of Unified Application Form and Four (4) Copies of Certificate of Completion Form	Municipal Engineering Office and MEO Facebook Page
2. Construction Logbook (Signed and sealed by Professional In charged who undertook full time inspection and supervision)	Private Professionals (Engineers, Architects, etc.)
3. As built Plans (Signed and sealed by Professional In charged who undertook full time inspection and supervision)	Private Professionals (Engineers, Architects, etc.)
4. One (1) photocopy of Valid PRC Licenses (PRC I.D.) of all involve professionals	Private Professionals (Engineers, Architects, etc.)
5. Captioned Photographs of Site and Completed Building/Structure showing front, sides and rear areas and septic tank	Building Owner
6. Yellow Card Issued by the Electrical Service Provider	Meralco
7. Vicinity Map	Building Owner
Others: 8. Affidavit of Setbacks* (Notarized) * ***If Necessary***	Notary Public

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
Present and submit all the required documents	Review the required documents Endorse to BFP Site Inspection	None	1 day	CM&C
Payment to the cashier	Process payment and Issue Official Receipt	Refer to Fire Code and National Building Code	10 minutes	Municipal Treasurer's Office: RCC I
Release of Occupancy Permit	Grant / Issue Certificate	None	1 day	Municipal Engineer/ Building Official Administrative Aide I

3.6 Issuance of Certificate of Inspection for Road Worthiness	
Office/Division:	Municipal Engineering Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government; G2C - Government to Citizen
Who may avail:	House and/or building owners within the jurisdiction of Los Baños

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Documents from Transportation Regulatory Unit	Transportation Regulatory Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
Present and submit all the required documents from TRU	Review the required documents	None	5 minutes	CM&M
Present the tricycle to be inspected	Inspect the Tricycle	None	5 minutes	CM&M, Administrative Aide I
Sign Logbook for release	Grant / Issue Certificate	None	2 minutes	Municipal Engineer/ Building Official Administrative Aide I

4. ZONING CERTIFICATE/LOCATIONAL CLEARANCE

4.1 Issuance of Locational Clearance for Titling Application (Free Patent)	
Office/Division:	Municipal Planning and Development Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Property Owners, Developers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter addressed to MPDC for Titling Certification Request	PENRO
Proof of Lot Ownership - Mode of Conveyance	
Latest Tax Declaration	Municipal Assessor's Office
Deed of Sale	Registered Lot Owner
Latest Tax Receipt (1 photocopy)	Municipal Treasurer's Office
Vicinity Map	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
Submit the required documents for assessment and verification	Receive and review the completeness of requirements	None	30 minutes	Zoning Officer II/ Zoning Inspector II/ Data Controller III

	*If lacking, advises the applicants to return with the needed requirements; if complete, prepares Titling Certificate			
	Approves and signs the certification. The Titling Certificate will be forwarded to the Office of the Mayor for signature.	None	5 minutes	MPDC
	Approves and signs the certification.	None	30 minutes to 2 days	LCE
Receive the copy of the Titiling Certificate	Release the approved Titling Certificate	None	1 minute	Zoning Officer II/ Zoning Inspector II/ Data Controller III

4.2 Issuance of Locational Clearance for Building Application

Office/Division:	Municipal Planning and Development Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Property Owners, Developers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Zoning Application Form duly notarized (1 original)	MPDO
Latest Tax Receipt or Tax Clearance	Municipal Treasurer's Office
Proof of Lot Ownership - Mode of Conveyance (whichever is applicable) (1 photocopy) Transfer Certificate of Title (TCT) Latest Tax Declaration Deed of Sale Contract of Lease Others	 Register of Deeds Municipal Assessor's Office Registered Lot Owner Registered Lot Owner
For Representative: Duly notarized Authorization Letter or Special Power of Attorney (1 original) Government-issued Identification Card of the person being represented (1 photocopy)	 Registered Lot Owner Registered Lot Owner

Government-issued Identification Card of the representative (1 photocopy)	Representative
Barangay Certification for Building/Fencing Permit (1 original)	Concerned Barangay
Signed and sealed architectural plan with PTR of the signatory (at least 3 sets)	Licensed Architect or Civil Engineer
Bill of Materials (1 photocopy)	Licensed Architect or Civil Engineer
For dwellings on rear lot: (1 photocopy) Duly notarized Easement of Right-of-Way or any proof that you have the authority to pass over the land of another Subdivision Plan indicating	Registered Lot Owner DENR
Supplemental Documents: (1 photocopy) Environmental Compliance Certificate (ECC) Certificate of Non-Coverage (CNC) Height Clearance Permit	DENR Civil Aviation Authority of the Phil. (CAAP)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
Submit the required documents for assessment and verification	Receive and review the completeness of requirements	None	5 minutes	Zoning Officer II/ Zoning Inspector II/ Data Controller III
	Mark checked and complete on the notarized Locational Clearance Application		3 minutes	Zoning Inspector II/ Data Controller III
	Verify the zoning classification and evaluate the plans based on the Municipal Zoning Ordinance and other related rules and regulations thereof		20 minutes	Zoning Officer II/ Zoning Inspector II/ Data Controller III
	Schedule for Ocular Site Inspection		3 minutes	Zoning Officer II/ Zoning Inspector II/
Wait for the Ocular Site Inspection Schedule	Conduct Site Inspection as per schedule	None	20 minutes	Zoning Officer II/ Zoning Inspector II/ Data Controller III

	Prepare the Project Evaluation Report; Recommend approval/ Disapproval of the application		5 minutes	Zoning Officer II/ Zoning Inspector II
	If approved, sign and issue the order of payment for the Certification Fee		3 minutes	Zoning Inspector II/ Data Controller III
Pay the application fee at the Municipal Treasurer's Office and present the Official Receipt (OR) to the MPDO	Receive and check the Official Receipt	Receive and check the Official Receipt	1 minute	Zoning Officer II/ Zoning Inspector II/ Data Controller III
	Prepare the Locational Clearance		5 minutes	Zoning Officer II/ Zoning Inspector II/ Data Controller III
	Countersign and approve the Locational Clearance		3 minutes	Zoning Officer II/ Zoning Inspector II/ Data Controller III
Receive the copy of the Zoning Certification and the approved copy of the project plans	Release the Locational Clearance and the approved copy of the project plans	None	3 minutes	Zoning Officer II/ Zoning Inspector II/ Data Controller III
	Record the released Locational Clearance in the logbook		3 minutes	Zoning Officer II/ Zoning Inspector II/ Data Controller III

4.3 Issuance of Locational Clearance for Land Reclassification

Office/Division:	Municipal Planning and Development Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Property Owners, Developers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Proof of Lot Ownership - Mode of Conveyance (whichever is applicable) (1 photocopy)	
Latest Tax Declaration	Municipal Assessor's Office
Transfer Certificate of Title	Register of Deeds

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
Submit the required documents for assessment and verification	Receive and review the completeness of requirements	None	3 minutes	Zoning Officer II/ Zoning Inspector II/ Data Controller III
	Issue the order of payment for the Certification Fee		1 minutes	Zoning Officer II/ Zoning Inspector II/ Data Controller III
Pay the application fee at the Municipal Treasurer's Office and present the Official Receipt (OR) to the MPDO	Receive and check the Official Receipt	*Refer to the Local Revenue Code	1 minutes	Zoning Officer II/ Zoning Inspector II/ Data Controller III
	Prepare the Locational Clearance		5 minutes	Zoning Officer II/ Zoning Inspector II/ Data Controller III
	Sign and approve the Locational Clearance		3 minutes	MPDC
Receive the copy of the Locational Clearance	Release the Zoning Certification	None	3 minutes	Zoning Officer II/ Zoning Inspector II/ Data Controller III
	Record the released Zoning Certification		3 minutes	Zoning Officer II/ Zoning Inspector II/ Data Controller III

4.3 Issuance of Zoning Certification

Office/Division:	Municipal Planning and Development Office
Classification:	Simple
Type of Transaction:	G2B – Government to Business; G2C - Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter-request addressed to the MPDC/Zoning Administrator a. Signed by School Head and/or Student b. Signed by the requesting party	
Real Property Tax Declaration	Municipal Assessor's Office
Latest Real Property Tax Receipt (1 photocopy), if for Business or other Legal Purposes	Municipal Treasury Office
Vicinity Map	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
Submit the required documents for assessment and verification	Receive and review the completeness of requirements Checks the compatibility of the location against the land use plan Prepare order of payment	None	30 minutes	Zoning Officer II/ Zoning Inspector II/ Data Controller III
Pay the required fees	Receive payment and issue Official Receipt a. Research and Development (Student) b. Other Legal Purposes (Prospective Business Establishment Owners)	a. Php 50.00 plus Php 30.00 for documentary stamp b. Php 600.00 plus Php 30.00 for documentary stamp	10 minutes	Zoning Officer II/ Zoning Inspector II/ Data Controller III
Pay the required fees	Prepare the Zoning Certificate	None	10 minutes	Zoning Officer II/ Zoning Inspector II/ Data Controller III
	Approves and signs the certification	None	5 minutes	MPDC
Affixes signature in file copy Secures the approved Zoning Certificate	Release the approved Zoning Certificate	None	1 minute	Zoning Officer II/ Zoning Inspector II/ Data Controller III

5. CIVIL REGISTRY SERVICES

5.1 Registration of Regular and Timely Certificate of Live Birth

Office/Division:	Civil Registry Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All Government/Private Hospitals, Maternity & Lying-In Clinics/other birth attendants, Constituents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished Certificate of Live Birth (4 copies)	Hospital, Maternity/Lying-In Clinics, other birthing facilities
For **Marital Child** *(children whose parents are married at the time of birth):* • Marriage Certificate of Parents; Copy of valid IDs of parents (*Passport for foreigner)*	Philippine Statistics Authority (PSA) or a local copy issued by the Local Civil Registry Office where the marriage certificate was registered
For **Non-Marital Child** *(children born outside of marriage of the parents):* • Signed and notarized Affidavit of Acknowledgment/Admission of Paternity (*found at the back of the Certificate of Live Birth*, *if the child is acknowledged by the father);* • Notarized Affidavit to Use the Surname of the Father (AUSF) (If surname of the father will be used) executed by: o Mother; or o Father (deceased mother or in case of abandonment) Copy of valid IDs of parents (*Passport for foreigner)*	Civil Registry Office - Counter 4

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
1. Submit Certificate of Live Birth and all the requirements 2. Proceed to the Treasurer's Office Window 4, and pay the required fee/s and secures an official receipt	1. 1 Checks completeness and correctness of entries and attachments	AUSF-P200.00 APP-P200.00	5 Minutes / Certificate of Live Birth	Admin Aide - Counter 4 Civil Registry Office
	1.2 issues payment order form and advises applicant to pay the required fee/s			
	2.1 If complete and correct, assigns registry Number 2.2 Signs the COLB		1 minute	MCR or Authorized Signatory

3. Receive personal copy of registered Certificate of Live Birth	3. Release personal copy to registrant		1 minute	Admin Aide - Counter 4 Civil Registry Office

5.2 Delayed Registration of Regular and Timely Certificate of Live Birth

Office/Division:	Civil Registry Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All Government/Private Hospitals, Maternity & Lying-In Clinics/other birth attendants, Constituents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Certificate of Live Birth for Late Registration (4 copies)	Hospital, Maternity/Lying-In Clinics, other birthing facilities
Signed and Notarized Affidavit for Delayed Registration at the back of the Certificate of Live Birth form	
Negative Certification of Birth	PSA or National Archives of the Philippines, if applicable
Certificate of No Record (CNR)	Civil Registry Office - Counter 1
Any two of the following documents which show the name, date and place of birth of the child, name of the mother and father (if acknowledged): • Baptismal Certificate (1 original, 1 photocopy) • School Record (Form 137) or Report Card (Form 138) • Income Tax Return of Parents • Insurance Policy • Medical Records • Barangay Certification • Member's Data Record • Member's Data Form • SSS E-1 Form • Voter's Certification or Voter's Registration Record, if the certification has no information on the place of birth	Religious Institutions School BIR Insurance provider Concerned Hospitals or other birthing facilities Office of the Barangay PhilHealth Pag-IBIG SSS COMELEC
For **Marital Child**: • Parents' Certificate of Marriage Passport if foreigner	PSA or a Local copy issued by the Local Civil Registry Office where the marriage certificate was registered
For **Non-Marital Child**: • Signed and Notarized Acknowledgment/ Admission of Paternity (*found at the back of the Certificate of Live Birth, if the child is acknowledged by the father);* • Notarized Affidavit to Use the Surname of the Father (AUSF) executed by:	Civil Registry Office - Counter 7

• case of abandonment) for children below 7 years old • Child if 7 to 17 years old, with Sworn Attestation of the mother or Father (deceased mother/ in case of abandonment) • Child if 18 years old and above (majority age) • Acceptable and recognized proof of acknowledgement by the father, if the child is born before August 3,1988 and the father is deceased • Joint Affidavit of Two Disinterested Persons /Witnesses • Government issued ID or Cedula • Passport for foreigner/s				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Designation Office)**
1.Submit all necessary requirements	1.1 Informs the applicant to secure Certificate of No Record (CNR) at Counter 1 1.2 Informs client to proceed and submit all the necessary requirements to Counter 3 1.3 If Issued with a CNR, provide checklist of requirements for late registration of birth certificate 1.4 Upon completion of requirements, issues a dummy Certificate of Live Birth Form as draft to be Filled-out by the applicant 1.5 If completely filled – out, clerk encodes the entries into the Certificate of Live Birth form;	Certificate of No Record (CNR) - PHP 100.00	11 Calendar Days **If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday*	Admin Aide Counter 4 Civil Registry Office

	1.6 Advise the applicant to check and sign the COLB form, with attached requirements, 1.7 Issues order of Payment	Late Registration - PHP 200.00		
2. Pay the corresponding fees at Treasurer's Office	2. Once paid, issue claim stub or transaction slip; wait for the mandatory posting period of 10 days			Window 4 Treasurer's Office
3. Wait until the 10- day Mandatory Posting Period is complete	3. Signs the COLB	1 minute		MCR or authorized signatory
4. Receive Personal Copy of the Registered Certificate of Live Birth	4. Release personal copy of the registered Certificate of Live Birth	1 minute		Admin Aide - Counter 3 Civil Registry Office

5.3 Application and Issuance of Marriage License

Office/Division:	Civil Registry Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizens
Who may avail:	LB Residents **Marriageable Age: at least 18 years old; No "Legal Impediments to Marry"*

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Marriage License Application Form	Civil Registry Office - Counter 3
Government-issued/Valid Identification Card Any valid government ID with LB address indicated (*for LB residents*)	BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Post Office
Birth Certificate	PSA; Local Registry Office / Place of Birth (for Certified True Copy of BC
Certificate of No Marriage (CENOMAR) (*At least 3 months from the date of issuance*)	PSA

Community Tax Certificate (if no valid Government – issued Identification Card)	Treasurer's Office
2x2 picture of both applicants (1 for each applicant)	Client
Barangay Residency Certificate	Place of residence - Barangay Hall
If applicable: • Municipal Form No. 92 - *Consent of Marriage of a Person Underage (18- 20 yrs. old*) • Municipal Form No. 8 - *Advice upon Intended Marriage* (*21-25 yrs. old)* • Certificate of Family Planning (18 yrs old and above) • Certificate of Marriage Counseling (18-25 yrs old) If either of the contracting parties is previously married: • Judicial Decree of Annulment or declaration of nullity of his or her previous marriage (Decision and Finality) • Judicial decree of Absolute Divorce • Death Certificate of the deceased spouse • Annotated Marriage Certificate	Civil Registry Office – Counter 3 Health Department; Social Services and Department Development (SSDD); Court of the place where the decision was rendered; Court of the place where the decision was rendered; PSA
For Foreigners: • Photocopy of valid passport (*Bio page and latest date of arrival*) • Alien Certificate of Registration (ACR) or Extension (*if any*) • Certificate of Legal Capacity to Marry issued by their respective diplomatic or consular officials • Apostilled Certificate of No Legal Impediment (CNI) to Marry • Certificate of Family Planning and Marriage Counseling & Responsible Parenthood • If Divorced: o Copy of final decree or absolute divorce • If widowed: o Death Certificate of the deceased spouse	Client; Embassy of country of origin based in the Philippines; Respective Country or State issuing the CNI MSWD Court where the divorce was decided

Note: • *Submit to the Civil Registry Office the original copies and 2 photocopies of the requirements for filing;* ○ *Personal appearance of both the contracting parties is required* ○ *Marriage License is valid for 120 days from the date of issuance.*				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Designation Office)**
1. Proceed to the Civil Registry Office Counter 3 to submit original and photocopies of the documents.	1.1 Evaluate the submitted documents		10 Days Posting *If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday. Marriage license shall be issued on the 11th day from the submission of the application	Administrative Aide/ Clerk – Counter 3 Civil Registry Office
2. Pay the corresponding fees at Treasurer's Office	2.1Issue an order of payment	Filing Fee - PHP 500.00		Window 4 Municipal Treasurer's Office
3. Submit the Official Receipt	3.1 Accepts Official Receipt; Issues claim slip for the date of release (posting period - 10 days) Prepares the ML Reviews the ML			Administrative Aide/ Clerk – Counter 3 Civil Registry Office
4.Secures the marriage license/ Signs in the logbook	4.1 Signs the ML; release of Marriage License	Marriage License - PHP 2.00		MCR or authorized signatory Civil Registry Office

5.4 Registration of Regular and Timely Certificate of Marriage

Office/Division:	Civil Registry Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	LB constituents, Non-LB Residents (who were married in LB)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Marriage (4 copies) signed by the solemnizing officer	Church, Place of marriage
Original or Photocopy of Marriage License	Local Civil Registry Office of the place of residency
Photocopy of the Authorization to Solemnize Marriage of Solemnizing Officer	Church Ministry / Religious Sect
If applicable: Duly Notarized Affidavit of Cohabitation under Art. 34 of the Family Code (Contracting parties are living together as husband and wife for 5 years without legal impediment to marry)	Client
If applicable: Notarized Request for the celebration of marriage in a place other than those authorized by law (Art. 8).	Executed by the couple, attested by the Solemnizing Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
1. Submit a Certificate of Marriage for registration	1. Receive Certificate of Marriage for registration, check entries and signatures		5 minutes	Administrative Aide/ Clerk – Counter 7 Civil Registry Office
2. Pay the corresponding fee/s at Treasurer's office	2. Issue order of payment	Registration Fee - PHP 200.00	3 minutes	Collector Window 4 Treasurer's Office
3. Receive personal copy of Marriage Certificate	3. Receive Official Receipt, assign registry number, and release the same		5 minutes	MCR or authorized signatory Administrative Aide/ Clerk – Counter 7 Civil Registry Office

5.5 Delayed Registration of Certificate of Marriage

Office/Division:	Civil Registry Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizens
Who may avail:	LB constituents, Non-LB Residents (who were married in LB)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Marriage (4 copies) signed by the solemnizing officer with Notarized Affidavit for Delayed Registration found at the back of Certificate of Marriage	Church, Place of marriage
Original or Photocopy of Marriage License	Local Civil Registry Office of the place of residency
Photocopy of the Authorization to Solemnize Marriage of Solemnizing Officer	Church Ministry / Religious Sect
If applicable: Duly Notarized Affidavit of Cohabitation under Art. 34 of the Family Code (Contracting parties are living together as husband and wife for 5 years without legal impediment to marry)	Client
If applicable: Notarized Request for the celebration of marriage in a place other than those authorized by law (Art. 8).	Executed by the couple, attested by the Solemnizing Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
1. Submit a Certificate of Marriage for registration	1. Receive Certificate of Marriage for registration, check entries and signatures	None	5 Minutes / Certificate of Marriage	Administrative Aide/ Clerk – Counter 7 Civil Registry Office
2. Pay at cashier the corresponding fees	2. Issue order of payment; Accept official receipt; issue claim stub of the applicant / registrant indicating the date of release	Filing fee – PHP 200.00 Registration Fee - PHP 200.00 Certificate of No Record (CNR) - PHP 100.00	10 Calendar Days Posting *If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday.	Collector Window 4 Treasurer's Office

3. Receive personal copy of Marriage Certificate	3. Review and sign the Marriage Certificate	None		MCR or authorized signatory Administrative Aide/ Clerk – Counter 7 Civil Registry Office
			Certificate of Marriage shall be issued on the 11th day from the submission of the Application	

5.6 Registration of Regular and Timely Certificate of Death

Office/Division:	Civil Registry Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	LB Constituents, Non-LB residents, immediate family member, Funeral Home, Barangay Chairman

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original Certificate of Death (4 copies)	Hospitals, Rural Health Unit, Medical Clinics
Autopsy Report (if applicable)	NBI or PNP - Medico Legal Section
Photocopy of Government Issued IDs of the Deceased and Informant	BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office, IBP

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
1. Submits original Certificate of Death for registration	1. Receives and reviews the Certificate of Death for registration, checks if reviewed by RHU and with embalmer's signature	COD-Burial - P 50.00 Transfer of cadaver – P 100.00 Cremation P 500.00 - resident P1,0000 - non-resident	5 minutes	Administrative Aide/ Clerk – Counter 7 Civil Registry Office
2. Pays the corresponding fees at Treasurer's Office	2. Issues order of payment		4 minutes	Collector Window 4 Treasurer's Office
3. Receive personal copy	3. Upon receipt of Official Receipt		5 minutes	MCR or authorized signatory Administrative Aide/ Clerk – Counter 7 Civil Registry Office

5.7 Delayed Registration of Certificate of Death

Office/Division:	Civil Registry Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizens
Who may avail:	LB Constituents, Non-LB residents, immediate family member, Funeral Home, Barangay Chairman

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original Certificate of Death (4 copies) with Notarized Affidavit for Delayed Registration found at the back of Certificate of Death	Hospitals, Rural Health Unit, Medical Clinics
Autopsy Report (if applicable)	NBI or PNP - Medico Legal Section
Photocopy of Government Issued IDs of the Deceased and Informant	BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office, IBP
Certificate of Burial/Cremation/Transfer	Cemetery/Columbarium/Crematorium/RHU
PSA Negative Certification	PSA
Local Civil Registry (LCR) Certificate of No Record (CNR)	Civil Registry Office- Counter 1

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
1. Submits original Certificate of Death for late registration	1. Receives and reviews the Certificate of Death for registration, checks if reviewed by RHU and with embalmer's signature	Certificate of No Record (CNR) - PHP 100.00 COD-Burial - P 50.00 Transfer of cadaver – P 100.00 Cremation P 500.00 - resident P1,0000 - non-resident	11 Calendar Days (from the date of receipt) * If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	Administrative Aide/ Clerk – Counter 7 Civil Registry Office
2. Pays the corresponding fees at Treasurer's Office	2. Issues order of payment			Collector Window 4 Treasurer's Office
3. Receive personal copy 4. Signs in the logbook	3. Upon receipt of Official Receipt			MCR or authorized signatory Administrative Aide/ Clerk – Counter 7 Civil Registry Office

5.8 Request for Exhumation Permit

Office/Division:	Civil Registry Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	LB Constituents, Non-LB residents whose deceased family member Was buried in cemeteries in LB

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Exhumation Letter	Client
Certified copy of Certificate of Death	Local Civil Registry Office (LCRO) where the death occurred or PSA
Valid Identification Cards (IDs)	The informant of the Certificate of Death/Family/Relative/Authorized Person

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
1. Submit the Exhumation Letter, together with the certified copy of Certificate of Death	Receive the Exhumation Letter and Certificate of Death	Exhumation of Cadaver Fee - PHP 100.00	4 minutes	Administrative Aide/ Clerk – Counter 7 Civil Registry Office
2. Secure the Order of Payment	Issue Order of Payment upon completion of the documentary requirements		4 minutes	Collector Window 4 Treasurer's Office
3. Submit the Official Receipt to the Counter 7 Civil Registry Office	Receive the Official Receipt; advise the client to proceed to RHU for the Exhumation Permit		2 minutes	Civil Registry Office RHU

5.9 Request for Burial Permit

Office/Division:	Civil Registry Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Constituents, Non-LB residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certified copy of Certificate of Death	Local Civil Registry Office (LCRO) where the death occurred
Original Copy of Transfer (if death occurred in another city/municipality)	Transfer Permit - Local/Municipal Civil Registry Office or Local/Municipal Health Department where the death occurred

Valid Identification Cards (IDs)			The informant of the Certificate of Death/Family/Relative/Authorized Person	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Designation Office)**
1. Submit the documentary requirements for evaluation	Receive documentary requirements for evaluation	Burial Permit - PHP50.00 Transfer Permit – PHP 100.00	4 minutes	Administrative Aide/ Clerk – Counter 7 Civil Registry Office
2. Secure the Order of Payment	Issue Order of Payment upon evaluation if the documentary requirements are complete and correct			
3. Pay the corresponding fee at the Treasurer's Office			4 minutes	Collector Window 4 Treasurer's Office
4. Return the Official Receipt to the Counter 7, then receive the Burial Permit in the form of Official Receipt indicating the Burial Permit Control No.	Receive the Official Receipt; advise the client to proceed to RHU for the Exhumation Permit		4 minutes	Administrative Aide/ Clerk – Counter 7 Civil Registry Office

5.10 Request for Cremation Permit

Office/Division:	Civil Registry Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	LB residents, Non-LB residents

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Certified copy of Certificate of Death	Hospitals, Funeral Parlors
Cremation Form	RHU I
Original copy of Transfer Permit (if death occurred in another city/municipality)	Transfer Permit - Local/Municipal Civil Registry Office or Local/Municipal Health Department where the death occurred
Valid Identification Cards (IDs)	The informant of the Certificate of Death/Family/Relative/Authorized Person

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
1. Submit the documentary requirements	Receive documentary requirements for evaluation	Cremation Permit Fee LB Resident- PHP 500.00 Non LB Residents- PHP 1000.00 Transfer Permit Fee - PHP 100.00	4 minutes	Administrative Aide/ Clerk – Counter 7 Civil Registry Office
2. Secure the Order of Payment from the Receiving Clerk Counter 7 Secure the Order of Payment from the Receiving Clerk	Issue Order of Payment upon evaluation if the documentary requirements are complete and correct			
3. Secure the Order of Payment from the Receiving Clerk Counter 7 Secure the Order of Payment from the Receiving Clerk			4 minutes	Collector Window 4 Treasurer's Office
4. Return the Official Receipt to the Receiving Clerk in Counter 7, then resent the OR to the Sanitation Dept. of RHU for the issuance of Cremation Permit	Receive the Official Receipt, record the Official Receipt Number, then advise the client to proceed to RHU Sanitation Dept. for the issuance of Cremation Permit.		4 minutes	Administrative Aide/ Clerk – Counter 7 Civil Registry Office

5.11 Request and Issuance of Certified True Copy of Birth/Death/Marriage Certificate

Office/Division:	Civil Registry Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	LB residents, Non-LB residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form for Birth/Death/Marriage Certificate	Hospitals, Funeral Parlors
Government-issued / Valid Identification Card	BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office, IBP

For the representative of the document owner: • If necessary, Authorization Letter/Special Power of Attorney from the document owner (one original) • Photocopy of Government Issued ID with signature of the document owner Photocopy of the Government Issued ID of the representative	Client / Document Owner
Requested document, if available (1 photocopy)	Client/ Document Owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
1. Submit filled–out CTC request form and ID	Receives application with requirements and issues order		5 Minutes	Administrative Aide/ Clerk – Counter 7 Civil Registry Office
2. Pays the corresponding fees at the Treasurer's Office	Prepares the certificate	Certified True Copy (CTC) - PHP 100.00		Collector Window 4 Treasurer's Office
3. Presents/submits Official Receipt	Accepts Official Receipt Reviews the Certificate Signs the Certificate			
4. Receives certified copy of the document/s	Releases the requested document			Administrative Aide/ Clerk – Counter 7 Civil Registry Office

5.12 Admission of Paternity/R.A. 9255 (An Act Allowing Illegitimate Children to Use the Surname of the Father)

Office/Division:	Civil Registry Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Parents/minor parents of LB-born illegitimate children; document owner with missing entry in the COLB (supplemental)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of No Previous Marriage (CENOMAR) of both parents (1 original)	PSA
Certificate of Marriage of parents – PSA and local copy	PSA; Civil Registry Office - Counter 2
Child's Certificate of Live Birth - PSA copy and Local Copy	PSA; Civil Registry Office - Counter 2
Government-issued/Valid Identification Card of the Parents	

Signed Joint Affidavit of Legitimation (parents who have no legal impediment to marry)	Public Attorney's Office; Private Law Offices
Signed Supplemental Joint Affidavit of Legitimation under R.A 9858 (parents who were disqualified to marry each other due to minority) *** If not specified in the original Affidavit of Legitimation	Public Attorney's Office; Private Law Offices
Affidavit Of Admission of Paternity *(if not yet previously executed)*	Public Attorney's Office; Private Law Offices
FATHER: To prove child's filiation, any two (2) of the following: • Employment Record • SSS/GSIS Record/ Insurance Policy • Income Tax Return (ITR) • Statement of Assets and Liabilities (SALN) • Pag - ibig / Philhealth (MDR) • Medical Record of the Child (immunization or baby book) • School Record of the Child • Baptismal Certificate of the Child (original)	Company/Employer of Father; SSS/ Insurance Company; GSIS; BIR; Pag - Ibig/ Philhealth Hospitals; Clinics School
NOTE: • PERSONAL APPEARANCE OF BOTH PARENTS IS REQUIRED LEGITIMATION AND R.A 9858 IS NOT APPLICABLE TO PARENTS WHO HAVE LEGAL IMPEDIMENTS TO MARRY: • Any or both parents have previous valid marriage • Child is conceived and born without any Court Order or Decision of Annulment of Divorce Please bring the Original documents and 2 sets photocopy The child may proceed to his/her lawyer if the parents are deceased.	
For **SUPPLEMENTAL:** • PSA Copy of the Certificate of Live Birth/ Marriage/ Death (1 original; 2 photocopies) • Local Copy of the Certificate of Live Birth/ Marriage/ Death (1 original) • Affidavit of Supplemental Report	PSA Civil Registry Office- Counter 1 Attorney's Office; Private Law Offices

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
1. Submits required documents	Receives requirements for registration, check if documents are in Order.		10 Minutes	Administrative Aide/ Clerk – Counter 4 Civil Registry Office

2. Pays the corresponding fee at Treasurer's Office	If requirements are in order	Supplemental Report - PHP 200.00	5 Minutes	Collector Window 4 Treasurer's Office
3. Submits Official Receipt	Accepts Official Receipt, issues claim stub indicating the time and date of release. Prepares 3 sets of endorsement for Supplemental Report Reviews and Signs the Supplemental Report Endorsement		3 Working Days	Administrative Aide/ Clerk – Counter 5 Civil Registry Office Searcher / Processor/ Signing Officer Civil Registry Office MCR or authorized signatory
4. Receives the Supplemental Report Endorsement Signs in the receiving copy	Releases the Supplemental Report Endorsement			Administrative Aide/ Clerk – Counter 5 Civil Registry Office

5.13 Legitimation with Admission of Paternity, including R.A. 9858 / Supplemental Report

Office/Division:	Civil Registry Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Parents/minor parents of LB-born illegitimate children; document owner with missing entry in the COLB (supplemental)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of No Previous Marriage (CENOMAR) of both parents (1 original)	PSA
Certificate of Marriage of parents – PSA and local copy	PSA; Civil Registry Office - Counter 2
Child's Certificate of Live Birth - PSA copy and Local Copy	PSA; Civil Registry Office - Counter 2
Government-issued/Valid Identification Card of the Parents	
Signed Joint Affidavit of Legitimation (parents who have no legal impediment to marry)	Public Attorney's Office; Private Law Offices

Signed Supplemental Joint Affidavit of Legitimation under R.A 9858 (parents who were disqualified to marry each other due to minority) *** If not specified in the original Affidavit of Legitimation	Public Attorney's Office; Private Law Offices
Affidavit Of Admission of Paternity *(if not yet previously executed)*	Public Attorney's Office; Private Law Offices
FATHER: To prove child's filiation, any two (2) of the following: • Employment Record • SSS/GSIS Record/ Insurance Policy • Income Tax Return (ITR) • Statement of Assets and Liabilities (SALN) • Pag - Ibig / Philhealth (MDR) • Medical Record of the Child (immunization or baby book) • School Record of the Child • Baptismal Certificate of the Child (original)	Company/Employer of Father; SSS/ Insurance Company; GSIS; BIR; Pag - Ibig/ Philhealth Hospitals; Clinics School
ADDITIONAL REQUIREMENTS: • PSA copy of Death Certificate *** if any or both parents are dead *** if previous spouse/s died before child's conception • Certified True Copy of the Decision and Certificate of Finality of Annulment/ Divorce (if any or both parents are annulled or divorced from the first marriage)	PSA Court
NOTE: • PERSONAL APPEARANCE OF BOTH PARENTS IS REQUIRED LEGITIMATION AND R.A 9858 IS NOT APPLICABLE TO PARENTS WHO HAVE LEGAL IMPEDIMENTS TO MARRY: • Any or both parents have previous valid marriage • Child is conceived and born without any Court Order or Decision of Annulment of Divorce Please bring the Original documents and 2 sets photocopy The child may proceed to his/her lawyer if the parents are deceased.	
For **SUPPLEMENTAL:** • PSA Copy of the Certificate of Live Birth/ Marriage/ Death (1 original ; 2 photocopies) • Local Copy of the Certificate of Live Birth/ Marriage/ Death (1 original) • Affidavit of Supplemental Report	PSA Civil Registry Office- Counter 1 Attorney's Office; Private Law Offices

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
1. Submits required documents	Receives requirements for registration, check if documents are in Order.		10 Minutes	Administrative Aide/ Clerk – Counter 4 Civil Registry Office
2. Pays the corresponding fee at Treasurer's Office	If requirements are in order	Supplemental Report - PHP 200.00	5 Minutes	Collector Window 4 Treasurer's Office
3. Submits Official Receipt	Accepts Official Receipt, issues claim stub indicating the time and date of release. Prepares 3 sets of endorsement for Supplemental Report Reviews and Signs the Supplemental Report Endorsement		3 Working Days	Administrative Aide/ Clerk – Counter 5 Civil Registry Office Searcher / Processor/ Signing Officer Civil Registry Office MCR or authorized signatory
4. Receives the Supplemental Report Endorsement Signs in the receiving copy	Releases the Supplemental Report Endorsement			Administrative Aide/ Clerk – Counter 5 Civil Registry Office

5.14 R.A. 9048 - Petition for Change of First Name (CFN)

Office/Division:	Civil Registry Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Parents/document owners/ Attorneys-in-Fact

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certified True Copy /Local Copy of the Certificate of Live Birth (3 original)	Civil Registry Office -Counter 1

Latest PSA Copy of the Certificate of Live Birth (1 original, 3 photocopies should be in legal size paper)	PSA
Mandatory requirements to be submitted *(3 photocopies - should be in legal size paper)*: • Certification of Employment with no pending case *(if employed);* • Affidavit of Non-Employment (*If not employed);* • NBI Clearance (current with 6 months validity) ***purpose:* For Change of First Name** • Police Clearance (current with 6 months validity) ***purpose:* For Change of First Name**	Employer of Client; Public Attorney's Office, Private Law Offices, NBI; Police District Office
Any two (2) of the following **Supporting Documents** showing the correct entry/entries upon which the correction shall be based. All must be presented in original/certified true copies to be submitted (3 photocopies - should be in legal size paper): • Baptismal Certificate • School Records • Voter's Affidavit • SSS/GSIS Records • Medical or Business Record ****Additional Supporting Documents:* • Certificate of Marriage (if applicable) • Certificate of Live Birth of Child • Two (2) Government-issued / Valid Identification Card or CEDULA *NOTE: The processor will determine applicable documents	Place of baptism; School of Client; Company; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office
Other relevant documents the Civil Registrar may require for the approval of the Petition	Depends on the documents required

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
1. Presents the document sought for correction/ change	Receiving clerk compares PSA and local copy for consistency of discrepancy. Issues list of applicable requirements.	Filing fee - PHP 3,000.00 650.00 Finality-200.00	10 Minutes	Interviewer/ Processor - Counter 8 Civil Registry Office

2. Initial Interview, state what entry/ies to be corrected. Submits requirements to processor. 3. On final interview, clarify what entry/ies to be corrected. Reevaluation requirements.	Assess the document to be corrected, arrange and evaluate requirements. If requirements are in order, proceed to the final interview. If the requirements are correct and complete, get the contact details and Issues order of payment.	Publication	Duration of Interviews: 15 minutes Preparation of petition: 20 minutes	
4. Pays at the cashier the corresponding fees	Upon receipt of Official Receipt, process the petition, assign petition number, signed by the petitioner/ attorney-in-fact and gives contact numbers of the office.	Additional fee for Migrant Petition - PHP 1000.00	10 Calendar Days mandatory posting period	Collector Treasurer's Office Interviewer/ Processor Civil Registry Office
	Upon receipt of Decision from PSA Legal Division, annotate document, issue certificate of Finality with annotated copy. Release.		2 Consecutive Weeks (Publication)	Receiving Clerk/ Processor PSA Processor/ Releasing Clerk Civil Registry Office

5.15 R.A. 9048 - Petition for Correction of Clerical Error (CCE)

Office/Division:	Civil Registry Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Parents/document owners/ Attorneys-in-Fact

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

Certified True Copy /Local Copy of the certificate sought to be corrected/changed (3 original)	Civil Registry Office Counter 8
Latest PSA Copy of the certificate sought to be corrected (1 original, 3 photocopies should be in legal size paper)	PSA
Any two (2) of the following **Supporting Documents** showing the correct entry/entries upon which the correction shall be based. All must be presented in original/certified true copies to be submitted (3 photocopies - should be in legal size paper): • Certificate of Live Birth (Wife/Husband, for Marriage Petition) • Baptismal Certificate • School Records • Voter's Affidavit • SSS/GSIS Records • NBI Clearance • Police Clearance • Medical or Business Record ****Additional Supporting Documents:* • Certificate of Marriage • Certificate of Live Birth of Child/Children • Certificate of Live Birth of the Father, Mother, and Siblings • Certificate of Marriage of Parents • (2) Government-issued / Valid Identification Card/ CEDULA *NOTE: A processor will determine applicable documents	PSA; School of Client; Comelec; SSS; GSIS; Hospital; NBI Police Company; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office
Other relevant documents the Civil Registrar may require for the approval of the Petition	Depends on the documents required

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
1. Presents the document sought for correction/ change	Receiving clerk compares PSA and local copy for consistency of discrepancy. Issues list of applicable requirements.	Filing fee - PHP 1,000.00 650.00 Finality-200.00	10 Minutes	Interviewer/ Processor Civil Registry Office

2. Initial Interview, state what entry/ies to be corrected. Submits requirements to processor. 3. On final interview, clarify what entry/ies to be corrected. Reevaluation requirements.	Assess the document to be corrected, arrange and evaluate requirements. If requirements are in order, proceed to the final interview. If the requirements are correct and complete, get the contact details and Issues order of payment.	Additional fee for Migrant Petition - PHP 1000.00	Duration of Interviews: 15 minutes Preparation of petition: 25 minutes	
4. Pays at the cashier the corresponding fees	Upon receipt of Official Receipt, process the petition, assign petition number, signed by the petitioner/ attorney-in-fact and gives contact numbers of the office.		10 Calendar Days mandatory posting period	Collector Treasurer's Office Interviewer/ Processor Civil Registry Office
	Upon receipt of Decision from PSA Legal Division, annotate document, issue certificate of Finality with annotated copy. Release.		*(Processing time excludes Final Review/ evaluation of the PSA Legal Division)*	Receiving Clerk/ Processor PSA Processor/ Releasing Clerk Civil Registry Office

6. MARKET ADMINISTRATION

6.1 Issuance of Certification of No Outstanding Obligation

Office/Division:	Office of the Municipal Economic Enterprise - Market
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Those who want to secure Mayor's / Business Permit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Latest payment / Official Receipt	
Updated payment of all market fees (Rental / Utilities)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
1. Requesting Vendor proceeds to office of the Office of the Municipal Economic Enterprise - Market to request for certificate of no outstanding obligation.	Revenue Collection Clerk I (RCC-I) verify on record if requesting party has no outstanding obligations.		5 Minutes	Revenue Collection Clerk I
2. Requesting vendor pays the corresponding fee.	RCC-I Collects payment prepares certificate and Official Receipts. Market Supervisor III (MS III) signs certificate of no outstanding obligation.		3 Minutes	Revenue Collection Clerk I Market Supervisor III
3. Secures the approved certification/ clearance and official receipt.	RCC-I issues signed certificate of no obligation and official receipt.		1 Minute	Revenue Collection Clerk I

6.2 Payment of Market Fees (Rental)

Office/Division:	Office of the Municipal Economic Enterprise - Market
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Market Vendors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
1. Requesting Vendor proceeds to office of the Office of the Municipal Economic Enterprise - Market to imply intention to pay rental fee.	Revenue Collection Clerk I (RCC-I) checks record and advises the client of the amount to be paid.	Varies according to stall size	3 Minutes	Revenue Collection Clerk I
2. Requesting Vendor pays the required amount and secures Official Receipt.	Accepts payment and issues Official Receipts.		1 Minute	Revenue Collection Clerk I

6.3 Payment of Market Fees (Utilities)

Office/Division:	Office of the Municipal Economic Enterprise - Market
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Market Vendors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Monthly billing statement	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
1. Requesting Vendor proceeds to office of the Office of the Municipal Economic Enterprise - Market to imply intention to pay rental fee.	Revenue Collection Clerk I (RCC-I) advise the client of the amount to be paid.	Varies according to consumption	3 Minutes	Revenue Collection Clerk I
2. Requesting Vendor pays the required amount and secures Official Receipt.	RCC-I Accepts payment and issues Official Receipts.		1 Minute	Revenue Collection Clerk I

6.4 special Promotional Fee

Office/Division:	Office of the Municipal Economic Enterprise - Market
Classification:	Complex
Type of Transaction:	G2B - Government to Business
Who may avail:	Companies/ Businesses

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Request letter				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Designation Office)**
1. Requesting Vendor proceeds to office of the Office of the Municipal Economic Enterprise - Market signifying intent to put up promotional items inside market premises.	Market staff on duty receives request letter and records if in logbook.	P500.00 promotional fee	1 Minute	Revenue Collection Clerk I
2. Requesting Vendor pays the required amount and secures Official Receipt.	Market Supervisor III endorses request letter to Office of the Municipal Mayor for approval.		3 – 5 working days	Market Supervisor III
3. Requesting Client pays corresponding fee upon approval and secures official receipt.	Revenue Collection Clerk I (RCC-1) on duty accepts payment and issues Official Receipts.		1 Minute	Revenue Collection Clerk I

7. SLAUGHTERHOUSE

7.1 Acceptance of Livestock and Ante-mortem Inspection

Office/Division:	Municipal Economic Enterprise - Slaughterhouse
Classification:	simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Authorized meat dealers, livestock suppliers, and individual clients

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Veterinary Health Certificate	City or Municipal Veterinary Office, Provincial Veterinary Office or an Accredited Private
Shipping Permit	BAI Regional Veterinary Quarantine Station or Quarantine Checkpoints
Animal Health Certificate	Local Government Unit, Office of the Municipal Agriculture or Livestock Inspector
Certificate of Ownership (for large animals)	Local Government Unit, Office of the Municipal Agriculture or Livestock Inspector

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Designation Office)**

1. Upon entry, present original documents: Shipping Permit; Veterinary/Animal Health Certificate; Certificate of Ownership (Large animals)	Verify documents for validity and authenticity; record document numbers in entry log	None	2 Minutes	Slaughterhouse Master, Meat Inspector; Caretaker on duty
2. Unload livestock to designated pen for ante-mortem inspection	Count and record number of animals; enter into inventory form; assign pen number	None	10 Minutes	Meat Inspector; Caretaker on duty
3. Present animals for ante-mortem inspection	Conduct ante-mortem inspection for clinical signs; record findings and determine fitness for slaughter; annotate restricted or condemned animals	None	10 Minutes	Slaughterhouse Master, Meat Inspector
Total Processing Time: 22 Minutes			**Working Days:** Within the day	
Total Processing Fee: None			**Total Processing Fee:** None	
End of Service				

7.2 Slaughtering of Small/Large Animals and Issuance of Local Meat Inspection Certificate

Office/Division:	Municipal Economic Enterprise - Slaughterhouse
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Authorized meat dealers, livestock suppliers, and individual clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Meat Inspector Daily Inventory Form	Municipal Economic Enterprise - Slaughterhouse

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
2. Allow humane slaughter by assigned butchers	Guided release and washing of small animals from the holding pen to the stunning area	None	5 Minutes	Skilled Butchers

	Humane Handling and Stunning	None	15 seconds	Skilled Butchers
	Sticking and Bleeding	None	1 minute	Skilled Butchers
	Head and Shank Removal	None	5 minutes	Skilled Butchers
	Skinning	None	30 minutes	Skilled Butchers
	Splitting and Evisceration	None	30 minutes	Skilled Butchers
	Post-mortem Inspection	None	5 minutes	Skilled Butchers
	Offal Cleaning	None	60 minutes	Skilled Butchers
	Quartering and Washing	None	20 minutes	Skilled Butchers
	Branding	None	45 seconds	Skilled Butchers
2. Pay fees and collect official receipt	Prepare official receipting based on fee summary; issue receipt and transaction record	Php 379.00 per carcass	2 minutes	Collection Clerk
3. Request and secure Local Meat Inspection Certificate (LMIC)	Verify payment and inspection records; issue Local Meat Inspection Certificate (LMIC) with signature and stamp; provide one copy to client	None	1 minute	Meat Inspector
4. Receive or arrange delivery of carcass to market	Load carcasses into approved vehicle; complete delivery log and ensure cold-chain/hygiene during transport	None	5 minutes	Skilled Butchers
Total Processing Time: 2 Hours & 45 Minutes			**Working Days:** Within the day	
Total Processing Fee: Php 379.00			**Total Processing Fee:** Php 379.00	
End of Service				

7.3 Meat Inspection Services, Fee Assessment, and Issuance of Official Receipt

Office/Division:	Municipal Economic Enterprise - Slaughterhouse
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Authorized meat dealers, livestock suppliers, and individual clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Meat Inspection or COMI (for frozen imported meat)	NMIS Meat Inspection Officer assigned to accredited cold storage or accredited importer

Delivery Receipt; Sales Invoice; Official Receipt (For frozen imported meat)	Importer or Distributor, logistic provider or Cold Storage Facility, and Seller
Meat Inspection Certificate or MIC (for fresh carcass)	NMIS Accredited AA and AAA Slaughterhouses and Poultry Dressing Plants

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
1 Present carcass for inspection, pertinent documents, and declare type/ quantity	Receive and record carcass details; check documents and assign inspection batch	None	2 minutes	Meat Inspector; Collection Clerk
2 Await inspection	Conduct visual and physical inspection of carcass for safety and compliance	None	2 minutes	Meat Inspector
3 Proceed to payment	Compute fees based on type and quantity; issue official receipt	Beef Carcass –Php 70.00 Pork Carcass –Php 35.00 Chicken Carcass –Php 0.25	2 minutes	Collection Clerk
4 Receive inspection result and receipt	Stamp carcass as “Inspected” if compliant; provide copy of receipt	None	2 minutes	Meat Inspector

Total Processing Time: 8 Minutes	**Working Days:** Within the day
Total Processing Fee: Beef Carcass – Php 70.00; Pork Carcass – Php 35.00; Chicken Carcass – Php 0.25	**Total Processing Fee:** Beef Carcass – Php 70.00; Pork Carcass – Php 35.00; Chicken Carcass – Php 0.25
End of Service	

8. AGRICULTURAL SERVICES

8.1 Inquiries/ Assistance to New Cooperatives

Office/Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All residents of Los Baños and associations/organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)

1. Logging in of the client/s on the logbook	Assist in filling out the logbook	None	2 minutes	OMA personnel
2. State the purpose of such inquiry	Attend the Queries of the client	None	5 minutes	MCDC Officer
Total Processing Time: 7 Minutes			**Working Days:**	Within the day
Total Processing Fee: None			**Total Processing Fee:** None	
End of Service				

8.2 Issuance of Assorted Vegetable Seed/Seedlings

Office/Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All residents of Los Baños

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
1. Requesting for assorted seeds/ seedlings	Sign in the logbook of their respective barangay	None	2 minutes	OMA Staff
	Check the logbook and give the requested seeds/seedlings based on the size of the area	None	2 minutes	OMA Staff
Total Processing Time: 4 Minutes			**Working Days:**	Within the day
Total Processing Fee: None			**Total Processing Fee:** None	
End of Service				

8.3 Provision of Anti-Rabies Vaccination for Cats and Dogs

Office/Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All residents of Los Baños

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)

1. Inquires/request for pet vaccination	Examines the dogs/cats and verify age of pet Issues payment order (PO)form to client for registration fee	None	2 minutes	Veterinarian/ trained vaccinator
2. Receives payment order (PO) for the registration fee	Records the name and write the PO control number in the logbook	None	1 minute	Veterinarian/ trained vaccinator
3. Pay the registration fee at the Treasury Office	Verifies and records the Official receipt in the logbook Conduct vaccination Advice the client of post vaccination care	P 50.00 per animal	5 minutes	Veterinarian/ trained vaccinator
Total Processing Time: 8 Minutes			**Working Days:** Within the day	
Total Processing Fee: Depends on the number of animals			**Total Processing Fee:** P 50.00/animal	
End of Service				

8.4 Livestock Dispersal and Monitoring

Office/Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All residents of Los Baños

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter, Community Tax Certificates, 1x1 ID picture, Notarized Animal Dispersal Agreement, Barangay Clearance	Treasury Office, Requesting Client, OMA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
1. Submit request letter as recipient of animal dispersal	Informs the client that the Animal Dispersal Program is on a “first come first served basis” and must pass the criteria	None	5 minutes	Livestock Inspector

	Have an area for grazing pen, etc. Have the capacity to feed the animal			
2. Fills-up the Information	Receives and reviews the Information sheet put on active file	None	5 minutes	Livestock Inspector
3. Waits for validation results	Conducts field evaluation whether applicant can provide a. adequate budget for feed b. potable water supply c.suitable housing/pens (For swine/ chicken/goats/ cattle dispersal) L.I. validation report to the MA for the recommendation Inform the client if qualified or not		3 hours 2 minutes	Livestock Inspector
4. Submits Documentary Requirements if qualified	Check and receives the documents Release the animal to the client	None	5 minutes	Livestock Inspector/ Veterinarian
5. Attends and participates in the seminars/ trainings / meetings	Conducts seminars/trainings/meeting and distribute the animals	None	3 hours	Livestock Inspector/ Veterinarian
6. Ensures animal welfare	Monitor dispersal program	None	30 minutes	Livestock Inspector/ Veterinarian
Total Processing Time: 6 Hours & 27 Minutes			**Working Days:** Within the day	
Total Processing Fee: None			**Total Processing Fee:** None	
End of Service				

8.5 Animal Treatment

Office/Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All residents of Los Baños

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
1. Brings animal for check-up and write in the logbook	Checks and treats the animal if medicine is available if not given prescription	None	10 minutes	Veterinarian / Livestock Inspector
2. Request visit to the animal	Schedule visit to the animal	None	Within 3 days	Veterinarian / Livestock Inspector

Total Processing Time: 10 Minutes	**Working Days:** Within the day
Total Processing Fee: None	**Total Processing Fee:** None

End of Service

8.6 Monitoring and Evaluation of Barangay Community Garden/Hapag, Backyard/Home Gardens, and Farmers Production Area

Office/Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All residents of Los Baños

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
1. Must be available for field visitation	Monitors and evaluates gardens and provides technical assistance	None	4 hours	HVC Focal Person

Total Processing Time: 4 Hours	**Working Days:** Within the day
Total Processing Fee: None	**Total Processing Fee:** None

End of Service

8.7 Issuance of Animal Health Certificates, Certificate of Acceptance, Certificate to Travel Livestock, Fish and Companion Animal

Office/Division:	Municipal Agriculture Office
Classification:	Simple; Complex
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All residents of Los Baños

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ANIMAL HEALTH CERTIFICATE: Vaccination record, plate number, handler's license, transport carrier license CERTIFICATE OF ACCEPTANCE (SWINE): Veterinary health certificate, plate number, livestock handler's permit, livestock transport carrier license, animal disease monitoring compliance certificate, certificate of farm disease free status (ASF) CLERANCE TO TRAVEL FISH ANIMALS: Business permit/ Mayor's permit number, type of vehicle and plate number (photocopy) CLEARANCE TO TRAVEL COMPANION ANIMALS, vaccination record CERTIFICATE OF NO OBJECTION (FOR TREE CUTTING): Proof of ownership of land, endorsement from the barangay, request letter, if not the owner, authorization letter from the owner (original and photocopy)	Requesting Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation Office)
1. Brings the documentary requirements If applicable, especially for animal health certificate and clearance to travel companion animals, bring the animal for physical examination including vaccination records	Check the validity of the requirements Interviews the applicant for the details needed for the issuance of the certificate (e.g., farm location, date of travel, destination, etc.) Conducts field visit and check	None	15 minutes	Livestock Inspector/Veterinarian/ Fisheries Coordinator/HVC Coordinator

2. Advise the client to pay the needed fee	Fill-up the payment order form including the name, date of transaction to be given	P50.00	5 minutes	Livestock Inspector/Veterinarian/ Fisheries Coordinator/HVC Coordinator
3. Secures the approved travel for fit animal and signs in the logbook	Prepares and issues certificate to travel	None	10 minutes	Livestock Inspector/Veterinarian/ Fisheries Coordinator/HVC Coordinator
4. Brings request letter for cutting trees. Brings necessary requirements for the request	Interviews the applicant for the details needed for the cutting of trees Conducts field visit and check the place	None	5 minutes 1 hour (depends on the place to be visited)	Livestock Inspector/Veterinarian/ Fisheries Coordinator/HVC Coordinator
Total Processing Time: 1 Hour & 35 Minutes			**Working Days:** Within the day	
Total Processing Fee: P 50.00			**Total Processing Fee:** P 80.00	
End of Service				

CUSTOMER FEEDBACK FORM

The Municipal Government of Los Baños would like to thank you for visiting and availing the services. For the improvement of services, kindly and feel free to answers the questions and give comments and suggestions relevant to your visit.

1. Name: _____
2. Address: _____
3. Department/Office Visited: _____
4. Service Availed: _____

	YES	NO
OUR OFFICE		
5. Was the office easy to locate?	☐	☐
6. Was the office clean and orderly?	☐	☐
7. Did you feel comfortable?	☐	☐
9. Was there a long waiting line of customers?	☐	☐
10. Was there an appropriate signage of direction?	☐	☐
OUR FRONTLINERS		
11. Was the employee-in-charge available?	☐	☐
12. Was the employee-in-charge knowledgeable?	☐	☐
13. Was the employee-in-charge accommodating?	☐	☐
14. Were you received properly?	☐	☐
15. Were your needs attended to promptly?	☐	☐
16. Were you made to wait long?	☐	☐
REQUIREMENTS		
17. Were you aware of the requirements needed?	☐	☐
18. Was there any other additional requirements?	☐	☐
19. Were you given complete information on getting the requirements?	☐	☐
20. Were you aware that you need to pay for the fees?	☐	☐
OUR OFFICERS		
21. Were the authorized official/s available?	☐	☐
22. Did the signatory take long time to sign the document?	☐	☐
23. Did you have the hard time communicating to the signatory?	☐	☐
OUR INFORMATION		
24. Was the document needed available?	☐	☐
25. Was the document well-organized?	☐	☐
26. Was the data complete?	☐	☐
27. Was the data relevant to your request?	☐	☐
28. Were instructions clear, brief and concise?	☐	☐

Other Comments/Suggestions:

_____

_____

_____

Thank you very much.

DIRECTORY OF MUNICIPAL OFFICES

OFFICE THE MUNICIPAL MAYOR

Hon. Neil Andrew N. Nocon
Municipal Mayor
Contact No.: (049) 530-2981 Loc. 3000 & 3001

OFFICE OF THE MUNICIPAL ADMINISTRATOR

Atty. Virgilio A. Tiongson, Jr.
Municipal Administrator
Contact No.: (049) 530-2981 Loc. 3003 & 3004

OFFICE OF THE CHIEF OF STAFF

Anatoly M. Guinto
Chief of Staff
Contact No. (049) 530-2981 Loc. 3005

OFFICE OF THE MUNICIPAL ACCOUNTANT

Ronell B. Alcachupas, CPA
Municipal Accountant
Contact No.: (049) 530-2981 Loc. 3008 & 3009

OFFICE OF THE MUNICIPAL AGRICULTURIST

Cheryll L. Gonzales
Municipal Agriculturist
Contact No.: (049) 530-2981 Loc. 4003

OFFICE OF THE MUNICIPAL ASSESSOR

Engr. Oliver D. Manaig
Municipal Assessor
Contact No.: (049) 530-2981 Loc. 1014 & 1015

OFFICE OF THE BUDGET OFFICER

Joyce Ann Mae L. Del Valle
Acting Municipal Budget Officer
Contact No.: (049) 530-2981 Loc. 3006 & 3007

OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

Jenette M. Palisoc
OIC - Municipal Civil Registrar
Contact No.: (049) 530-2981 Loc. 1003

OFFICE OF THE MUNICIPAL ENGINEER

Engr. Ricky R. Estopace, EnP.
Municipal Engineer
Contact No.: (049) 530-2981 Loc. 1007 & 1008

OFFICE OF THE MUNICIPAL GENERAL SERVICES OFFICER

Engr. Raymond Joseph B. Paraiso
Municipal Government Department Head I (GSO)
Contact No.: (049) 530-2981 Loc. 4002

OFFICE OF THE MUNICIPAL HEALTH OFFICER

Dr. Alvin A. Isidoro
Municipal Health Officer
Contact No.: (049) 530-2981 Loc. 4006

OFFICE OF THE HUMAN RESOURCE MANAGEMENT OFFICER

Miraflor O. Tado
Municipal Government Department Head I (HRMO)
Contact No.: (049) 530-2981 Loc. 3015

OFFICE OF THE MUNICIPAL PLANNING & DEVELOPMENT COORDINATOR

Twila T. Torres, EnP.
Municipal Planning and Development Coordinator
Contact No.: (049) 530-2981 Loc. 1005 & 1006

OFFICE OF THE MUNICIPAL RECORDS OFFICER

Liilian T. Agoncillo
Municipal Government Department Head I
Contact No.: (049) 530-2981 Loc. 3016

OFFICE OF THE MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICER

Hanna Erika E. Laviña
Municipal Social Welfare and Development Officer
Contact No.: (049) 530-2981 Loc. 1016 & 1017

OFFICE OF THE MUNICIPAL TREASURER

Maria Luisa G. Diaz
Municipal Treasurer
Contact No.: (049) 530-2981 Loc. 1011 & 1012

OFFICE OF THE MUNICIPAL VICE MAYOR

Hon. Marlo PJ A. Alipon
Municipal Vice Mayor
Contact No.: (049) 530-2981 Loc. 2000 & 2001

OFFICE OF THE SECRETARY TO THE SANGGUNIANG BAYAN

Dona A. Dizon
Sangguniang Bayan Secretary
Contact No.: (049) 530-2981 Loc. 2002

MUNICIPAL ECONOMIC ENTERPRISE – MARKET

Jonard C. Pua
Market Supervisor III
Contact No.: 09983369000

MUNICIPAL ECONOMIC ENTERPRISE – SLAUGHTERHOUSE

Ricky M. Flores
Slaughterhouse Master III
Contact No.: 09206354349

MUNICIPAL DISASTER RISK REDUCTION MANAGEMENT OFFICE

Cynthia N. Quintans
Local Disaster Risk Reduction Management Officer III
Contact No.: (049) 530-2981 Loc. 4001

MUNICIPAL URBAN DEVELOPMENT AND HOUSING OFFICE

Karen Joy B. Coronado
OIC – Municipal Urban Development and Housing Office
Contact No.: (049) 530-2981 Loc. 3012

MUNICIPAL NUTRITION ACTION OFFICE

Madeleine M. Alforja
OIC – Municipal Nutrition Action Office
Contact No.: (049) 530-2981 Loc. 3011

GENDER AND DEVELOPMENT OFFICE

Karen L. Mercado
Development Management Officer III
Contact No.: (049) 530-2981 Loc. 2013

INFORMATION COMMUNICATION AND SYSTEMS OFFICE

Antonio L. Adille IV
Information Technology Officer II
Contact No.: (049) 530-2981 Loc. 3013

LOS BAÑOS TOURISM OFFICE

Edmarie Z. Calungso
Tourism Operations Officer I
Contact No.: (049) 530-2981 Loc. 4000

LOCAL YOUTH DEVELOPMENT OFFICE

Revilyn D. Perez
Designated – LYDO
Contact No.: (049) 530-2981 Loc. 3014

PUBLIC EMPLOYMENT SERVICES OFFICE

Gliceria A. Trinidad
Senior Labor & Employment Officer
Contact No.: (049) 530-2981 Loc. 4008

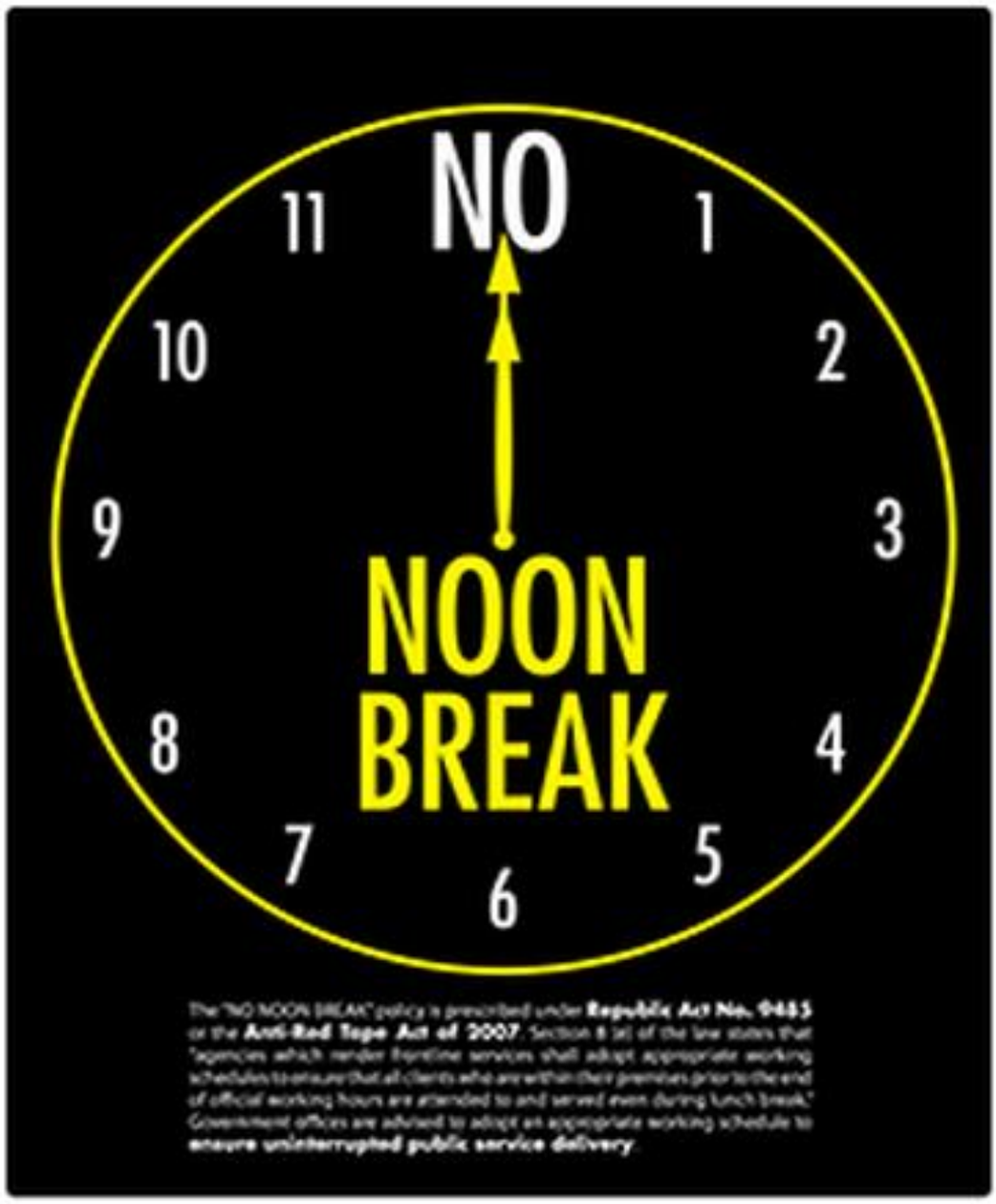
PUBLIC ORDER AND SAFETY OFFICE

Edilco C. Abad
Public Services Officer II
Contact No.: (049) 530-2981 Loc. 1010

PUBLIC INFORMATION OFFICE

John Marvin S. Canaria
Community Affairs Officer II
Contact No.: (049) 530-2981 Loc. 3017

SERVICE WITH A SMILE



BAWAL ANG

KAPARUSAHAN SA MGA MAPAPATUNAYANG NAGKASALA:

- **Kulong** na hindi lalampas sa anim (6) na buwan
- Pagbabayad ng **multa** na maaaring umabot sa P200,000.00

I-report ang **pangalan ng fixer**, pangalan at **lokasyon ng ahensiya** ng pamahalaan, **petsa at oras** ng transaksyon sa:

CIVIL SERVICE COMMISSION	***0917-TEXTCSC (8398272)*** ***(02) 932-0111***
OFFICE OF THE OMBUDSMAN	***0926-6994703*** ***(02) 927-4102; (02) 927-2404***

ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT
BAWAL ANG
RED TAPE
X MAHABANG PILA
X CUT-OFF SYSTEM
X NOON BREAK
X FIXERS
X PROSESONG WALA SA CITIZEN'S CHARTER
BAWAL LAHAT AYON SA REPUBLIC ACT 11032
#ARTA
GAMITIN ANG HASHTAG KALAKIP
ANG VIDEO NG EBIDENSYA O MAG-EMAIL SA:
complaints@arta.gov.ph
www.arta.gov.ph
Anti-Red Tape Authority
@artagovph
ANTI-RED TAPE AUTHORITY

CSC
CIVIL SERVICE COMMISSION
Republic of the Philippines

CCB CONTACT CENTER ngBAYAN

Your direct line to efficient public service

REPORT THE FOLLOWING VIOLATIONS

under Section 21 of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018

1. Refusal to accept application or request with complete requirements being submitted by an applicant or requesting party without due cause;
2. Imposition on additional requirements other than those listed in the Citizen's Charter;
3. Imposition of additional costs not reflected in the Citizen's Charter;
4. Failure to give applicant or requesting party a written notice on the disapproval of an application or request;
5. Failure to render government services within prescribed processing time on any application and/or request without due cause;
6. Failure to attend to applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break;
7. Failure or refusal to issue official receipts; and
8. Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage.

PENALTIES and LIABILITIES (Section 22 of R.A. No. 11032)

(a) 1ST OFFENSE

Administrative liability with six (6) months suspension:
Provided, however, that in case of fixing and/or collusion with fixers under Section 21 (h), the penalty and liability under Section 22(b) of this Act shall apply.

(b) 2ND OFFENSE

Administrative liability and criminal liability of dismissal from the service, perpetual disqualification from holding public office and forfeiture of retirement benefits and retirement.

Criminal liability shall also be incurred through the commission of bribery, extortion, or maliciously soliciting favor in cash or in kind.
The Penal Code and other special laws shall also apply.

The International Association of Business Communicators (IABC) awarded the Contact Center ng Bayan the 2014 Quill Award for Communication Management Strategies for Customer Relations

Text
0908 881-6565
Email
email@contactcenterngbayan.gov.ph
Log-on to
www.contactcenterngbayan.gov.ph
www.facebook.com/civilservicegovph