LOCAL GOVERNMENT UNIT OF PALO

CITIZEN'S CHARTER

2023 (1st Edition)

I. Mandate:

Good governance
Organizational Development
Delivery of Social Services
Economic Development
Environmental Management

II. Vision

"The prime location of Government and IT-BPM centers, the core of culture and arts, and the major economic convergence point in the Province of Leyte, with God-loving and empowered citizenry, in an economically vibrant and disaster resilient community, served by the people-oriented and proactive leaders exercising good governance."

III. Mission:

The Municipal Government of Palo through participatory transparent, responsive and accountable government shall deliver effective programs and services to promote the general welfare of the citizenry.

IV. Service Pledge

We, the officials and employees of the Municipality of Palo, Leyte pledge and commit to deliver quality public services as promised in this Citizen's Charter. Specifically we will:

Serve with utmost integrity to our constituents.

- Be prompt and timely.
- Display procedures, fees, and charges.
- Provide adequate and correct information.
- Provide feedback mechanism.

Demonstrate sensitivity and appropriate behavior and professionalism.

- Wear proper uniform and identification.
- Be available during office hours.
- Respond to complaints.
- Act promptly and judiciously without any biases on request of the transacting public and attend to all applicants or requesting parties who are within the premises of the Municipality.

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OFFICE OF THE MAYOR

The main tasks of the Office of the Mayor are basically administrative in nature, the office is headed by the Municipal Mayor. The main function of the Mayor is the administration and supervision of operations of the Municipal Government. Ordinances passed by the Sangguniang Bayan are approved by the Mayor for execution and implementation. The Chief Executive also implements decrees, letter of instructions, circulars, memoranda and order of authorities.

The organizational structure, under the Office of the Mayor are the following sections (1) the Administrative/personnel section; (2) General Services Office; (3) Market Office; (4) Business Permit and Licensing Office; (5) Solid Waste Management Office; (6) Tourism, Culture, Arts and Media Office; (7) Livelihood Office; (8) Municipal Disaster Risk Reduction and Management Office; (9) Palo Auxiliary and Traffic Unit; and (10) Information and Technology (IT) Office.

A. Provision of Mayor's Clearance

This document, usually required by employers and other institutions, certifies that the client is of good standing in the community.

Office or Division:	Mayor's Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Residents of Palo
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Police Clearance	Palo Police Station
2. Payment of Certification Fee	Municipal Treasurer's Office
3. Documentary Stamp	Municipal Treasurer's Office

B. Provision of Mayor's Permit for Electrical Connection

The Mayor's Permit for Electrical Connection is required before an electrical installation is made by LEYECO II.

Office or Division:	Mayor's Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Individuals or institutions.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Certificate of Electrical Final Inspection/Completion signed by the Municipal Engineer	Municipal Engineer's Office
2. Fire Safety Inspection Certificate from Palo Fire Station	Palo Fire Station
3. Payment of Mayor's Permit for Electrical Connection	Municipal Treasurer's Office

C. Provision of Mayor's Permit for Excavation/Water Connection

Mayor's Permit for Excavation/Water Connection is required before water installation is made by LMWD.

Office or Division:	Mayor's Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Individuals or institutions.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Inspection Report from the Municipal Engineer's Office	Municipal Engineer's Office
2. Tax Clearance	Municipal Treasurer's Office
3. OR for Mayor's Permit fee for Excavation/Water Connection	Municipal Treasurer's Office

D. Provision of Special Mayor's Permit

Activities in the LGU requiring Special Permit is provided for in the local tax code. Such activities include; display of posters and streamers, putting up temporary Display Center, Conduct of Caravan, etc.

Office or Division:	Mayor's Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Any resident individual/Property owner
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter request to the Municipal Mayor (duly approved).	Office of the Mayor
2. OR of Certification Fee from the Mun. Treasurer's Office	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires how to avail the service	1. Inform client of the required documents	None	5 minutes	Tisha Marie M. Aldas, Administrative Aide I
2. Submits required documents	2. Evaluate submitted documents and record the same as received	None	5 minutes	Tisha Marie M. Aldas, Administrative Aide I
	3. Submit the Application for Clearance/Permit with pertinent documents to the LCE for the approval of the same	None	5-10 minutes	
	4. Prepare the Clearance/Permit	None	5-10 minutes	Chelsa C. Perez, Administrative

	for approval and signature of the LCE			Aide VI
	5. Approve and sign the Clearance/Permit	None	5 minutes	Hon. Remedios “Matin” L. Petilla, Local Chief Executive
3. Receives Clearance/ Permit	6. Segregate and release the document	None	5 minutes	Baneza N. Almerola, Administrative Aide I
	TOTAL:	**None**	**40 minutes**	

OFFICE OF THE MAYOR
Business Permit & Licensing Office

A. Granting of New and Renewal of Existing Business Permits and Motorcab/Pedicab Franchise

All businesses are required to secure a Business License and Mayor's Permit prior to operating a new business or to continue operating an existing business. The Business Permit and Licensing Section of the Municipal Mayor's Office facilitate the renewal of business permits, an Electronic-Business-One-Stop-Shop (EBOSS) is set up at the Municipal Hall and is operated for the whole year round.

Office or Division:	Business Permit and Licensing Office
Classification:	Simple
Types of Transaction:	G2C-government to the transacting public
Who may avail:	Any citizen doing business or plan to do business within the municipality.of Palo, Leyte.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Application Form	Business Permit and Licensing Office
2. Barangay Business Clearance	Concerned barangay
3. Community Tax Certificate (Cedula)	Concerned Barangay/Municipal Treasurer's Office
4. BIR Clearance for New Business	Bureau of Internal Revenue (BIR)
5. BIR Tax Return or Any Basis for the Computation of Gross Sales for Renewal of Business	Bureau of Internal Revenue (BIR)
6. If Sole Proprietorship; Certificate of Registration from DTI, Or	Department of Trade and Industry (DTI)
7. If Corporation; Certificate of Incorporation from SEC, Or	Securities and Exchange Commission (SEC)
8. If Cooperative; Certificate of Registration from CDA	Cooperative Development Authority (CDA)
9. Notarized Sworn Statement	BPLO and Notary Public
10. Property Holding & Tax Payments	Municipal Assessor's Office (MASSO)
11. Police Clearance	Palo Police Station (Palo-PNP)
12. Sanitary Permit	Municipal Health Office (MHO)
13. Health Card (Food and Non-food Related Business)	Municipal Health Office (MHO)
14. Occupancy Permit	Municipal Engineer's Office (MEO)
15. Fire Safety Inspection Certificate (FSIC) for Renewal of Business	Bureau of Fire Protection (Palo-BFP)
16. Fire Safety Evaluation Certificate for New Business	Bureau of Fire Protection (Palo-BFP)
17. After Inspection Report (AIR)	Bureau of Fire Protection (Palo-BFP)
18. Other requirements as may be appropriate:	
a. Certificate of Potability for Water Refilling Station	Municipal Health Office (MHO)
b. Certificate of Compliance to operate for Gasoline and LPG dealers	Department of Energy (DOE)
c. Afidavit of undertaking and Police Certification for Entertainment and Videoke Bars	Philippine National Police (Palo- PNP)
d. Clearance for Recruitment Agencies	Department Of Labor and Employment (DOLE)

e. Bangko Sentral ng Pilipinas License to Operate for Banks, Remittance Centers & Other Lending Institutions	Bangko Sentral ng Pilipinas (BSP)
f. Environmental Clearance Certificate (ECC) for Junkshops and Mining Industries	Department of Environment and Natural Resources (DENR)
g. License to Operate for Pharmaceutical Stores and Distributors and Food Manufacturer's	Food and Drug Administration (FDA)
h. License for Insecticides and Pest Control Services	Department of Agriculture (DA)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out all information and Upload all necessary requirement to our Electronic Business Permit and Licensing System thru: https://prod11.ebpls.com/paloleyte/index.php/login	1.1 Check completeness of documents submitted 1.2 Encode and Upload all necessary requirements 1.3 Verify Application 1.4 Endorsement of the verified application 1.5 Issue Tax Order of Payment	None	30 minutes	BPLO Staff Applicant/Client/ BPLO Staff BPLO Staff/BPLO in-Charge Endorsing Offices of: a. Municipal Engineering Office b. Rural Health Unit c. Bureau of Fire Protection BPLO Staff
2. Payment	2.1 Shall receive payment of taxes, fees and charges and issue corresponding official receipts	Based on the Municipal Tax and Revenue Code of 2022 of the Municipality of Palo, Province of Leyte	5 minutes	Treasury Office

3. Release of Business Permit	3.1 Photocopy of the Official Receipts 3.2 Special Power of Attorney (SPA), if Representativ 3.3 Print and release Business Permit	None	5 minutes	Applicant/client BPLO Staff and/or BPLO in-Charge
TOTAL:			**40 minutes**	

B. Motorcab Franchise

Office or Division:	Business Permit and Logistics Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Residents of Palo
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Official Receipt (OR) from LTO	LTO
2. Certificate of Registration (CR) from LTO	LTO
3. Barangay Clearance	Barangay
4. Police Clearance	PNP
5. Cedula	Barangay/ Municipal Treasurer's Office
6. Health Certificate	RHU
7. Driver's License	LTO

C. Pedicab Franchise

Office or Division:	Business Permit and Logistics Office
Classification:	Simple
Types of Transaction:	G2C –government to the transacting public
Who may avail:	Residents of Palo
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Barangay Clearance	Barangay
2. Cedula	Barangay/ Municipal Treasurer's Office
3. Health Certificate	RHU
4. Police Clearance	PNP

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents all necessary requirements to BPLO Staff	1.1 None 1.2 Check completeness of documents submitted	None	10 minutes	Client BPLO Staff
2. Payment	2.1 Shall receive	Based on	15 minutes	Treasury Office

	payment of taxes, fees and charges and issue corresponding official receipts	the Municipal Tax and Revenue Code of 2022 of the Municipality of Palo, Province of Leyte		
3. Release of Business Permit	3.1 Approve, print, and release Business Permit	None	5 minutes	BPLO Staff
	TOTAL:		**30 minutes**	

OFFICE OF THE SANGGUNIANG BAYAN

The Sangguniang Bayan, as a legislative body of the municipality, shall enact ordinances; approve resolutions and appropriate funds for the general welfare of the Municipality and its inhabitants.

A . Issuance of Sangguniang Bayan Documents and Related Certifications

The Office of the Sanggniang Bayan issues certified copies of Sangguniang documents and Certification of its enacted ordinances and resolutions. It also renders/issues Transcription of Records of session.

Office or Division:	Office of the Sangguniang Bayan
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Any individuals or groups in Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly filled-up Request Slip	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Sangguniang Bayan and request for certified copies of Sanggunian documents and certifications and/or Transcription of records of sessions	1.1 Provide the client with a short briefing on the service and its requirements. 1.2 Receive and process application/requested documents		20-25 minutes	Brian Valente P. Elorcha, Board Secretary I Anita M. Portula, AA-III
2. Receive requested documents and/or transcription records of sessions	1.1. Release requested documents		2 minutes	Cristina C. Pedrosa, LSA-I
	TOTAL:		**27 minutes**	

MUNICIPAL PLANNING & DEVELOPMENT OFFICE (MPDO)

The Municipal Planning and Development Office (MPDO) is in-charge in the development and planning processes of the municipality for consideration of the Local Development Council. The office is also tasked to implement the Zoning Ordinance of the municipality in accordance with the Comprehensive Land Use Plan (CLUP) of the municipality and other related laws, rules and regulations.

OBJECTIVES:

1) To come up with integrated economic, social, physical and other development plans and policies of the municipality;
2) To conduct and prepare feasibility studies, researches, and training programs in relation to the requirements set by the executive and legislative offices; and
3) To strengthen coordination with other agencies involved in the planning and implementation of all programs undertaken by the municipality.

FUNCTIONS:

1) Formulate integrated economic, social, physical, and other development plans and policies for consideration of the local government development council;
2) Conduct continuing studies, researches, and training programs necessary to evolve plans and programs for implementation;
3) Integrate and coordinate all sectoral plans and studies undertaken by the different functional groups or agencies;
4) Monitor and evaluate the implementation of the different development programs, projects and activities in the LGU in accordance with the approved development plan;
5) Prepare comprehensive plans and other development planning documents for consideration of Local Development Council;
6) Analyze the income and expenditure patterns, and formulate and recommend fiscal plans and policies for consideration of the finance committee of the LGU as provided under Title V, Book II of the Local Government Code;
7) Promote people participation in the development planning within the LGU;
8) Exercise supervision and control over the secretariat of the Local Development Council; and
9) Exercise such other powers and perform such other functions and duties as may be prescribed by law or ordinance.

A. Issuance of Zoning Certification

Issuance of certification as to the land use of the parcel of land being applied for based on the approved CLUP of the municipality

Office or Division:	Municipal Planning and Development Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Any individual who owns a parcel of land in the municipality
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Refer to the application form	MPDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires how to avail the service	1. Frontline staff refer client to the person in-		1 minute	Ma. Lorna N. Abrantes Jessa P. Loyola

	charge			Heinz C. Baldesco
2. Receives application form	2. Ask client the purpose of securing certification, then give application forms with instructions		3-5 minutes	Eumelia I. Creer Jessa P. Loyola Heinz C. Baldesco
3. Submit the notarized application forms together with all the required documents	3. Review, validate and assess the submitted documents. Advise client to pay at MTO as per assessment.		2-5 minutes	Eumelia I. Creer
4. Present and submit Official Receipt (OR)	4.1 Receive OR & inform client that he will be notified upon completion of actual site inspection and evaluation report		2-3 minutes	Eumelia I. Creer
5.	5.1 Conduct actual site inspection and prepare evaluation report		4 hours	Joel Bienvenido I. Daga
6.	6.1 Prepare evaluation report and zoning certification		10-15 minutes	Eumelia I. Creer
7. Receives notice	7.1 Notify client to claim the zoning certification		2-5 minutes.	Jessa P. Loyola Eumelia I. Creer
8. Receives zoning certification and signs in the logbook	8.1 Segregate and release the document		2-3 minutes	Eumelia I. Creer Ma. Lorna N. Abrantes Jessa P. Loyola
	TOTAL:		**4 hours and 37 minutes**	

B. Issuance of Locational Clearance

Issuance of a clearance as a pre-requisite for Building Permits and other related permits before any development of a parcel of land be done, in accordance with the existing zoning ordinance of the municipality and other related laws, rules and regulations.

Office or Division:	Municipal Planning and Development Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Any individual who owns a parcel of land in the municipality
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
4. Refer to the application form	MPDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires how to avail the service	1.1. Frontline staff refer client to the person in-charge		1 minute	Ma. Lorna N. Abrantes Jessa P. Loyola
2. Receives application form	2.1 Ask client the purpose of securing certification, then give application forms with instructions		3-5 minutes	Eumelia I. Creer Jessa P. Loyola
3. Submit the notarized application forms together with all the required documents	3.1. Review, validate and assess the submitted documents. Advise client to pay at MTO as per assessment		2-5 minutes	Eumelia I. Creer
4. Present and submit Official Receipt (OR)	4.1. Receive OR & inform client that he will be notified upon completion of actual site inspection and evaluation report		2-3 minutes	Jessa P. Loyola Eumelia I. Creer
5.	5.1. Conduct actual site inspection		4 hours	Joel Bienvenido I. Daga
6.	6.1.Issuance of locational clearance		10-15 minutes	Eumelia I. Creer
7. Receives notice	7.1 Notify client to claim the zoning certification		2-5 minutes	Eumelia I. Creer
8. Receives locational clearance and signs in the logbook	8.1. Segregate and release the document		2-3 minutes	Eumelia I. Creer Jessa P. Loyola
	TOTAL:		**4 hours and 37 minutes**	

C. Processing of Preliminary Approval and Locational Clearance, Preliminary Subdivision Development Plan (PSDP) / Subdivision Approval / Development Permit (DP) and other related issuances

Preliminary review of application for proposed subdivisions in the municipality in accordance to PD 957 and BP 220.

Office or Division:	Municipal Planning and Development Office (MPDO)
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Any individual/group of individuals who desires to

	establish a subdivision in the municipality.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Refer to the application form	MPDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires how to avail the service	1.1. Frontline staff refer client to the person in-charge		1 minute	Ma. Lorna N. Abrantes Jessa P. Loyola
2. Receives application form	2.1. Ask client the purpose of securing clearance, then give application forms with instructions		3-5 minutes	Ma. Lorna N. Abrantes Eumelia I. Creer Jessa P. Loyola
3. Submit the notarized application forms together with all the required documents	3.1 Review documents and advise applicant to submit documents to the Sangguniang Bayan Secretary		2-5 minutes	Eumelia I. Creer
4. Attend meeting called for the SB Secretary	3.1. Together with the Building Official and applicant, attend meeting called for by the SB Secretary to assess and validate the application		4 hours	Eumelia I. Creer
5.	5.1. Receive endorsement of the application from the SB		2-3 minutes	Eumelia I. Creer
6. Pay inspection fee	6.1. Advise applicant to pay inspection fee at the MTO		3-5 miutes	Eumelia I. Creer
7. Present and submit OR	7.1. Receive OR and indorse application to the Building Official		2-5 minutes	Eumelia I. Creer
8.	8.1. Receives inspection and evaluation report and indorse these to the SB		2-5 minutes	Eumelia I. Creer

	through the SB Secretary for deliberations in the appropriate SB committee			
9. Pay clearance fee	9.1. Receive resolution from the SB and advise applicant to pay clearance fee at the MTO		2-3 minutes	Eumelia I. Creer
10.	10.1. Evaluate documents		3-5 mins	Jessa P. Loyola
11. Present and submit OR	11.1 Receive OR		1-2 minutes	Eumelia I. Creer
12.	12.1. Prepare PSDP / DP and indorse the same to the LCE for final approval		4 hours	Eumelia I. Creer
13.	13.1.Receive and record the approved application		10-15 minutes	Eumelia I. Creer
14. Receives notice	14.1. Notify client to claim the PSDP / DP		3-5 minutes	Eumelia I. Creer
15. Receives PAL Clearance and signs in the logbook	15.1. Segregate and release the document		3-5 minutes	Eumelia I. Creer
TOTAL:			**9 hours and 4 minutes**	

D. Provision of Statistical and Non-Statistical Data Including Maps

Access to and provision of photocopies of all statistical and non-statistical data available in the office, including maps.

Office or Division:	Municipal Planning and Development Office (MPDO)
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Anybody particularly students conducting research, businessmen, barangay officials, government agencies, etc. who come to the office.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Latest Personal Identification Card	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires how to avail the	1.1. Frontline staff refer client to		1 minute	Ma. Lorna N. Abrantes

service	the MPDC/Assistant			Nikel D. Acebedo Andres C. Ida III
2.	2.1. Ask client the purpose of securing documents		2 minutes	Engr. Armand C. Cabaltera Eumelia I. Creer
3.	3.1. Retrieve documents requested		3 minutes	Ma. Lorna N. Abrantes Nikel D. Acebedo Andres C. Ida III
4. Receives original copies of needed data/documents, sign in the logbook and deposit an ID Card	4.1. List the documents in the logbook, let client sign the logbook and deposit latest ID Card prior to release of documents for reproduction		2 minutes	Ma. Lorna N. Abrantes Nikel D. Acebedo Andres C. Ida III
5. Returns original documents and retrieves ID Card deposited	5.1. Receive and check the borrowed documents, return the clients ID card		3 minutes	Ma. Lorna N. Abrantes Nikel D. Acebedo Andres C. Ida III
TOTAL:			**11 minutes**	

E. Issuance of Barangay Certification

Issuance of certification as to the proposed PPA's in the Barangay AIP with inclusion of corresponding fund allocation.

Office or Division:	Municipal Planning and Development Office (MPDO)
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All Barangay council of LGU-Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Program of work for the proposed PPAs and photo copy of approved Barangay AIP.	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client's submission of documents needed/required	1.1. Frontline Staff to receive documents for evaluation		1 minute	Nikel D. Acebedo Andres C. Ida III
2. Present and submit OR (OR)	2.1. Receive OR		1 minute	Nikel D. Acebedo Andres C. Ida III
3.	3.1. Issuance of Certification		3 minutes	Engr. Armand C. Cabaltera Nikel D. Acebedo

				Andres C. Ida III
4. Receives original copies of needed data/documents, sign in the logbook and deposit an ID Card	4.1. Receives certification and signs in the Logbook		2-3 minutes	Engr. Armand C. Cabaltera Nikel D. Acebedo Andres C. Ida III
TOTAL:			**8 minutes**	

F. Issuance of Pre-Marriage Orientation and Counseling Certification

Issuance of PMOC Certification as pre-requisite for marriage license application of engage couple/would be couple application in accordance with Section 15 RA 10354 known as the Responsible Parenthood and Reproductive Health Act of 2021. And Article 16 of the New Family Code with (EO 209 1987) of Presidential Degree 965 – July 20, 1976.

Office or Division:	Municipal Planning and Development Office (MPDO)
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Any Engage Couple or would be Couple who secured marriage license.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Refer to MCS Personal Data and MEI Forms	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires how to avail the service	1.1. Frontline staff refer client to the person in-charge		1 minute	Ma. Lorna N. Abrantes Jessa P. Loyola
2. Receives application form	2.1. Ask client the purpose of securing certification, then give application forms with instructions		3-5 minutes	Ma. Lorna N. Abrantes Jessa P. Loyola
3. Submit MCS personal data and MEI Form	3.2. Review, evaluate, validate and the submitted documents		2-5 minutes	Ma. Lorna N. Abrantes
4.	5.1. Inform the client the Schedule of PMOC orientation where or when the session conducted		3-5 minutes	Ma. Lorna N. Abrantes
	5.2. Prepare the PMOC		2-3 minutes	Ma. Lorna N. Abrantes

	Certificates			
5.	5.1. PMOC orientation session conducted		4 hours	Ma. Lorna N. Abrantes Edgar Y. Tañala Jasmine C. Estrada Evelyn R. Gilang
6.	6.1. After the PMOC Conducted release the PMOC Certificates		10-15 minutes	Ma. Lorna N. Abrantes Edgar Y. Tañala Jasmine C. Estrada Evelyn R. Gilang
TOTAL:			**4 hours and 34 minutes**	

Municipal Civil Registrar's Office

As mandated by the Local Government Code, the Office of the Civil Registrar is responsible for the civil registration program in the LGU of Palo, Leyte.

A. Registration of Certificate of Live Birth

Registration & Issuance of Certificate of Live Birth

Office or Division:	Municipal Civil Registrar's Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All bona-fide resident of Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Four copies of the duly accomplished certificate of live birth	Municipal Civil Registrar's Office
2. Marriage contract of parents	Municipal Civil Registrar's Office
3. Affidavit to Use the Surname of the Father (if not married)	Municipal Civil Registrar's Office
Late Registration of Certificate of Birth	
1. Four Copies of the duly accomplished certificate of death	Municipal Civil Registrar's Office
2. Negative Result from	PSA
3. Baptismal Certificate	Cathedral
4. Affidavit of Delayed Registration of Death	Notary Public/ Municipal Civil Registrar's Office
5. Barangay Certificate	Respective Barangay where he/she reside
6. Valid ID	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach a frontline staff hand in certificate of live birth for registration.	1.1. Receive, verifies data in the certificate of live birth submitted. Advise client to proceed to Municipal Treasurer's Office (MTO) and pay the corresponding fee.	Late Registration: P200.00 Endorsement: P100.00	2 minutes	Nonelon M. Elona Shiena Rose R. Novillo Imelda C. Chen Jovelyn D. Litang Erwin P. Militante
2. Submit official receipt to person in-charge	2.1. Prepare Certificate of live birth submitted to the LCR for signature		5 minutes	Shiena Rose R. Novillo Imelda C. Chen Jovelyn D. Litang
3.	3.1. Issue original certificate of live birth to the		1 minute	Erwin P. Militante Jovelyn D. Litang

	client..			
4. Receive original copy of certificate of live birth	4.1. Segregate remaining copies to be distributed to PSA and office file. 4.2. Records certificate in the Registry Book of live birth.		5 minutes	Shiena Rose R. Novillo Erwin P. Militante Jovelyn D. Litang
	TOTAL:	**Variable**	**13 minutes**	

B. Registration of Marriage Certificate

Registration and Issuance of Marriage Certificate

Office or Division:	Municipal Civil Registrar's Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All bona-fide resident of Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Four copies of the duly accomplished marriage certificate	Municipal Civil Registrar's Office
Late Registration of Certificate of Marriage	
1. Four Copies of the duly accomplished certificate of death	Municipal Civil Registrar's Office
2. Negative Result	PSA
3. Marriage Certificate	Church
4. Affidavit of Delayed Registration of Death	Notary Public/ Municipal Civil Registrar's Office
5. Barangay Certificate	Respective Barangay where he/she reside
6. Valid ID	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach a frontline staff for the requirements for the issuance of Marriage Certificate.	1.1 Provide list of the requirements needed for the issuance of marriage certificate.		5 minutes	Shiena Rose R. Novillo Nonelon M. Elona Imelda C. Chen Erwin P. Militante Jovelyn D. Litang
2. Submit needed requirements for the application of marriage certificate.	2.1. Receive, verify and evaluate submitted documents. Advise client to proceed to Municipal	Late Registration: P200.00 Endorsement: P100.00	5 minutes	Shiena Rose R. Novillo Nonelon M. Elona Imelda C. Chen Erwin P. Militante Jovelyn D. Litang

	Treasurer's Office (MTO) and pay the correspondin g fee.			
3. Submit official receipt to person in-charge	1.1. Receive official receipt. If documents are in order, advise the applicant that they are ready for the solemnizatio n of marriage.		5 minute	Shiena Rose R. Novillo Nonelon M. Elona Imelda C. Chen Erwin P. Militante Jovelyn D. Litang
4. After solemnization, the couple submit marriage certificate for registration.	4.1. Receive and records the marriage certificate submitted in the Registry Book of Marriage.		1 minute	Shiena Rose R. Novillo Nonelon M. Elona
5. Request issuance of original copy of marriage certificate.	5.1 LCR affix signature in the certificate of marriage and issue original copy to the couple and retains copy for PSA & office file.		2 minutes	Edgar Y. Tañala
	TOTAL:	**Variable**	**18 minutes**	

C. Registration of Certificate of Death

Registration and Issuance of Death Certificate

Office or Division:	Municipal Civil Registrar's Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All bona-fide resident of Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Registration of Death Certificate	
1. Four copies of the duly accomplished death certificate	Municipal Civil Registrar's Office
Late Registration of Certificate of Death	
7. Four Copies of the duly accomplished certificate of death	Municipal Civil Registrar's Office
8. Negative Result	PSA
9. Burial Certificate	Church
10. Affidavit of Delayed Registration of	Notary Public/ Municipal Civil Registrar's Office

Death	
11. Barangay Certificate	Respective Barangay where he/she reside
12. Valid ID	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informant of deceased request assistance for the issuance of death certificate.	1.1 Provide form to informant and advise to fill up necessary data and have it signed by the attending physician.		5 minutes	Shiena Rose R. Novillo Nonelon M. Elona Imelda C. Chen Erwin P. Militante Jovelyn D. Litang
2. Informant submits duly accomplished documents.	2.1. Receive, verifies submitted documents and Advise informant to proceed to Municipal Treasurer's Office (MTO) and pay the corresponding fee.	Burial Permit: P4.00 Transfer of Cadaver: P200.0 Late Registration:P200.00 Endorsement: P100.00	5 minutes	Shiena Rose R. Novillo Nonelon M. Elona Imelda C. Chen Erwin P. Militante Jovelyn D. Litang
3. Submit official receipt to person in-charge	3.1. Receive official receipt.		2 minutes	Shiena Rose R. Novillo Erwin P. Militante Jovelyn D. Litang
4.	4.1. LCR affix signature in the death certificate.		1 minute	Edgar Y. Tañala
5. Request issuance of original copy of death certificate.	5.1. Issuance of original copy of death certificate.		2 minutes	Erwin P. Militante Jovelyn D. Litang
6.	6.1 Register the certificate of death in the registry book of death, 2nd copy to PSA, 3rd copy to the attendant at death, & 4th copy for Office file		5 minutes	Shiena Rose R. Novillo Erwin P. Militante Jovelyn D. Litang
	TOTAL:	**Variable**	**20 minutes**	

D. Issuance of Marriage License

Issuance of Marriage License

Office or Division:	Municipal Civil Registrar's Office
Classification:	Simple
Types of Transaction:	G2C –government to the transacting public
Who may avail:	All bona-fide resident of Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. CENOMAR	PSA
2. Birth Certificate	PSA
3. Barangay Certificate	Respective Barangay where he/she reside
4. CEDULA / Valid ID	
5. Parent's Advice (22 – 25 yr. old) Parent's Consent (18-21 yr. old)	Municipal Civil Registrar's Office
6. Marriage Counseling	MPDO
7. 10 Days Posting	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach a frontline staff for the requirements for the issuance of Marriage License.	1.1. Provide list of the requirements needed for the issuance of marriage license		5 minutes	Shiena Rose R. Novillo Nonelon M. Elona Imelda C. Chen Erwin P. Militante Jovelyn D. Litang
2. Submit needed requirements for the application of marriage license.	2.1. Receive, verify and evaluate submitted documents. Advise client to proceed to Municipal Treasurer's Office (MTO) and pay the correspondin g fee.	P950.00	5 minutes	Shiena Rose R. Novillo Nonelon M. Elona
3. Submit official receipt to person in-charge	3.1. Receive official receipt. If documents are in order and complete, advise client to return after 10 days posting.		5 minute	Shiena Rose R. Novillo Nonelon M. Elona Imelda C. Chen Erwin P. Militante Jovelyn D. Litang
4. Request issuance of marriage license after 10 days posting.	4.1 Issuance of marriage license.		1 minute	Shiena Rose R. Novillo Nonelon M. Elona
	TOTAL:	**P950.00**	**16 minutes**	

E. Filling of Petition for Correction of Clerical Error (R.A. 9048)

Correction of Clerical Error in the Birth, Marriage and Death Certificate.

Office or Division:	Municipal Civil Registrar's Office
Classification:	Complex
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All bona-fide resident of Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
(at least two of the following documents showing the entries upon which the correction shall be based)	
1. Birth Certificate	Municipal Civil Registrar's Office/ PSA
2. Baptismal Certificate	Church
3. Marriage Contract (if married)	Municipal Civil Registrar's Office/ PSA
4. Voter's Affidavit	COMELEC
5. Employment Records	Employer
6. GSIS E – card	GSIS
7. SSS Identification Card	SSS
8. Medical Record	Hospital
9. Business Record	Licensing Office
10. School Record	School
11. Clearance from the ff. authorities: a. Employer's Clearance b. NBI Clearance c. Barangay Clearance	 Employer NBI Barangay

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach a frontline staff for the assistance.	1.1. Provide information about the service and issue list of requirements.		5 minutes	Civil Registrar
2. Submits documentary requirements.	2.1. Receive and verify as to the completeness of the documentary requirements and determine whether the document submitted exist in the civil registry database.		5 minutes	Civil Registrar
3. Request petition and proceed to MTO for payment	3.1 Advise and refer client to MTO for payments	P1,000.00	5 minutes	Civil Registrar
4. Present Official Receipt	4.1. Receive OR, prepare petition for the		10 days	Civil Registrar

	service and post notice.			
.5.	3.2. Approve the petition.		w/in 15 days	Civil Registrar
6.	6.1 Transmit the petition to PSA for affirmation of the Civil Registrar General		1 day	Civil Registrar
7.	7.1. Upon affirmation by the civil registrar general the Certificate of Finality is prepared and approved.		5 minutes	Civil Registrar
8. Claim approved petition.	8.1.Contact applicant and release approved petition.		5 minutes	Civil Registrar
	TOTAL:	**P1,000.00**	**26 days and 25 minutes**	

E. Filling of Petition for Change of First Name (R.A. 9048)

Petition for Change of First Name

Office or Division:	Municipal Civil Registrar's Office
Classification:	Complex
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All bona-fide resident of Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
(at least two of the following documents showing the entries upon which the correction shall be based)	
1. Birth Certificate	Municipal Civil Registrar's Office/ PSA
2. Baptismal Certificate	Church
3. Employment Records	Employer
4. GSIS E – Card	GSIS
5. SSS Identification Card	SSS
6. Medical Records	Hospital
7. Business Records	Licensing Office
8. School Records	School
9. Clearance from the ff. authorities: a. Employer Clearance b. NBI & Police Clearance c. Barangay Clearance	 Employer NBI & PNP Barangay
10. Publication from Local Newspaper	Leyte Samar Daily Express

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Approach a frontline staff for the assistance.	1.1. Provide information about the service and issue list of requirements.		5 minutes	Civil Registrar
2. Submits documentary requirements.	2.1. Receive and verify as to the completeness of the documentary requirements and determine whether the document submitted exist in the civil registry database.		5 minutes	Civil Registrar
3. Request petition and proceed to MTO for payment	3.1 Advise and refer client to MTO for payments	P3,000.00	5 minutes	Civil Registrar
4. Present Official Receipt	4.1. Receive OR, prepare petition for the service and post notice.		15 days	Civil Registrar
5.	5.1. Advice client to publish petition in region-wide circulation newspaper for 2 consecutive weeks and submit affidavit of publication and copies of newspaper.	Newspaper Publication : P2700.00-P3,000.00	5 minutes	Civil Registrar
6.	6.1.Approve the petition.		w/in 15 days	Civil Registrar
7.	7.1 Transmit the petition to PSA for affirmation of the Civil Registrar General		1 day	Civil Registrar
8.	8.1 Upon affirmation by the civil registrar general the Certificate of Finality is prepared and approved.		5 minutes	Civil Registrar

9.Claim approved petition.	9.1.Contact applicant and release approved petition.		5 minutes	Civil Registrar
TOTAL:		**Variable**	**31 days and 30 minutes**	

F. Registration of Court Orders, Annulment & Adoption.

Registration of Court Orders, Annulment & Adoption.

Office or Division:	Municipal Civil Registrar's Office
Classification:	Complex
Types of Transaction:	G2C – government to the transacting public
Schedule of Availability of the Service:	Monday to Friday (8:00AM to 5:00PM except Holidays)
Who may avail:	All bona-fide resident of Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Court Decision from the court	Court
2. Certificate of Finality	Court
3. Certificate of Registration	Civil Registrar's Office where the case was filed

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach a frontline staff for the requirements of registration of Court Orders.	1.1.Refer client to person in charge of registration of court orders.		2 minutes	Civil Registrar
2.	2.1. Verifies the court orders and the requirements if it is in order.		5 minutes	Civil Registrar
3.	3.1. Register the document in the Book of Legal Instrument.		5 minutes	Civil Registrar
4. Receive original copy of court order	4.1.Give the owner's copy to the client.		2 minutes	Civil Registrar
TOTAL:			**14 minutes**	

MUNICIPAL ENGINEER'S OFFICE

The Municipal Engineer's Office takes charge of the implementation of Presidential Decree 1096, or the National Building code, in the issuance of building permits as well as the inspection of all buildings except residential buildings. It is responsible in the enforcement of the provision of the National Building Code as well as its implementing rules and regulations.

A. Process Application for Electrical Permits

This permit is required before the electrical layout and installation of any building or structure. All permit application shall be in accordance with the latest edition of the Philippine Electrical Code.

Office or Division:	Municipal Engineer's Office
Classification:	Complex
Types of Transaction:	G2C – government to citizen
Who may avail:	All citizens who want to apply for electrical permit within the municipality.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Electrical Form duly signed and sealed by a duly licensed Professional Electrical Engineer	BFP
2.Electrical plans and technical specification signed and sealed by a duly licensed Professional Electrical Engineer	BFP/ Licensed Professional Electrical Engineer
3. Brgy. Clearance	Barangay
4. Tax Clearance of Lot (latest)	Municipal Treasurer's Office
5. Application from LEYECO II	LEYECO II
6.Mayor's Permit	Mayor's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Secure Electrical Permit Application Form and checklist requirements	1.2. Issue Electrical Permit Application Form together with checklist requirements		10-15 minutes	Engr. Jadd Meyrick S. Agner / Michael T. Saboren / Tommy A.Graciano
2.Submit duly accomplished Electrical application Form, Electrical Plan, together with the application for Leyeco II Electric connection for assessment	2.1.Receives and assess application documents 2.2.Informs schedule for ocular inspection		30 minutes	Engr. Teresita Pajota / Michael T. Saboren
3.	3.1. Conduct ocular inspection. 6.2. Verify conformity of use/occupancy of building/structure.		½ day	Tommy Graciano Charlie Malbas

4.	4.1 Process and computes regulatory fees. 4.2.Issue assessment of corresponding fees / order of payment. 4.3. Request client to secure fire safety inspection certificate and assessment of fees.	based on assessment	10-20 mins.	Michael T. Saboren / Engr. Teresita Pajota
5.Proceed to Municipal Treasurer's Office, present the Order of Payment, pay prescribed fees.				Treasurer's Office
6.Submit all documents to Municipal Engineer's Office with official receipt.	6.1.Record Official Receipt. 6.2. Final evaluation, recommendation and issuance/release of electrical permit		20 minutes	Engr. Jadd Meyrick S. Agner / Michael T. Saboren
7.Receive electrical permit			5-10 mins.	Michael T. Saboren
TOTAL:			**5 hours and 35 minutes**	

B. Processing Application for Water Connection/Excavation Permit

The application for inspection report for water connection and to undertake excavations shall be filed with the Municipal Engineer's Office. All excavation works shall be under the supervision of the Municipal Engineer or his duly authorized technical representative to ensure compliance with the installation plans and other conditions stipulated in the permit.

Office or Division:	Municipal Engineer's Office
Classification:	Complex
Types of Transaction:	G2C –government to the public
Who may avail:	All citizens who want to apply for water connection and excavation permit within the municipality.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Brgy. Clearance	Barangay
2. Tax Clearance of lot (latest)	Mun. Treasurer's Office
3. Application from LMWD (water connection)	LMWD/ Prime Water
4. Application Letter (excavation permit)	LMWD/ Prime Water

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request	1.2. Issue water		10-15 minutes	Michael T.

requirements for appropriate permit	connection/excavation permit application form together with checklist requirements			Saboren / Tommy A. Graciano
2. Submit duly accomplished application forms.	2.1. Receives and assess application documents. 2.2. Inform the client for ocular inspection schedule.		30 minutes	Engr. Jadd Meyrick S. Agner / Michael T. Saboren / Tommy A. Graciano
3.	3.1.Conduct ocular inspection. 3.2. Verify conformity of use/occupancy of building/structure		½ day	Engr. Jadd Meyrick S. Agner / Tommy A. Graciano
4. Request assessment of corresponding fees	4.1. Process, computes regulatory fees and issue order of payment.		10-20 minutes	Michael T. Saboren / Tommy A. Graciano
5. Proceed to Municipal Treasurer's Office, present the Order of Payment, pay prescribed fees.				
6. Submit all documents to Municipal Engineer's Office with official receipt.	6.1. Record Official Receipt. 6.2. Make final evaluation, recommendation and issue/release inspection report. 6.3. Advise client to proceed to the Mayor's Office for issuance of water connection/excavation permit		20 minutes	Engr. Jadd Meyrick S. Agner / Michael T. Saboren
TOTAL:			**5 hours and 25 minutes**	

C. Issuance of Building Permit

A building permit is required prior to the construction, erection, alteration, repair, conversion, use, occupancy, moving or demolition of any building or structure by private persons, firms or corporation including agency or instrumentalities of the government (P.D.1096 or the National Building Code).

The permit becomes null and void if work is not commenced within I year from the date of issuance or if the building work is suspended or abandoned at any time after it has been commenced for a period of 120 days.

Office or Division:	Municipal Engineer's Office
Classification:	Complex
Types of Transaction:	G2C – government to the public
Who may avail:	Any person who intends to construct, erect, alter, repair, convert, move or demolish any building may apply for a building permit.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Unified Application form for Building Permit (5 sets)	Municipal Engineer's Office
Electrical Permit application form (5 sets)	Municipal Engineer's Office
Sanitary/Plumbing Permit application form (5 sets)	Municipal Engineer's Office
Mechanical Permit application form (5 sets)	Municipal Engineer's Office
Sets of plans (5 sets)	Applicant
Bill of Materials and Cost Estimates (5 sets)	Applicant
Specifications (5 sets)	Applicant
Land Title or TCT (Certified by Register of Deeds)	Mun. Assessor's Office/ Register of Deeds
Latest Tax Receipt/Tax Clearance	Municipal Treasurer's Office
Lot plan certified by Geodetic Engineer	Applicant
Deed of Sale/Contract of Lease if application name is not registered TCT name	Applicant
Structural analysis for 1 storey building in excess of 20sq.m. and all building 2 storey and above with seismic analysis	Municipal Engineer's Office
Certification of structural engineer in case of additional floor (structural stability)	Municipal Engineer's Office
Plate load test analysis – for 3 storeys and above – 2 copies	
Soil Boring Test Result – for 3 storeys and above – 2 copies	
Clearance from the government agencies exercising regulatory functions – 2 copies, such regulatory agencies are: • Zoning Certification/Locational Clearance – Municipal Planning & Development Office • Fire Department Clearance – Bureau of Fire protection • ECC or CNC for commercial, institution, industrial buildings and cell sites – Department of Environment and Natural Resources • Clearance for tourist oriented projects – Philippine Tourism Authority	

• Barangay and Sangguniang Bayan resolution for project near or above waterways, creeks and rivers.	
To facilitate processing, please take note of the following before submitting the application to the Municipal Engineer's Office: • Requirements of the National Building Code • Requirements of the Referral Code/Architectural Code, Philippine Electrical Code (PEC), Revised Plumbing Code, national Structural Code (NSCP) Philippine Mechanical Engineering Code (PMEC) • Municipal Ordinance and other Laws and Regulations • Compliance with BP 344 should be indicated in detail on plans for commercial, institutional and public buildings. • Provision of Parking area for new buildings (institutional and commercial) • If set backs and side yard requirement are not met, firewall (strictly with no opening) must be provided which shall not extend beyond 1 meter from roof level. • A special power of attorney shall be provided if owner is not the signatory in all applications. • Forms and letter, plans specification, bill of materials and cost estimates and other pertinent documents must be signed and sealed by the designer, complete with latest PRT and PRC ID. ***Note: All these documents must be signed by the owner.***	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Building Permit Application form and inquire requirements.	1.1. Issue Application Permit Forms (Building , Electrical, Sanitary/Plumbing, Mechanical with checklist requirements)		10-15 minutes	Tommy A. Graciano / Michael T. Saboren
2. Submit duly accomplished application form with other supporting documents.	2.1. Receive, verify, review and process application form and other supporting documents.		1 hour	Engr. Jadd Meyrick S. Agner / Engr. Teresita V. Pajota

	2.2. Endorse application to the BFP 2.3. Compute assessment of corresponding fees/order of payment.			
3. Receive assessment form/ order of payment.	3.1. Release assessment form/ order of payment and instruct client to proceed to MTO for payment of fees and charges.	based on assess ment	2-5 minutes	Engr. Jadd Meyrick S. Agner / Engr. Teresita V. Pajota
4. Submit all documents with Official Receipt to the Municipal Engineer's Office	4.1. Record Official receipt		5-10 minutes	Engr. Jadd Meyrick S. Agner / Engr. Teresita V. Pajota
5. Receive approved building permit and other documents	5.1. Issue, segregate and release owner's copy of building permit.		10-20 minutes	Michael T. Saboren
	TOTAL:		**1 hour and 50 minutes**	

D. Issuance of Occupancy Permit

An Occupancy Permit is required before any building or structure is used or occupied. It is secured after the completion of the structure.

It is also required if there is any change in the existing use or occupancy classification of a building structure or any portion thereof.

Office or Division:	Municipal Engineer's Office
Classification:	Complex
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Any individual who had been issued a building permit may apply for occupancy permit after the building construction has been completed.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved Building Permit (1 copy)	Municipal Engineer's Office
2. Approved Electrical Permit (1 copy)	Municipal Engineer's Office
3. Approved Plumbing Permit (1 copy)	Municipal Engineer's Office
4. Approved Mechanical Permit (1	Municipal Engineer's Office

copy)	
5. Approved Set of Plans (1 copy)	Municipal Engineer's Office
6. Certificate of Completion duly signed by Engr./Arch. In charge of Construction as follows: - Civil/Structural - Plumbing/Sanitary - Electrical - Mechanical - Fire Safety Inspection Certificate - Duly accomplished construction logbook - Picture showing posting of Building Permit number and date issued on site	Municipal Engineer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request application form for occupancy permit and other requirements.	1.1. Issue application form for occupancy permit and other requirements		2-5 minutes	Tommy A. Graciano/ Michael T. Saboren
2. Submit duly accomplished application form for occupancy permit and other documents	2.1. Receive, verify and record submitted documents. 2.3. Advise the client schedule of inspection and proceed to BFP		5-10 minutes	Engr. Jadd Meyrick S. Agner / Engr. Teresita V. Pajota
3. Submit recommendation from BFP to the Municipal Engineer's Office	3.1. Receive and make final evaluation on all documents.		10-20 minutes	Engr. Jadd Meyrick S. Agner / Engr. Teresita V. Pajota
4. Presence on the actual date of Building inspection	4.1. Final inspection, verification and review of the building structure based on the documents submitted.		4-8 hours	Engr. Jadd Meyrick S. Agner / Engr. Teresita V. Pajota
5. Receive Certificate of Occupancy Permit	5.1. If all requirements have been complied with: Issue and release		10-20 minutes	Engr. Jadd Meyrick S. Agner / Michael T. Saboren

	Certificate of Occupancy Permit.			
6. Receive Notice of Deficiency	6.1 If requirements are lacking: Issue Notice of Deficiency and advise client to comply with the requirements and schedule re-Inspection.		10-20 mins.	Engr. Jadd Meyrick S. Agner
Note: If the building inspectors find that the completed project has deviated from the approved plans, the permit is withheld pending submission of needed requirement.				
If all requirements has been complied with 1. Secure order of payment			30 minutes	Engr. Agner
2. Proceed to the Municipal Treasurer's Office and pay prescribed fees.				Engr. Agner
Received official receipt (O.R. and return to Municipal Engineer's Office				Engr. Agner
3. Submit OR for attachment to Occupancy Permit to Municipal Engineer			2-5 minutes	Engr. Agner
4. Receive occupancy permit			2-5 minutes	Engr. Agner
TOTAL:			**9 hours and 55 minutes**	

E. Issuance of Fencing Permit

This permit shall be secured prior to construction of a fence.

Office or Division:	Municipal Engineer's Office
Classification:	Complex
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All business and property owners within the municipality.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Fencing Permit Application Forms (5 sets)	Municipal Engineer's Office
2. Fencing Plan (5 copies)	Applicant
3. Bill of Materials and Cost Estimate (5 copies)	Applicant
4. Specifications	Applicant
5. Lot plan signed by Geodetic Engineer	Applicant
6. Transfer Certificate of Title certified by Register of Deeds	Applicant
7. Deed of Sale/Contract to sell or TCT if not in the name of applicant	Applicant
8. Latest Tax Declaration	Municipal Assessor's Office
9. Latest Tax Receipt/Tax Clearance	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request application form and other	1.1. Issue Fencing Permit		2-5 minutes.	Tommy A.Graciano/

requirements.	application Form together with requirements checklist.			Michael T. Saboren
2. Submit the duly accomplished application form with the complete requirements.	2.1. Receive and record application documents. 2.2 Inform schedule for inspection.		10-20 minutes	Tommy A.Graciano/ Michael T. Saboren
3. Presence on the actual date of inspection on the site.	3.1.Verification of site, line and grade, land use in relation to road lots, property lot line, streets or highway whether existing or proposed.		½ day	Engr.Jadd Meyrick S. Agner
4.	4.1. Process application form and compute regulatory fees/order of payment. 4.2.Advise client to proceed to MTO for payment.		20-30 minutes	Engr. Teresita Pajota
5. Submit Official Receipt, application form and other required documents to Municipal Engineer's Office	5.1.Receive, record Official Receipt and conduct final evaluation of documents		30 minutes	Engr.Jadd Meyrick S. Agner
6. Receive owner's copy of fencing permit and other documents.	6.1.Issuance and release of fencing permit and other documents		5-10 minutes	Engr.Jadd Meyrick S. Agner /Michael T. Saboren
TOTAL:			**5 hours and 35 minutes**	

F. Issuance of Demolition Permit

This permit is secured prior to dismantling/removal of the structure.

Office or Division:	Municipal Engineer's Office
Classification:	Complex

Types of Transaction:	G2C – government to the transacting public
Who may avail:	All business and property owners within the municipality.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Demolition Permit Forms (5 copies)	Municipal Engineer's Office
2. Sketch plan/lot plan showing the area to be demolished	Applicant
3. Transfer Certificate (TCT showing that the applicant is the owner of the building to be demolished	Applicant
4. Latest Tax Declaration	Municipal Assessor's Office
5. Latest Tax Receipt	Municipal Treasurer's Office
6. Site verification if all provisions are complied.	Municipal Engineer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request application form and other requirements.	1.1 Issue Demolition Permit application Form together with requirements checklist.		2-5 minutes	Engr.Jadd Meyrick S. Agner
2. Presence on the actual date of inspection on the site	2.1. Conduct investigation/ inspection of building/structure conditions or defects 2.2. Process application form and compute regulatory fees/order of payment. 2.3. Advise client to proceed to MTO for payment.		½ day 20-30 minutes	Engr.Jadd Meyrick S. Agner
3. Submit Official Receipt, application form and other required documents to Municipal Engineer's Office.	3.1.Receive, record Official Receipt and conduct final evaluation of documents.		30 minutes	Engr.Jadd Meyrick S. Agner
4. Receive owner's copy of demolition	4.1.Issuance and release of		10-20 minutes	Engr.Jadd Meyrick S.

permit and other documents.	Demolition Permit			Agner
TOTAL:			**5 hours and 25 minutes**	

G. Issuance of a Certificate of Annual Inspection

All buildings except residential buildings are subject to annual inspection after 1 year of occupancy to determine their architectural presentation, structural stability, electrical safety, mechanical safety, sanitary requirements and compliance to BP 344/RA 7277.

The issuance of Annual Safety Inspection certificate is required before a building stability is granted for occupancy and renewal of business permit.'

Office or Division:	Municipal Engineer's Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All establishments (commercial, industrial, institutional and educational)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Previous occupancy permit	Applicant
2. Existence of business	Applicant
3. Business Permit	Applicant
4. Sketch of location	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Notice of Billing and list of requirements	1.1. Issue Annual Inspection application form together with requirements checklist. 1.2. Advise client schedule of inspection. 1.3. Process application form and compute regulatory fees/order of payment. 1.4. Advise client to proceed to MTO for payment.	based on assessment	2-5 minutes 20-30 minutes	Engr.Jadd Meyrick S. Agner
2. Presence on the actual date of inspection on the site.	2.1. Conduct ocular inspection with conformity of use/occupan		½ day	Engr.Jadd Meyrick S. Agner

	cy as per land use zoning regulation and permit issued.			
3. Submit Official Receipt to Municipal Engineer's Office.	3.1. Record Official Receipt and endorse application to BFP for Fire Safety Certificate.		5-10 minutes	Engr.Jadd Meyrick S. Agner
4. Submit Fire Safety Certificate to MEO	4.1. Issuance of Certificate of Annual Inspection.		5-10 minutes	Engr.Jadd Meyrick S. Agner
	TOTAL:		**4 hours and 55 minutes**	

MUNICIPAL TREASURER'S OFFICE

A. Issuance of Real Property Tax Clearance and/or Certification

Any individual or his/her representative who has property holdings in the municipality and wishes to secure a Real Property Tax Clearance and/or Certification for whatever purpose it may serve him/her. The Real Property Records Section of the Municipal Treasurer's Office facilitates the process any time during office hours.

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Any citizen who plans to secure a property clearance and or Certification.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For Electrical & Water connection: 1. Cedula 2. Current Real Property Tax Payments 3. Documentary Stamp 4. Barangay Certification 5. Tax Declaration	 MTO/Barangay Municipal Treasurer's Office MTO Barangay Municipal Assesor's Office
For Land Transfer 1. Cedula 2. Current Real Property Tax Payments 3. Documentary Stamp 4. Photocopy of Deed of Sale or Adjudication 5. SPA for representative 6. Barangay Certification 7. Tax Declaration	 MTO/Barangay MTO MTO Applicant Applicant Barangay Municipal Assessor's Office
For any other purposes 1. Cedula 2. Current Real Property Tax Payments 3. Documentary Stamp 4. Barangay Certification 5. Tax Declaration	 MTO/Barangay MTO MTO Barangay Municipal Assessor's Office
For Certification 1. Cedula 2. Documentary Stamp 3. Barangay Certification 4. Tax Declaration	 MTO/Barangay MTO Barangay Municipal Assessor's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make clarificatory inquiries.	1.1. Provide the client with a short briefing on the service and its requirements		2 minutes	Fe Doyola
2. Proceed to the teller/RCC to pay for the Fees & Charges	2.1. Issue Official receipts		5 minutes	Gerardo Regis Susana Daga Ariel Lora

3. Prepare Tax Clearance/Certification	3.1 Verify the requirements		5 minutes	Fe Doyola
4. Receive approved clearances.	4.1 Segregate file copy, record date, release client's copy to the applicant.		5 minutes	Fe Doyola
	TOTAL:		**17 minutes**	

B. Issuance of Official Receipt

Any individual who has the obligation to pay Taxes, Fees and Charges due the municipality. All Revenue Collection Clerks of the Municipal Treasurer's Office facilitates the process any time during office hours.

Office or Division:	Munipal Treasurer's Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Any individual who has the obligation to pay Taxes, Fees & Charges due the municipality.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For Police Clearance 1. Barangay Clearance	Barangay
For Civil Registration 1. Assessment from the MCR	Municipal Civil Registrar's Office
For Engineering Services 1. Assessment from the MEO	Municipal Engineer's Office
For Maternity Services 1. Bill	Maternity
For MSWD Services 1. Assessment from the MSWD	MSWDO
For Health Services 1. Assessment from RHU	RHU
For Property Taxes and Clearances 1. Assessment from Treasury Records Section	MTO
For Zoning Clearances and other MPDO Services 1. Assessment from MPDO	MPDO
For Palo Public Rentals and Services 1. Assessment from Market Supervisor	Market

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask the Priority Number from Municipal Guard	1.1. Wait until the priority number will be called based on the queuing system.		2 minutes	Information Staff
2. Presents the assessment	2.1. RCC issues official receipt.		5 minutes	Gerardo Regis Susana Daga

				Ariel Lora Alma Sampilo
3. Receives official receipt.	3.1. Advises client to present OR to the office concerned.		2 minutes	Gerardo Regis Susana Daga Ariel Lora Alma Sampilo
TOTAL:			**9 minutes**	

MUNICIPAL ASSESSOR'S OFFICE

Municipal Assessor's Office is a line office that is tasked with the many aspects of appraisal and assessment in accordance with the rules and regulations governing transfer, revision, classification, valuation, survey/inventory, annotation and levy real properties within the territorial jurisdiction of the municipality as prescribed in the real property appraisal and assessment operation manual under the following components:

1. Tax mapping. A highly accurate method of field operation for identifying real property units, defining property boundaries, determining actual use, and discovering undeclared properties for taxation purposes.
2. Real property valuation and assessment. Determine the value of a property or proportion thereof subject to tax.
3. Real property identification and accounting. Complete inventory of all real property within the territorial jurisdiction of the municipality.
4. Field surveys for assessment rolls. Frequent surveys to check and determine whether all real properties within the locality are properly listed in the assessment rolls, and
5. Assessment records and reports. Maintain and update assessment records and reports.

The major function of the Municipal Assessor's Office is based on the standards prescribed in the Real Property Appraisal and Assessment Operations Manual of the Department of Finance under the following provisions:

A. Transfer of Ownership of Tax Declaration

 Transfer based on duly registered Deed of Conveyance (titled and untitled property)

Office or Division:	Municipal's Assessor's Office
Classification:	Complex
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Citizen
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Tax Clearance (current year) 2 cps.	Municipal Treasurer's Office (MTO)
2. Transfer fee Cert. (2 cps.)	MTO
3. Certified ecopy of duly registered documents (2 cps.)	Registry of Deeds (ROD)
4. Certified ecopy of Certificate of Title	ROD
5. Approved Subdivision Plan for portion sold only (2 blueprint cps.)	Department of Environment and Natural Resources (DENR)
6. SPA or Authorization from the Vendee (2 cps) - BIR Cert. Authorizing Registration (2 cps.- 1 orig./ecopy & 1 photocopy	Lawyer/Applicat Bureau of Internal Revenue
7. Community Tax Cert. & Valid I.D.	MTO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request slip at front desk, complete the forms and affix signature	1.1. Evaluate and check the documents submitted, and verify data 1.2. After encoding, the declared owner will sign the transaction made and recommend the same for approval by the Provincial Assessor.	RPT and Transfer fee (to be computed at MTO)	20 minutes	Ana N. Lagao Ruel M. Bitangjol
2. Wait for the approval of Field Appraisal and Assessment Sheet and Tax Declaration	2.1. Preparation of Tax Declaration, FAAS, PRF & Notice of Assessment 2.2. Check for final endorsement , assign ARP Number and sign FAAS, PRF, Tax Declaration & Notice of Assessment for recommendation of approval by the Provincial Assessor		30 mins. per Tax Declaration	Ruel M. Bitangjol Darlene F. Panganoron Ana N. Lagao
3. Wait	3.1. Submit Tax Declaration, FAAS & PRF to Provincial Assessor for approval		Depends on the schedule of the Provincial Assessor's Office	Genevive M. Perez Darlene F. Panganoron
4. Receive Owner's copy of approved Tax Declaration	4.1. Release Owner's copy of approved		2 minutes	Maria Letty G. Labajoy

	Tax Declaration			
	TOTAL:		**Variable**	

B. Revision of Tax Declaration

Reclassification, Subdivision, Consolidation of Lot and Depreciation of Building and Machinery.

Office or Division:	Municipal's Assessor's Office
Classification:	Complex
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Citizen
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved Subdivision or Consolidation Plan (2 cps.-blueprint)	DENR
2. Certified copy of Tax Receipt – current year (2 cps.)	MTO
3. SPA or Authorization from the owner (2 cps.)	Lawyer/Applicant
4. Zoning Certification (2cps.)	Municipal Planning and Development Office (MPDO)
5. Technical Description (BL Form V-37 -2cps.)	Applicant
6. Community tax certificate/cedula (current year)	MTO
7. Valid ID	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request slip at front desk, complete the forms and affix signature and submit Letter Request .	1.1 Evaluate and check the documents submitted, and verify data	RPT to be computed at MTO	1-3 days subject for endorsement to the Provincial Assessor for approval as embodied in the Local Government Code that real property tax is a provincial imposition.	Ana N. Lagao Ruel M. Bitangjol
2. Wait for the approval of Field Appraisal and Assessment Sheet and Tax Declaration	2.1. Preparation Tax Declaration, FAAS, PRF & Notice of Assessment 2.2. Check for final endorsement, assign ARP Number and sign FAAS,		30 mins. per Tax Declaration 20 minutes Per Tax Declaration	Ruel M. Bitangjol Darlene F. Panganoron Ana N. Lagao

	PRF, Tax Declaration & Notice of Assessment for recommendation of approval by the Provincial Assessor			
3. Wait	3.1. Submit Tax Declaration, FAAS & PRF to Provincial Assessor for approval		Depends on the schedule of the Provincial Assessor's Office	Genevive M. Perez Darlene F. Panganoron
4. Receive Owner's copy of approved Tax Declaration	4.1. Release Owner's copy of approved Tax Declaration		2 minutes	Maria Letty G. Labajoy
TOTAL:			**Variable**	

C. Issuance of Tax Declaration for the First Time (Titled and Untitled property/No Claimant)

Office or Division:	Municipal's Assessor's Office
Classification:	Complex
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Citizen
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Certified true electronic copy of Certificate of Title (2 copies)	ROD
2. Technical Description BL Form V-37	DENR
3. Approved Survey Plan	DENR
4. DENR Certification stating that the land is within the alienable and disposable area	DENR
5. Affidavit of ownership	Lawyer
6. Affidavit of Two Adjoining owners	Lawyer
7. Affidavit of Request for Correction of No Claimant	Lawyer
8. Investigation Report based on ocular inspection	Municipal Assessor's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request slip at front desk, complete the forms and affix signature and	1.1. Evaluate and check the documents submitted, and verify		20 minutes	Ana N. Lagao Ruel M. Bitangjol

submit Letter Request	data			
2. Wait	2.2. Issuance of Notice of Application for Issuance of New Tax Declaration		10 minutes	Ana N. Lagao Ruel M. Bitangjol
3. Wait for the issuance of Certification that there is no other claims and conflict and 15 days posting by the Punong Barangay	3.1. Conduct ocular inspection		15 days	Ana N. Lagao Ruel M. Bitangjol Joel Bienvenido I. Daga
4. Pay Real Property Tax at Treasurer's Office Wait for the approval of Field Appraisal and Assessment Sheet and Tax Declaration	4.1. Preparation of Tax Declaration, FAAS, PRF & Notice of Assessment Check for final endorsement, assign ARP Number and sign FAAS, PRF, Tax Declaration & Notice of Assessment for recommendation of approval by the Provincial Assessor	RPT to be computed at MTO	30 minutes	Ruel M. Bitangjol Darlene F. Panganoron
5. Wait	5.1. Submit Tax Declaration, FAAS & PRF to Provincial Assessor for approval		Depends on the schedule of Provincial Assessor's Office	Genevive M. Perez Darlene F. Panganoron
6. Receive Owner's copy of approved Tax Declaration	6.1. Release Owner's copy of approved Tax Declaration		2 minutes	Maria Letty G. Labajoy
	TOTAL:		**Variable**	

D. Assessment and Appraisal of New Building and Machinery

Office or Division:	Municipal's Assessor's Office
Classification:	Complex
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Citizen
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Building:	
1. Certified photocopy of Building Permit (2 cps.)	Municipal Engineer's Office
2. Photocopy of floor plan (1 copy)	Municipal Engineer's Office
3. Sworn Statement	Municipal Assessor's Office
4. Proof of ownership of land where the building is constructed (2 cps.)	Applicant
Machineries:	
1. Sworn Statement	Municipal Assessor's Office
2. Financial Statement	Applicant
3. Official Receipt of Machine	Applicant
4. Notice of Inspection	Municipal Assessor's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request slip at front desk, complete the forms and affix signature and submit Letter Request	1.1 Evaluate and check the documents submitted, and verify data		30 minutes	Joel Bienvenido I. Daga
2. Wait	2.1. Conduct ocular inspection		1 day	Joel Bienvenido I. Daga Ruel M. Bitangjol Laster Ladrera
3. Wait for the approval of Field Appraisal and Assessment Sheet and Tax Declaration	3.1. Preparation of Tax Declaration, FAAS, PRF & Notice of Assessment 3.2. Check for final endorsement, assign ARP Number and sign FAAS, PRF, Tax Declaration & Notice of Assessment for recommendation of approval by		30 minutes per Tax Declaration 20 minutes per Tax Declaration	

	the Provincial Assessor			
4. Wait	4.1. Submit Tax Declaration, FAAS & PRF to Provincial Assessor for approval		Depends on the schedule of the Provincial Assessor's Office	Genevive M. Perez Darlene F. Panganoron
5. Receive Owner's copy of approved Tax Declaration	5.1. Release Owner's copy of approved Tax Declaration		2 minutes	Maria Letty G. Labajoy
	TOTAL:		**Variable**	

E. Cancellation of Assessment

Office or Division:	Municipal's Assessor's Office
Classification:	Complex
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Citizen
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Certified photocopy of Official Tax Receipt or Tax Clearance (2 cps.)	MTO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request slip at front desk, complete the forms and affix signature and submit Letter Request	1.1 Evaluate and check the documents submitted, and verify data 1.2 Conduct ocular inspection	RPT to be computed at MTO	30 minutes	Joel Bienvenido I. Daga
2. Wait for the approval of Request for Cancellation of Assessment	2.1. Preparation of Request for Cancellation of Assessment Form		20 minutes per Tax Declaration	Joel Bienvenido I. Daga
3. Wait	3.1. Review and sign Request for Cancellation of Assessment Form for final endorsement for		15 minutes per Tax Declaration	Ana N. Lagao Genevive M. Perez Darlene F. Panganoron

	recommendation of approval by the Provincial Assessor 3.2. Submit Request for Cancellation of Assessment Form for approval by the Provincial Assessor		Depends on the schedule of the Provincial Assessor's Office	
4. Wait	4.1. Submit Tax Declaration, FAAS & PRF to Provincial Assessor for approval		Depends on the schedule of the Provincial Assessor's Office	Genevive M. Perez Darlene F. Panganoron
5. Receive Owner's copy of Request for Cancellation of Assessment	5.1. Release Owner's copy of approved Tax Declaration		2 minutes	Maria Letty G. Labajoy
	TOTAL:		**Variable**	

F. Issuance of Certified Photocopy of Tax Declaration and Certification (with or without improvement, property holdings, no property holdings and history/tracer of property)

Office or Division:	Municipal's Assessor's Office
Classification:	Complex
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Citizen
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Proof of ownership	
1. Valid ID	Applicant
2. Deed of Conveyance	Applicant
3. Affidavit of Heir-ship or Kinship	Applicant
4. SPA or Authorization from the owner	Lawyer/ Applicant
5. Live-birth	Philippine Statistics Authority (PSA)/Municipal Civil Registrar (MCR)
6. Marriage Certificate	PSA/MCR
Documentary stamp (1 per copy)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request slip at front	1.1 Verification of record	50 pesos per copy	30 minutes	Maria Letty G. Labajoy

desk, complete the forms and affix signature	1.2 Preparation of history or tracer of property	of Tax Declaration 100 pesos per copy of Certification		Genevive M. Perez Phoebe A. Elorcha Mary Joy Silao Blesilda Acebedo Laster Ladrera Joel Bienvenido I. Daga
2. Pay corresponding fee at Treasurer's Office	2.1. Preparation of Tax Declaration or certification for encoding and printing		5 minutes	
3. Present Official Receipt	3.1. Review and sign Tax Declaration or Certification		3 minutes	Ana N. Lagao
4. Receive Tax Declaration or Certification	4.1. Release Tax Declaration or Certification		2 minutes	Laster Ladrera
	TOTAL:		**40 minutes**	

G. Annotation of Mortgage and Bailbond and Cancellation of Mortgage and Bailbond

Office or Division:	Municipal's Assessor's Office
Classification:	Complex
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Citizen
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Certified true electronic copy of duly registered Mortgage or Cancellation of Mortgage (1 copy)	ROD
2. Certificate of Bailbond (1 copy)	Regional Trial Courrt/Municipal Trial Court
3. Official Receipt (RPT) (1 copy)	MTO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request slip at front desk, complete the forms and affix signature	3.1 Verification of record	100 pesos	10 minutes	Ruel M. Bitangjol
2. Pay corresponding fee at Treasurer's Office	4.1 Annotation of Tax Declaration		5 minutes	
3. Present Official Receipt	3.1. Review and sign documents		3 minutes	Ana N. Lagao
4. Receive Tax Declaration or Certification	4.1. Release Documents		2 minutes	Ruel M. Bitangjol

TOTAL:		**20 minutes**	

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE (MSWDO)

The Municipal Social Welfare and Development Office is mandated to deliver social welfare programs and services to the needy and disadvantaged sector of the society.

A. Aid to Individuals in Crisis Situation (AICS)

This is the immediate provision of limited assistance in cash (maximum of Php10,000.00) or in kind to meet basic needs for food, clothing, medicines/ medical care, burial etc. during the period that their social functioning is impaired. It includes emergency shelter assistance to support families in the restoration of construction of their totally blown down/washed out/dismantled/burned down houses in areas where the service is not provided by other agencies or where resources are very limited.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Citizen
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Medicines – pls. see attached requirements • Brgy. Indigency & Valid ID • Medical certificate (for client's confined in the hospital)- 1 orig. & 2 photocopy. • Prescriptions – 1 original & 2 photocopy • Nearest kin of patient must come personally to the office for intake/interview to determine one's eligibility for assistance.	Barangay/ Applicant Hospital/ Physician
2. Burial Assistance – pls. see attached requirements • Brgy. Indigency & Valid ID • Death certificate of the deceased family member – 3 photocopy • Nearest kin of deceased member must come personally to the office for intake/interview to determine one's eligibility for assistance.	Barangay/ Applicant MCR
3. Transportation Assistance • Brgy. Indigency & Valid ID • Intake/Interview of strandees/women and children victims of abuse who need to go back to their respective home	Barangay/ Applicant MSWDO

place or who need to submit for medical examination in hospitals or attend court hearings.	
4. Food Assistance • Brgy. Indigency & Valid ID • Intake/Interview of clients suffering from starvation to determine eligibility for assistance.	Barangay/ Applicant MSWDO
5. Emergency Shelter Assistance • Barangay Indency (3 copies) • Intake/Interview of client to determine one's eligibility for assistance • Brgy. Blotter and Bureau and Fire Blotter • Picture of damaged house • Valid ID	Barangay MSWDO Barangay, PNP, BFP Applicant Applcant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests for financial assistance	1. Get initial information and refer client to staff in-charge.		5 minutes.	Christopher Millar/Mildred Toboso/Adrian Perote/Jericho Campo/Cresilda Cornejo/Gina Linde/Floresa Pulga/Carlito Del Rosario
2. Client presents problem	2.1. Assess the case thru intake/interview. 2.2. Provide client with list of requirements.		30 minutes	Christopher Millar/Mildred Toboso/Adrian Perote/Jericho Campo/Cresilda Cornejo/Gina Linde/Floresa Pulga/Carlito Del Rosario/
3. Client submits the required documents	3.1. Receive required documents and prepare the following, General Intake Sheet/Assessment report, Certificate of Eligibility & petty cash voucher of client		15 minutes	Jasmine Estrada/Christopher Millar/Mildred Toboso/Adrian Perote/Jericho Campo/Cresilda Cornejo/Gina Linde/Floresa Pulga/Carlito Del Rosario

4.	4.1.Review documents and affix signature		5 minutes	Anabelle A. Agner
5.	5.1.Record documents in logbook and submit disbursement voucher with supporting documents attached to the Treasurer's Office for payment. Advice client to claim financial assistance at Treasurer's Office.		2 minutes	Floresa Pulga
	TOTAL:		**57 minutes**	

B. Referrals to Schools, PCSO, Hospitals, Philhealth and Higher Centers

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Citizen
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Clinical/Medical Abstract (1 original and 1 photocopy)	Physician
2. Certification of Punong Barangay as to family income (if not a filer of Income Tax)	Barangay
3. Photocopy of latest payslip (if employed)	Employer
4. Certification of Municipal Assessor as to property holdings	Mun. Assessor's Office
5. Certification of Municipal Treasurer that client/family has no business registered in his name (for National Kidney Institute & Philippine Heart Center)	MTO
6. Statement of Account (if confined in a private hospital)	Hospital
7. Intake/Interview with client to determine one's eligibility for assistance	MSWDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests for financial assistance	1. Get initial information and refer client to staff in-charge	NONE	3 minutes.	JasmineEstrada / Christopher Millar/Mildred Toboso/Adrian Perote/Jericho Campo/Cresilda Cornejo/Gina Linde/Floresa Pulga/Carlito Del Rosario
2. Submits for intake/interview	2.1. Assess the case thru intake/interview. 2.2. Provide client with list of requirements.		30 minutes	Christopher Millar/Mildred Toboso/Adrian Perote/Jericho Campo/Cresilda Cornejo/Gina Linde/Floresa Pulga/Carlito Del Rosario
3. Client submits the required documents	3.1. Receive required documents and prepare the following social case study report and referral letter.		30 minutes	Christopher Millar/Mildred Toboso/Adrian Perote/Jericho Campo/Cresilda Cornejo/Gina Linde/Floresa Pulga/Carlito Del Rosario/Cristina Pedrosa
4.	4.1. Review, approve and sign social case study report and referral letter.		10 minutes	Anabelle A. Agner
5. Client receives social case study report, referral letter and other documents.	5.1. Record, segregate and release documents.		5 minutes	Christopher Millar/Mildred Toboso/Adrian Perote/Jericho Campo/Cresilda Cornejo/Gina Linde/Floresa Pulga/Carlito Del Rosario
TOTAL:			**1 hour and 18 minutes**	

C. Referrals for Free Legal Assistance and other Social Services

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Citizen
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

1. Certification of Punong Barangay as to family income or photocopy of latest payslip	Barangay
2. Certification of Municipal Assessor, re: property holdings	Municipal Assessor's Office
3. Certification of Municipal Treasurer that client/family has no business registered in their name	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests for the service	1. Get initial information and refer client to staff in-charge.	NONE	3 minutes	Jasmine Estrada
2. Submits for intake/interview	2.1. Assess the case thru intake/interview. 2.2. Provide client with list of requirements.		30 minutes	Jasmine Estrada
3. Client submits the required documents	3.1. Receive required documents and prepare certificate of indigency or Certification to avail Social Services		30 minutes	Jasmine Estrada
4.	4.1. Review, approve and sign certificate of indigency.		10 minutes	Anabelle A. Agner
5. Client receives certificate of indigency.	4.2. Record, segregate and release documents.		5 minutes	Jasmine Estrada
TOTAL:			**1 hour and 18 minutes**	

D. Application of Solo Parents ID (in compliance with RA 8972)

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Citizen
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Registration Form (duly filled up)	MSWDO
2. Certification of Punong Barangay that he/she is a solo	Barangay

parent and state the reason of being a solo parent	
3. Photocopy of Latest Income Tax Return (if a tax filer)	BIR
4. 1x1 ID picture (1 copy)	Applicant
5. A personal interview with solo parent to determine one's eligibility	MSWDO
6. Applicant must have minor dependents (below 18 years old)	
7. Affidavit of applicant that he/she is not cohabiting with his /her spouse and that he/she is taking the full custody and support of children	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests for the service	1. Get initial information and refer client to staff in-charge.	NONE	5 minutes	Gina Linde
2. Submits for intake/interview and fills-up registration form.	2.1. Request client to fill up registration form & validate information through personal interview.		15 minutes	Jasmine C. Estrada Anabelle A. Agner
	2.2 Request client to submit required documents and conduct home visit to gather collateral information and further validation of client's eligibility		1 day	Jasmine C. Estrada Anabelle A. Agner
3. Client submit required documents	3.1. Prepare social case study report.		1 day	Jasmine C. Estrada
	3.2. Review, approve and sign social case study report.		10 minutes	Anabelle A. Agner
	3.3. Prepare solo parent ID		15 minutes	Gina Linde
4. Client receives solo parent ID	4.1. Release solo parent IDs		5 minutes	Gina Linde

	signed by LCE to solo parent applicants			
TOTAL:			**2 days and 50 minutes**	

E. Application of PWD ID (in compliance with RA 9442)

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Citizen
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Registration Form (duly filled up) Certified by Punong Barangay as to residency for 6 months or more in the Barangay and certified by a physician as to client's disability.	MSWDO
2. 2 copies of 1x1 ID picture	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests for the service	1.1. Get initial information from client		5 minutes	Carlito del Rosario/ Rey Alnovar Julkarnain
	1.2. Request client to fill up registration form & validate information through personal interview.		15 minutes	Carlito del Rosario/ Rey Alnovar Julkarnain
	1.3. Request client to submit required documents		1 day	Carlito del Rosario/ Rey Alnovar Julkarnain
	1.4. Prepare ID for signature of MSWDO.		5 minutes	Carlito del Rosario/ Rey Alnovar Julkarnain
	1.5. MSWDO signs PWD ID		2 minutes	Anabelle A. Agner
	1.6. Signed PWD ID for recording in		5 minutes	Carlito del Rosario

	out-going logbook and submit for barcoding and signature of LCE			
	1.7. PWD ID signed by LCE received by DTS in-charge		5 minutes	Carlito del Rosario
	1.8. Forward PWD IDs to PDAO Focal Person for release to PWD applicants		5 minutes	Carlito del Rosario
2. Client receives PWD ID	2.1.Release PWD ID to PWD applicants		5 minutes	Carlito del Rosario/ Rey Alnovar Julkarnain
	TOTAL:		**1 day and 47 minutes**	

F. Referral of clients for Residential Care

Referral for temporary residential care at DSWD institutions of women and female children aged 7 but below 18 years, who have become victims of abuse, assault, exploitation, molestation, and acts of lasciviousness.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Citizen
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Women-victim Survivors needing referral for temporary residential care at the DSWD Regional Haven - referrals for those who have experienced threats in their lives and those exhibiting negative social functioning with no significant person to provide them protection and emotional support. • Medical Certificate • Certificate of Live Birth or Baptismal Certificate • School records (Form 138 and/or Certificate of Good Moral Character of children of the victim) • Court Related documents – complaint - affidavit of woman victim – survivor filed in court, medico-legal & other court related documents. • Picture – whole body (1 copy)	 <

• Personal interview to determine one's eligibility for assistance	MSWDO
2. Referral for temporary residential care a. Residential Care at DSWD Home for Girls of female children aged 7 but below 18 years, who are victims of abuse/assault/exploitation/molestation, and acts of lasciviousness. b. Residential Care at Pope Francis Complex Center for the Poor of Older Persons • Social Case Study Report • Medico-legal Report/Certificate • Medical Certificate with Laboratory results (fecalysis, urinalysis, chest x-ray) • Sworn Statement/Affidavit of client and witness • Police Blotter Excerpt • Complaint • Live birth and/or Baptismal Certificate	MSWDO Medico Legal Hospital Applicant PNP Applicant MCR/ Church

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Abused women/parents or guardian of abused children request for help	1. Get initial information and refer to assigned staff.		5 minutes	Jasmine C. Estrada
2. Submits for intake/interview	2. Assess the case thru intake/interview. Provide victim with possible courses of action.		30 minutes	Jasmine C. Estrada
3. Client decides to file complaint with PNP	3.1. Escort client to PNP station, MHO/EVRMC for medical, medico legal examination, psychological, psychiatric evaluation if needed.		1-3 days	Jasmine C. Estrada
4.	4.1. If referral to institution is needed, social worker request the client to comply other needed documents		10 minutes	Jasmine C. Estrada
5. Secure and submits	5.1. Receive and		8 hours	Jasmine C.

other needed documents	prepare social case study report. Prepare referral to DSWD Home for Girls.			Estrada
6.	6.1. Review, approve and sign social case study report.		10 minutes	Anabelle A. Agner
7.	7.1. Escorts client for admission in DSWD Home for Girls.		4 hours	Jasmine C. Estrada
8.	8.1. If placement in an institution is not appropriate, social worker look for a family capable of taking custody of the client & accomplish case record			
9. Client receives PWD ID	9.1. Conduct family assessment.		3 days	Anabelle A. Agner Jasmine C. Estrada
	TOTAL:		**Variable**	

MUNICIPAL AGRICULTURE OFFICE

The Municipal Agriculture Office provides agricultural services and technical assistance to clienteles who engage in farming, and fishing. Among its objectives are:

A. To help increase farmers' income through sustainable agriculture.
B. To provide farmers with technical assistance on the different agricultural programs and practices, set forth.

A. Provision of Technical Assistance to Farmers and Fisherfolks

The office provides technical assistance to farmers on the following services:

Office or Division:	Municipal Agriculture Office
Classification:	Simple
Types of Transaction:	G2C –government to the transacting public
Who may avail:	All farmers and fisherfolks within the municipality of Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
All farmers and fisherfolks	Municipal Agriculture's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach a frontline staff to inquire needed services.	1.1 Attend to client's need and refer to sectoral coordinators.		3-5 minutes	MA/MAO/ Agricultural Technologist on duty: Nestor C. Labajoy/ Bernardita E. Estrada/ Irwin S. Martillo/ Lea T. De Veyra
2. Registers in client's logbook for record purposes and future references.			3-5 minutes	Nestor C. Labajoy/ Bernardita E. Estrada/ Irwin S. Martillo/ Lea T. De Veyra
3. Consult Agricultural Technologist what services to avail	3.1 Brief discussion on client's needed services.		30-40 minutes	Nestor C. Labajoy/ Bernardita E. Estrada/ Irwin S. Martillo/ Lea T. De Veyra
4.	4.1 Schedule field/farm inspection		3-5 minutes	Nestor C. Labajoy/ Bernardita E. Estrada/ Irwin S. Martillo/ Lea T. De Veyra
5. Accompany Agricultural Technologist to his/her farm	5.1 Actual field visit and farm inspection and Extension service.		1-3 hours	Nestor C. Labajoy/ Bernardita E. Estrada/ Irwin S. Martillo/ Lea T. De Veyra

				Irwin S. Martillo/ Lea T. De Veyra
6.	6.1 Recommend appropriate technology to be applied		2-4 hours	Nestor C. Labajoy/ Bernardita E. Estrada/ Irwin S. Martillo/ Lea T. De Veyra
	TOTAL:		**7 hours and 55 minutes**	

RICE PRODUCTION PROGRAMS:

1. Promotion of Improved Rice Production Technology
2. Crop Management and Crop Health
3. Monitoring of Rice Seed Farms
4. Seed Inspection and Facilitate Seed laboratory Testing and Certification
5. Palay seed tagging
6. Farmers Field Classes
7. Establishment of Demonstration Farm

LIVESTOCK PROGRAMS

A. Animal Health Programs:

1. Animal care and management .
2. Health care:
   2.a Animals nutrition.
   2.b Defluking/Deworming and vaccination of animals.
   2.c Vitamins and Minerals supplementation
   2.d Treatment and follow-up treatment
   2.e Disease Surveillance

B. Animal Production

1. Provision of animal dispersal and re-dispersal
2. Artificial Insemination on Large and Small ruminants

C. Monitoring

Fishery Programs:

1. Technical assistance on pond/cage/pen construction.
2. Provision of fingerling dispersal.
3. Control, Monitoring and Surveillance.
4. Municipal Fisherfolk, Boat and Gear Registry System.
5. Regulatory and Advisory
6. Strengthening Fishery Law Enforcement Team, MFARMC and volunteers in the community through capability building.
7. Formation, strengthening for sustainable fisherfolk organization/association
8. Establishment of alternative livelihood
9. Distribution of fishing gear and fishing paraphernalia.

High Value Crops Programs:

1. Provision of available planting materials and other farm inputs.
2. Provision of vegetables seeds and fertilizer.
3. Care and management of plants.
4. Farmers field Classes.
5. Formation and Strengthening people organization.
6. Establishment of plant nursery.
7. Establishment of Demo farm.
8. Technical advisory and assistance.

9. Monitoring and evaluation.

ORGANIC AGRICULTURE PROGRAMS:

1. Provision of molasses.
2. Distribution of planting materials.
3. Distribution of animal dispersal.
4. Distribution of farm facilities and Farm machineries.
5. Formulation of feed mixing and fertilizer concoction inputs.
6. Farmers Field Classes.
7. Formation and Strengthening people organization.
8. Establishment of Demo farm/learning site.
9. Technical advisory and assistance.
10. Monitoring and Evaluation.

MUNICIPAL HEALTH OFFICE (MHO)

This office undertakes the provision of health services in the municipality. Mandated under S.# 1 E.O. 265, which states " it is the policy of the state that full and integrated delivery and development of health care services throughout the country must be prompted, encouraged and ensuring especially for the poor and marginalized sector of society".

A. Provision of Outpatient Consultation at the Municipal Health Office

The purpose of this service is to diagnose and treat illnesses and give appropriate medical services. Service is available at the Municipal Health Office to any person/individual who needs medical assistance.

Office or Division:	Municipal Health Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All residents of Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For Adults: None	RHU
For Children: Growth Monitoring Chart	RHU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to frontline desk for registration.	1.1 Provide the client with a short briefing on the service and requirements		3-5 minutes	Norma Fabi, Nilda A. Montubig Elma C. Navarrosa Maricel E. Laruscain Ma. Antonia I. Salangsang
	1.2 Clerk will retrieve family folder for previously registered patient (for new patients a folder will be provided) and provide priority number.		5 minutes	
	1.3 Take and record vital signs.			
2. Submit for vital signs taking (BP, Temp, Weight, RR).			5 minutes	Norma Fabi, Nilda A. Montubig Elma C. Navarrosa Maricel E. Laruscain Ma. Antonia I. Salangsang
3. Submit for interview for data taking	3.1 Enter in patient's medical records.		5-10 minutes	Norma Fabi,Nilda A. Montubig Elma

				C. Navarrosa Maricel E. Laruscain Ma. Antonia I. Salangsang
	3.2 Make initial assessments and refer patient to MHO			Norma Fabi,, Nilda A. Montubig Elma C. Navarrosa Maricel E. Laruscain Ma. Antonia I. Salangsang
4. Submit to physical examination by the MHO.	4.1 Examine the patient.		10-15 minutes	Leo T. Calonia, M.D. , Novi Queen Anne Navalta, M.D.
	4.2 Indicate diagnosis, medications prescribed and laboratory examinations required.			Leo T. Calonia, M.D. , Novi Queen Anne Navalta, M.D.
	4.3 Referral to MHO laboratory when necessary			Lorna Bonife
	4.4 Referral to hospitals when necessary.			Lorna Bonife/Leo T. Calonia M.D., Novi Queen Anne Navalta,M.D.
	4.5 Referral to other laboratories when necessary.			Leo T. Calonia, M.D. , Novi Queen Anne Navalta, M.D.
	4.6 Prescribe medicine if none is available at MHO pharmacy.			Leo T. Calonia, Leo T. Calonia, M.D. , Novi Queen Anne Navalta, M.D.
	4.7 Instruct patient to present family folder, when applicable, to: a.) MHO pharmacy for dispensing of medicine b.) MHO nurse for injections c.) MHO laboratory for examination.			Norma Fabi, Nilda A. Montubig Elma C. Navarrosa Maricel E. Laruscain Ma. Antonia I. Salangsang Almira Sabela
	4.8 Dispense prescribed medicine from MHO pharmacy prescription.			Leo T. Calonia, M.D. , Novi Queen Anne Navalta, M.D.

	4.9 Administer injection to patient in accordance with instructions.			Lorna Bonife
	4.10 Receive and examine specimen and advise patient to return for the result.			Almira Sabela
	4.11 Release result and prescribe medication			Almira Sabela Leo T. Calonia, M.D.
5. Present family folder to MHO pharmacy for dispensing of medicines.			10-15 minutes	Evelyn R. Gilang, Nilda A. Montubig Elma C. Navarrosa Maricel E. Laruscain Ma. Antonia I. Salangsang
6. Present family folder to MHO nurse for injection			5-10 minutes	Norma Fabi Nilda A. Montubig Elma C. Navarrosa Maricel E. Laruscain Ma. Antonia I. Salangsang
7. Present laboratory request to MHO laboratory for examination.			30 minutes – 1 hour	
8. Receive laboratory result.			2 minutes	Almira S. Sabela
9. Present lab result to MHO for assessment and medication.			5-10 minutes	Leo T. Calonia, M.D. , Novi Queen Anne Navalta, M.D.
TOTAL:			**2 hours and 17 minutes**	

B. Provision of Medico-Legal Examination Service

Physical examination for legal purpose/s

Office or Division:	Municipal Health Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	History of medico-legal case. (Battered wife, women abused, child abused, rape case, vehicular accident, death requiring autopsies, physical injuries)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
P15.00 payable at the Treasurer's Office for medical certification.	Mun. Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to frontline desk and inquire about this service	1.1. Record the vital signs in the family folder.		5 minutes	Norma Fabi Nilda A. Montubig Elma C. Navarrosa Maricel E. Laruscain Ma. Antonia I. Salangsang
2. Proceed to the Municipal 1 Health Officer for examination and assessment	2.1. Assessment and examination of injuries sustained		15-20 minutes	Leo T. Calonia, M.D. , Novi Queen Anne Navalta, M.D.
	2.2. Record on the medico-legal logbook			Jaime Jane Cabrigas
	2.3. Issuance of medical certification if needed			Jaime Jane Cabrigas
	2.4. Signs death certificate			
	2.5. Postmortem Result		1-2 days	
3. Present PNP request for medical certificate issuance	3.1. Issues medical certificate		5-10 mins.	Leo T. Calonia, M.D. , Novi Queen Anne Navalta, M.D.
TOTAL:			**2 days and 35 minutes**	

C. Provision of Issuance of Medical and Health Certificate

Firms and government agencies may require Health Certificates from certain persons. This is especially true for those who are applying for a driver's license with the Land Transportation Office (LTO) and people seeking employment. Schools also require students to secure a Medical Certificate before they are allowed to enroll.

a. Medical Certification - a certification issued to a person who are physically fit.
b. Health Certification - a health card issued to a person as one of the requirements in applying for business permit.

Health and Medical Certificates are issued by the Municipal Health Office (MHO).

Office or Division:	Municipal Health Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All interested parties requesting for medical certification.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For Medical Certification for School Requirement and Employment and other purposes. 1. CBC 2. Urinalysis	Hospital/ RHU/ Private Laboratory/ Clinic

3. Chest x-ray result 4. Hepa B result 5. Drug test 6. ECG when indicated 7. Community Tax Certificate (for employment purposes) 8. Identification Card	 MTO Applicant
For Health Certification: (for business establishments) 1. Community Tax Certificate 2. Chest x-ray result 3. Stool Exam 4. Picture 1 x 1 5. Hepa B result 6. Sputum Result	 MTO/ Barangay RHU/ Private Laboratory/Clinic

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to frontline desk for registration, taking vital signs and priority number	1.1. Clerk provides priority number and take vital signs		5-10 minutes	Laila Arca & Myra Maglalang
2. Present the laboratory/ radiologic request to the Med. Tech./RadTech	2.1. Med. Tech. provides the client short briefing		10 minutes	Almira S. Sabela & Zeynch Caing
3. Follow instructions for specimen collection and submit specimen	3.1. Receive and examine specimen:		30 minutes-2 hours	Almira S. Sabela & Zeynch Caing
4. Take note of the date of release of the results.	4.1. Sputum examination CBC and platelet count		After 24 hours	
5. Get laboratory/radiologic results.	CBC and platelet count		After 1 hour	
	Blood Typing		After 10 minutes	
	Blood Sugar		10 mins.	
	HBS Ag Test/RPR		10 mins.	
	Urinalysis		After 30 minutes	
	Pregnancy Test		After 30 minutes	
	Stool Exam		After 20 minutes	
	Gram Staining/Xray & ultrasound		After 40 mins.	
	Give results to patient and advise to proceed to MHO for assessment of result		After 40 mins.	

6. Proceed to the Municipal Health Officer and submit the laboratory/radiologic results required for medical certification.	6.1. Examines the laboratory result. 6.2. Give medical certificate		5-10 minutes	Leo T. Calonia, M.D. , Novi Queen Anne Navalta, M.D.
7. Proceed to the assigned RSI and submit the laboratory result for health card recording	7.1. RSI provides health certificate		5-10 minutes	Sarah L. Ladrera S.I. 1
8. Receive certification	8.1. Give health certificate to MHO for signature		3 minutes	Leo T. Calonia, M.D. , Novi Queen Anne Navalta, M.D.
TOTAL:			**Variable**	

D. Provision of Environmental Sanitation Certificate

Health Certificates and Sanitary Permits required by other government agencies and business establishments.

Office or Division:	Municipal Health Office
Classification:	Simple
Types of Transaction:	G2C - government to the transacting public
Who may avail:	All persons engaged in business and their employees.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Health Certificate of proprietor and employees	RHU
2. Community Tax Certificates	MTO/ Barangay
3. Result of Stool Examinations	RHU
4. 1x1 ID Pictures	Applicant
5. X-Ray Results	Hospital/ Private Laboratory Clinic
6. Sputum Results	
7. Physical Inspection by Sanitary Inspector	RSI

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority client number, once called up submit to interview and take note of the instructions.	1.1 Provide the client with a short briefing on the service and its requirements		5 minutes	Sarah L. Ladrera S.I. 1
2. Submit required documents as enumerated above	2.1 Receive, review and assess documents.	based on assessment	3-5 minutes	
3.	3.1 Schedule			

	inspection and inform client the date of inspection.			
4. Be present during the inspection	4.1 Conduct physical inspection		Variable	
5.	5.1 Prepare Sanitary Permit		5-10 minutes	
6. Receive Sanitary Permit to operate and sign logbook.	6.1 Release Sanitary Permit		3 minutes	
TOTAL:			**Variable**	

E. Provision of Pre-Natal Care

The Municipal Health Office provides a comprehensive maternal care program for pregnant and lactating mothers.

Office or Division:	Municipal Health Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All resident mothers of Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Home-Based Mother Record – HBMR	Midwife

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the frontline desk	1.1 Provide client with a short briefing on the service and its requirements		3-5 minutes	Nilda A. Montubig Elma C. Navarrosa Maricel E. Laruscain Ma. Antonia I. Salangsang
2. Patient presents HBMR			3-5 minutes	
3. Submits for vital signs taking and data recording				
4. Wait for priority number to be called			Variable	
5. When called by RHM, submits for pre-natal check up and tetanus toxoid immunization	5.1 RHM in-charge retrieves family folders	based on assessment	10-15 mins.	BHS MIDWIVES
6. Take not of the schedule of follow up visits	6.1 Issues new HBRM to new pregnant mothers			BHS MIDWIVES
7.	7.1 Assessment and pre-natal exam.			BHS MIDWIVES
8.	8.1 Advice for			BHS

	laboratory exam to new pregnant mothers. Inject tetanus toxoid when indicated.			MIDWIVES
9. Submits for laboratory exam when indicated	9.1 Med. Tech. receives and examines specimen		30 mins-1 hour	Almira S. Sabela
10.	10.1 Give results to and advise patient to proceed to MHO for assessment of the result			
11. Submits laboratory results to the physician	11.1 Assessment and prescribe medicines if necessary		5-10 mins.	Leo T. Calonia, M.D. , Novi Queen Anne Navalta, M.D.
	TOTAL:		**Variable**	

F. PROVISION OF FAMILY PLANNING SERVICES

Provision of counseling to motivate clients for acceptance of various family planning programs.

Office or Division:	Municipal Health Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All residents of Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Midwife in-charge for family planning and state your request	1.1. Provide the client with a short briefing on the service and its requirements.		3 minutes	BHS MIDWIVES
2. Register in the service logbook			3 minutes	BHS MIDWIVES
3. Submit for an interview & physical exam, if required & health education	3.1. Interview and examine client/s		Will depend on the type of physicl examination	BHS MIDWIVES
4. The possible exams are the following:				
a. If Pap-Smear is required proceed to examination room			2 weeks	Almira S. Sabela
b. If pregnancy test is required proceed to laboratory and			Variable	Almira S. Sabela

submit to specimen collection				
5. Take note of the date lab result release. Return on the date to claim lab result and attend counseling and treatment				BHS MIDWIVES
TOTAL:			**Variable**	

G. Provision of Immunization Services:

The purpose of this service is to immunize children 0-12 months old from preventable childhood diseases and pregnant mothers from occurrence of tetanus Neonatorum.

Office or Division:	Municipal Health Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All bona-fide residents of Palo, Leyte – infants and mothers.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Growth chart and/ or record of previous immunization.	RHU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the frontline desk	1.1 Provide client with a short briefing on the service and its requirements.		3 minutes	BHS MIDWIVES
2. Provide Family Folder if new patient	2.1 Clerk will retrieve family folder for previously registered clients and provide growth monitoring chart to new patients. Fill up data and vital signs.		10-15 minutes	BHS MIDWIVES
3. Give family folder to the RHM	3.1 Filling up of data and assessment. If there are doubtful findings patient is referred to the MHO.		5-10 minutes	BHS MIDWIVES
4. Take note of the post immunization instruction including the next round of immunization	4.1 Assessment of patient done. Advised for immunization when there's no contraindication		10-15 minutes	Leo T. Calonia, M.D. , Novi Queen Anne Navalta, M.D.
5. Submit patient for	5.1 Administer		5-10 minutes	BHS MIDWIVES

immunization	specific vaccine/antigen to infants for well baby			
6. Submit for examination of the physician for referred patient with contraindications	6.1 Giving of prescription		10-15 minutes	Leo T. Calonia, M.D. , Novi Queen Anne Navalta, M.D.
7. Go to MHO pharmacy for medicine	7.1 In charge dispenses medicine if available		10-15 minutes	Salvacion M. Cinco
TOTAL:			**1 hour and 23 minutes**	

H. Provision of Nutrition Services

Counseling, advocacy, and treatment of complications related to nutrition, nutrition being a basic component of human life important to the growth and development of the individual particularly among vulnerable groups.: infants. pre-schoolers, and women. The service includes feeding program of the LGU.

Office or Division:	Municipal Health Office
Classification:	Simple
Types of Transaction:	G2C –government to the transacting public
Who may avail:	Vulnerable groups of the LGU
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to frontline desk for information	1.1 Provide client with a short briefing of the service and its requirements.		3-5 minutes	Romylyn Margallo
2. Provision of family folder of registration	2.1 Clerk retrieve family folder for previously registered clients.		10-15 minutes	Romylyn Margallo
3. Go to MHO for assessment of other related illnesses	3.1 Assessment and physical examination		10-15 minutes	Leo T. Calonia, M.D. , Novi Queen Anne Navalta, M.D.
4.	4.1 Prescribe medicine for any complications			
5. Go to pharmacy	5.1 Refer to MNAO for further counseling			Leslie Ann Loreto
6. Go to the MNAO for assessment and counseling	6.1 Conduct assessment and counseling		3 mins.-1hr.	Leslie Ann Loreto
TOTAL:			**1 hour and 35 minutes**	

I. PROVISION OF ANTI-TUBERCULOSIS TREATMENT

The Municipal Health Office manages National Anti-TB Program (NTP). The purpose is to identify and treat patients with tuberculosis (TB).

Office or Division:	Municipal Health Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	*Any person, residents of Palo, Leyte, 10 years old and above, who display the following symptoms:* 1. Persistent coughing for 2 weeks or more 2. Fever 3. Progressive weight loss 4. Chest and back pains 5. Hemoptysis or recurrent blood streaked sputu 6. Loss of appetite 7. Tiredness and night sweating
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Chest x-ray result	Hospital/ Private Laboratory-Clinic
2. Sputum exam result	RHU
3. Presence of Brgy. Health Worker if positive result and a treatment partner	BHW

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the TB Drug Dispensary and the requirements for availing of the TB drugs	1.1 Provide the client with a short briefing on the service and its requirements		3 minutes	Mark Janver Delantar
2. Submit requirements, receive initial drugs and take note of instructions	2.1 Receives sputum positive exam result, chest x-ray result and give initial treatment		5 minutes	Mark Janver Delantar
	TOTAL:		**8 minutes**	

J. Provision of Leprosy Treatment

Identification and treatment of patients with leprosy in coordination with the Department of Health.

Office or Division:	Municipal Health Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All bona-fide residents of Palo, Leyte diagnosed with leprosy.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Diagnosed with leprosy	RHU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Go to the frontline desk and inquire about the treatment of the disease.	1.1 Provide the client with a short briefing on the service and its requirements		3 minutes	Lorna A. bonife
2. Submit for assessment and physical exam	2.1 Assessment and physical exam		10-15 minutes	Leo T. Calonia, MD/Lorna A. Bonife
3. Receive initial medicine and take note of instruction and advice	3.1 Dispense medicine		5-10 minutes	Lorna A. Bonife
	TOTAL:		**28 minutes**	

K. Provision of Treatment for Rabies/Animal Bites

Treatment of animal bites victims for rabies and related complications.

Office or Division:	Municipal Health Office
Classification:	Simple
Types of Transaction:	G2C –government to the transacting public
Who may avail:	Any resident of Palo, Leyte bitten by animals (dog, cat, rat, etc.)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Family folder record	RHU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration			2-3 minutes	
2. Submit to assessment and physical exam.	2.1 Conduct physical exam and assessment.		5-10 minutes	Leo T. Calonia, M.D. , Novi Queen Anne Navalta, M.D.
3. Present prescription at pharmacy	3.1 Dispense medicine		5 minutes	Salvacion M. Cinco
4. Submit to anti tetanus injection	4.1 Administer anti-tetanus injection		10 minutes	Lorna A. Bonife
5. Proceed to hospital	5.1 Referral to hospital for anti rabies injection with referral slip if indicated		2-3 minutes	Leo T. Calonia, MD/Lorna A. Bonife
	TOTAL:		**31 minutes**	

L. Provision of Anti-Tetanus Treatment Service

This service is provided to client with history of inflicted wounds.

Office or Division:	Municipal Health Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All bona-fide residents of Palo, Leyte, with history of inflicted wounds.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the frontline desk	1.1 Provide the client with a short briefing on the service and its requirements.		3-5 minutes	Nilda A. Montubig Elma C. Navarrosa Maricel E. Laruscain Ma. Antonia I. Salangsang
2. Submit folder for family record for new patients	2.1 Retrieves record for previously registered patients		3 minutes	Jaime Jane Cabrigas Creza Wenceslao
3. Submit for assessment and physical exam	3.1 Assess and conduct physical exam. Prescribe anti-tetanus vaccine.		10 minutes	Leo T. Calonia, M.D. , Novi Queen Anne Navalta, M.D.
4. Provide vaccine and submit to anti-tetanus shot	4.1 Administer anti-tetanus injection.		30 minutes	Lorna A. Bonife
	TOTAL:		**48 minutes**	

M. Provision of Dental Examination and Tooth Extraction Services

This service is available to pre-school and school age children, pregnant mothers and adults to prevent and treat dental diseases. Tooth extraction services are available on Monday and Friday including consultations.

Office or Division:	Municipal Health Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Any residents of Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient get priority number and wait for number to be called	1.1 Assist incoming clients and provide a short briefing on the service and its requirements and records in the logbook		5 minutes	Maria Ederlina B. Burre
2.	2.1 Refer patient to MHO for further assessment before tooth extraction		10-15 minutes	Leo T. Calonia, M.D. , Novi Queen Anne Navalta, M.D.
3. Submit to dentist for examination	3.1 Dental examination		Variable	Dra. Cheryl T. Cabreros
4.	4.1 Assessment, treatment planning and chair side			

	instruction			Dra. Cheryl T. Cabreros
5.	5.1 Treatment			
6. Take note of the instructions and prescriptions	6.1 Prescription of medicine to pharmacy		3-5 minutes	
	TOTAL:		**Variable**	

N. Provision of Pre-marriage Counseling Seminars

Pre-Marital and Family Planning Counseling. In compliance with Executive Order 209, Art. 16 Family Code of the Philippines, Res. Decree 965, State that all would be couples are required to undergo Pre-marital and Family Planning Counseling for the issuance of their marriage license from the Municipal Registrar Office after the ten (1) days publication period. Would be couples cannot get married without the Certificate that they have undergone counseling.

The Midwife trained for pre-marital counseling seminars to would-be-couples. A PMC certificates is a prerequisite in securing a marriage license.

PMC are held every Thursday. Population Program Officer, The MSWD, MNAO conducts the seminars. The PMC Certificate is awarded to participants right after the counseling.

Office or Division:	Municipal Health Office
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All residents of Palo, Leyte who intends to get married.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Application for Marriage License	MCR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit pre-marriage counseling certificate for counseling to person in-charge	1.1 Receive and record couple's PMC registration form.		3-5 minutes	Evelyn Gilang
2.	2.1 Provide the client with a lecture discussion on the service and its requirements.	based on assessment	1-2 hours	Evelyn Gilang
3. After counseling session, receive Pre-Marital Family Planning Certificate and sign logbook	3.1 Signed and return the PMC registration form to clients.		10-15 minutes	Evelyn Gilang
	TOTAL:		**2 hours and 20 minutes**	

O. Provision of Mental Health Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Non Violent Patients	1. Fill out ITForm/enter vital signs and		3-5 minutes	Norma Fabi Nilda A. Montubig Elma C. Navarrosa

1. Proceed to front desk to get individual record and vital signs	other necessary data.			Maricel E. Laruscain Ma. Antonia I. Salangsang
2. Submit for assesstment	2. Received and record Mental Health client for registration.		10-30 minutes	Lorna Bonife
3. Provisions of Mental Health medications	3.Registered client in registry book.		10-15 minutes	Lorna Bonife/Leo T. Calonia, M.D./Thea Isabelle Cinco
4. Provide counselling to patient and family member/companion	4.Submit for assesstment and counselling.		30-40 minutes	Lorna Bonife
For Violent Patients proceed to Emergency room	Give instruction / precaution of mental health medication 1.1 Give urgent medication 1.2 Make necessary records 1.3 If patient is referable, hospital re: medication		5-10 minutes 2-3 minutes 10-30 minutes	Lorna Bonife Leo T. Calonia, M.D./ Lorna Bonife Leo T. Calonia, M.D./ Lorna Bonife
	TOTAL:		**2 hours and 13 minutes**	

FEEBACK AND COMPLAINT MECHANISM

In the LGU's efforts to improve the delivery of services to clients, feedbacks are welcome and encouraged. Client Feedback Forms and a suggestion box are provided for this purpose at conspicuous places of the Municipal Building. Your feedback will be treated with strict confidentiality. Appropriate action on your suggestion/complaint is assured.

REDRESS MECHANISM

Redress for complaints may be addressed in the office concerned at the lowest possible level, if not resolved, to the immediate supervisor or to the Municipal Mayor or to other concerned offices which have jurisdiction over the complaint. At the LGU's levels, immediate action is assured. For this purpose, you may visit the Administrative Office and secure complaint form, fill up the same and submit to the said office for immediate and prompt action.

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	A form is given to each client upon completion of the service. The client accomplishes the form and thereafter drops the same in a Suggestion Box located in conspicuous places of the Municipal Building.
How feedback is processed	The contents of the boxes are collected on a weekly basis and submitted to the Administrative Office for consolidation and interpretation of the results.
How to file a complaint	A complaint form is available at the Administrative Office wherein the clients states his/her specific complaint.
How complaints are processed	The details or information surrounding such complaint, and the same is promptly and immediately acted upon.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB:0908-881-6565 (SMS)

List of Offices

Office	Address	Contact Information
Office of the Mayor	LGU Palo	0906-561-0464
Administrative Office	LGU Palo	0906-561-0464
Business Permit and Licensing Office	LGU Palo	0906-561-0464
Office of the Sangguniang Bayan	LGU Palo	832-1399
Municipal Planning and Development Office	LGU Palo	0906-561-0464
Municipal Civil Registrar's Office	LGU Palo	0906-561-0464
Municipal Engineer's Office	LGU Palo	0906-561-0464
Municipal Treasurer's Office	LGU Palo	0906-561-0464
Municipal Assessor's Office	LGU Palo	0906-561-0464
Municipal Social Welfare and Development Office	LGU Palo	0906-561-0464
Municipal Agriculture Office	LGU Palo	0906-561-0464
Municipal Health Office	LGU Palo	0906-561-0464
Muncipal Budget Office	LGU Palo	0906-561-0464
Municipal Accounting Office	LGU Palo	0906-561-0464
Solid Waste Management Office	LGU Palo	0906-561-0464
General Services Office	LGU Palo	0906-561-0464
Palo Auxiliary Traffic Unit	LGU Palo	0906-561-0464
Municipal Disaster Risk Reduction and Management Office	LGU Palo	0910-042-6565
Tourism, Culture Arts and Media Office	LGU Palo	0906-561-0464
Market Office	LGU Palo	0906-561-0464
IT Office	LGU Palo	0906-561-0464