LOCAL GOVERNMENT UNIT OF PALO

CITIZEN'S CHARTER

2026 (2nd 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 a 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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I. External Services

OFFICE OF THE MAYOR
Administrative and Human Resource Management Section

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.

A. 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, Motorcade, Parade, and other Social Activities.

Office or Division:	Office of the Mayor (Administrative Office)
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen
Who may avail:	Resident of Palo
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter Request addressed to the Municipal Mayor, with the following: *(Applications for permit shall be submitted to the Office of the Mayor at least **fourteen (14) working days** before the date of the proposed event)*	Client
If Motorcade and other similar activities: a. Itinerary/Route (1 original copy) b. Program of Activities (1 original copy), if applicable c. Layout (1 original copy) d. Location/s (1 original copy)	Client
If Disco, Benefit Dance, and other similar activities: a. Certification from the Barangay concerned that event will consist of a regular disco/benefit dance only, and no other activities will be held during the conduct of the same (1 original copy) b. Program of Activities (1 original copy) c. Security and Safety Plan (1 original copy) d. Solid Waste Management Plan (1 original copy) **During Election Period:* *a. Certificate of Compliance with the Omnibus Election Code (1 original copy).* *b. Endorsement from the Commission on Elections (COMELEC) allowing the conduct of the activity (1 original copy).*	Client Commission on Elections (COMELEC)

For Promotional Activities: a. Program of Activities (1 original copy), if applicable b. Layout (1 original copy) c. Location/s (1 original copy)	Client
For posting of Tarpaulins, Billboards and the like: a. Size/s b. Quantity of Tarpaulins, Billboards, etc. c. Location/s (1 original copy) d. Layout (1 original copy) e. Letter of consent of the owner of the post/territory (1 original copy). *(If applicable)*	Client
For the use of Firecrackers and other Pyrotechnic Devices and for other purposes within the Municipality of Palo: a. Clearance from the Palo Municipal Police Station (PMPS) (1 original copy); and b. Clearance from the Palo Municipal Fire Station (PMFS) (1 original copy).	Palo Municipal Police Station (PMPS) Palo Municipal Fire Station
For Operation of Ferias, Carnivals, Country Fairs/Farm Festivals: 1. APPLICATION UNDER OATH STATING THE FF: a. PURPOSE of application b. NUMBER OF DAYS of operation (allowable - 20 days maximum only) c. KIND OF SHOWS to be exhibited d. TYPES OF RIDES AND ENTERTAINMENTS it will offer the public e. A categorical assurance that NO GAME OF CHANCE, whether by cards, blocks, coins, sticks, numbers, thimbles, balls, dice, roulette, shells or any gambling contrivance, in which betting is either in cash or chips, shall be allowed to be played within the fairgrounds or its immediate environs; f. That NO INDECENT OR IMMORAL SHOWS will be shown within the compound or its immediate environs for the "feria" carnival, country fair, or farm festival. 2. CERTIFICATION issued by any lined government agency and/or SWORN UNDERTAKING by the applicant - ascertaining the safety of all rides offered by the applicant 3. RESOLUTION INTERPOSING NO OBJECTION from the concerned barangay or barangays	Client Client Barangay Concerned

4. WRITTEN CONSENT FROM OWNER/CONTRACT OF LEASE together with proof of ownership (if the location is a private property) - showing that their occupation is permitted thereat commensurate to the period as stipulated in their application	Lot Owner
5. PROVISION OF FIREARMS/WEAPONS DEPOSITORY	Client
6. PROVISION OF GARBAGE COLLECTION AND WASTE DISPOSAL SERVICES	Client
7. PROVISION OF SANITARY DRAINAGE SYSTEM	Client
2. Duly Accomplished Application Form (1 original copy)	Office of the Mayor (Administrative Office) – Counter 1
3. Official Receipt (OR) of Certification Fee (1 original copy)	Windows 1 – 4 Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires how to avail the service.	1. Inform and give the client a checklist of requirements	None	30 minutes	Tisha Marie M. Aldas, *Administrative Aide I*
2. Submit the required documents to the Office of the Mayor – Counter 1 for initial assessment and verification.	2. Receive the required documents and check for completeness .	None	1 hour	Tisha Marie M. Aldas, *Administrative Aide I*
3. Wait for the appropriate action on the request.	3.1 Endorse Letter Request to the Local Chief Executive (LCE) for approval. 3.2 Review and approve, if applicable. 3.3 Release the request with the corresponding action/s to be taken.	None	30 minutes 1 day 30 minutes	*Close-In Secretary of the Local Chief Executive* Hon. Remedios “Matin” L. Petilla, *Local Chief Executive* *Close-In Secretary of the Local Chief Executive*

	3.4 Contact the client to inform of the approval of their request (if applicable) and advise that payment must be made for the certification.		30 minutes	Baneza N. Almerola, *Administrative Aide I*
4.1. Return to the Office of the Mayor – Counter 2 for the release of the Duly Approved Letter Request. 4.2. Receive the Duly Approved Letter Request. *Secure Order of Payment.	4.1. Segregate documents and release Duly Approved Letter Request. 4.2. Issue Order of Payment.	None	1 hour	Joanna O. Palamos, *Administrative Staff*
5. Pay required fees at the Office of the Municipal Treasurer – Window 1-4 by showing the Order of Payment. *Secure Official Receipt.	5. Upon Payment of all fees required, issue Official Receipt.	PHP500.00 x Number of Days = Mayor's Permit PHP250.00 – Solid Waste Management PHP150.00 – Garbage Rate of Personnel x No. of Personnel x No. Hours – Personnel Involve	15 minutes	*Windows 1 – 4* Office of the Municipal Treasurer

6. Return to the Office of the Mayor – Counter 1 for the processing of the permit.	6.1. Prepare the Permit for signature of the Local Chief Executive. 6.2. Sign the Permit.	None	2 hours 3 hours	Chelsa C. Perez, *Administrative Aide VI* Hon. Remedios "Matin" L. Petilla, *Local Chief Executive*
7. Receives Permit at the Office of the Mayor - Counter 2.	7. Segregate documents and release Permit.	None	1 hour	Joanna O. Palamos, *Administrative Staff*
TOTAL:			**2 days, 2 hours, and 15 minutes**	

B. Provision of Mayor's Certification

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

Office or Division:	Office of the Mayor (Administrative Office)
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen
Who may avail:	Residents of Palo
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Police Clearance (1 photocopy) *Bring the original copy of the Police Clearance for verification purposes.	Palo Municipal Police Station
2. Barangay Clearance for Employment (1 photocopy) *If first time jobseeker, please specify in the clearance.	Barangay Hall concerned
3. Cedula - Community Tax Certificate (CTC) (1 photocopy)	Barangay Hall concerned/ Windows 1 – 4 Office of the Municipal Treasurer
4. Payment of Certification Fee (Original Copy of the Receipt)	Windows 1 – 4 Office of the Municipal Treasurer
5. One (1) Documentary Stamp for every requested Certification (if available)	Bureau of Internal Revenue (BIR)
6. Valid Identification Card (1 photocopy)	Client (National ID, if none, any Valid ID)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires how to avail the service.	1. Inform and give the client a checklist of requirements.	None	30 minutes	Tisha Marie M. Aldas, *Administrative Aide I*

2. Submit the required documents to the Office of the Mayor – Counter 1 for initial assessment and verification. *Secure Order of Payment.	2.1. Receive the required documents and check for completeness. 2.2. Issue Order of Payment if required documents are complete.	None	30 minutes	Tisha Marie M. Aldas, *Administrative Aide I* Joanna O. Palamos, *Administrative Staff*
3. Pay required fees at the Office of the Municipal Treasurer – Window 1-4 by showing the Order of Payment. *Secure Official Receipt.	3. Upon Payment of all fees required, issue Official Receipt.	PHP 100.00	30 minutes	*Windows 1 – 4* Office of the Municipal Treasurer
4. Return to the Office of the Mayor – Counter 1 for the processing of the certification.	4.1. Prepare the Certification for signature of the Local Chief Executive. 4.2. Sign the Certification	None	2 hours 3 hours	Chelsa C. Perez, *Administrative Aide VI* Hon. Remedios "Matin" L. Petilla, *Local Chief Executive*
5. Receives Certification at the Office of the Mayor - Counter 2.	5. Segregate documents and release certification.	None	1 hour	*Joanna O. Palamos, Administrative Staff*
TOTAL:		**PHP 130.00 (May vary with or without documentary stamp or a first time job seeker)**	**7 Hours and 15 minutes**	

C. Provision of Certification of No Objection for Cutting or Pruning Trees

The Certification is issued to individuals, government agencies or instrumentalities, and barangays implementing projects and/or providing the general welfare of the community or the public and affected by the presence of the tree/s. Certification is issued to express that the Municipality interposes no objection to the cutting or pruning of trees.

Office or Division:	Office of the Mayor
Classification:	Highly Technical
Types of Transaction:	G2C – Government to Citizen
Who may avail:	Resident of Palo
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter Request to the Local Chief Executive (LCE).	Client
2. Proof of ownership (Title, Tax Declaration, Sale or Contract, etc.) where the Tree/s to be cut or pruned is located (1 photocopy)	Client
3. Barangay Certification where the Tree/s to be cut or pruned is located (1 original)	Barangay Hall concerned
4. Photo Documentation of the Tree/s to be cut or pruned	Client
5. Tree Inspection and Validation Report (1 original copy) *Upon the LCE's referral of the Letter Request to the MENRO.	Melvin C. Millar Municipal Environment and Natural Resources Officer (MENRO) Designate
6. Official Receipt (OR) of Certification Fee (1 original copy).	Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires how to avail the service.	1. Inform and give the client the needed requirement/s.	None	30 minutes	Tisha Marie M. Aldas, *Administrative Aide I*
2. Client inquires how to avail the service.	2. Inform and give the client the needed requirement/s.	None	30 minutes	Tisha Marie M. Aldas, *Administrative Aide I*
3. Wait for the appropriate action on the request.	3.1. Endorse Letter Request to the Local Chief Executive (LCE) for approval. 3.2. Review and approve, if applicable. 3.3. Referral of		30 minutes 1 day	*Close-In Secretary of the Local Chief Executive* Hon. Remedios "Matin" L. Petilla, *Local Chief Executive*

	the Local Chief Executive to the Municipal Environment and Natural Resources Officer (MENRO) Designate	None	1 day	Hon. Remedios "Matin" L. Petilla, *Local Chief Executive*
	3.4. Release the referred letter request to MENRO.		1 day	*Baneza N. Almerola, Administrative Aide I*
	3.5. MENRO will conduct a tree inspection and validation of the letter request. *Upon availability of the requesting party.		5 days	Melvin C. Millar *Municipal Environment and Natural Resources Officer (MENRO) Designate*
	3.6. Submit the Tree Inspection and Validation Report to the Office of the Mayor – Counter 1.			
	3.7. Contact the client to inform that there is already a Tree Inspection and Validation Report from MENRO and advice that payment must be made for the certification.		30 minutes	*Baneza N. Almerola, Administrative Aide I*

4. Return to the Office of the Mayor – Counter 1 for the processing of the certification. *Secure Order of Payment.	4.1. Inform client to pay for the certification. 4.2. Issue Order of Payment.	None	30 minutes	Baneza N. Almerola, *Administrative Aide I* Joanna O. Palamos, *Administrative Staff*
5. Pay required fees at the Municipal Treasurer's Office – Window 1-4 by showing the Order of Payment. *Secure Official Receipt.	7. Upon Payment of all fees required, issue Official Receipt.	PHP 100.00	30 minutes	*Windows 1 – 4* Municipal Treasurer's Office
6. Return to the Office of the Mayor – Counter 1 for the processing of the certification.	6.1. Prepare the Certification for signature of the Local Chief Executive. 6.2. Sign the Certification.	None	1 hour 2 hours	Chelsa C. Perez, *Administrative Aide VI* Hon. Remedios "Matin" L. Petilla, *Local Chief Executive*
7. Receives Certification.	9. Segregate documents and release Certification.	None	1 hour	Joanna O. Palamos, *Administrative Staff*
	TOTAL:	**PHP 100.00**	**8 days and 7 hours**	

D. Provision of Request for Blood Unit/s

The Request for Blood Unit(s), which is to be submitted to the Eastern Visayas Medical Center (EVMC), is required when patients who are residents of Palo are in need of Blood and are acquiring the same at EVMC.

Office or Division:	Office of the Mayor
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen
Who may avail:	Residents of Palo that needs Blood
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Barangay Endorsement (1 Original Copy) *Will return this to client.	Barangay Hall concerned.
2. Request (for Blood) Form (1 Original Copy) *Will return this to client.	At the hospital where the patient is confined.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires how to avail the service.	1. Inform and give the client the needed requirements.	None	3 minutes	Tisha Marie M. Aldas, *Administrative Aide I*
2. Submit the required documents to the Office of the Mayor – Counter 1 for initial assessment and verification.	2. Receive the required documents and check for completeness.	None	5 minutes	Tisha Marie M. Aldas, *Administrative Aide I*
3. Return to the Office of the Mayor – Counter 1 for the processing of the request.	3.1 Prepare the document for signature of the Local Chief Executive. 3.2 Sign the document.	None	10 minutes 10 minutes	Chelsa C. Perez, *Administrative Aide VI* Hon. Remedios "Matin" L. Petilla, *Local Chief Executive*
4. Receives Request for Blood to EVMC.	4. Segregate documents and release the document.	None	2 minutes	Joanna O. Palamos, *Administrative Staff*
TOTAL:			**30 minutes**	

E. Authority to Conduct Research or Data Gathering Activities in the Municipality of Palo, Leyte

This authority is issued by the Local Government Unit of Palo, Leyte authorizing students or organizations to conduct research or data gathering activities.

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Office or Division:	Office of the Mayor
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen
Who may avail:	Students or Organizations
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter Request to the Local Chief Executive (LCE).	Client
2. List of Team Members (1 original copy)	Client
3. Valid Identification Card (1 photocopy)	Client (from institution or agency concerned)
4. Approved Permit indicating Manner of Conduct (1 original copy)	Client (from institution or agency concerned)
5. Consent Forms to be used in Compliance with Data Privacy	Client

Law (1 original copy) *(if applicable)*	
6. Duly Accomplished Form (1 original copy)	Office of the Mayor (Administrative Office) – Counter 1

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires how to avail the service.	1. Inform and give the client the needed requirements.	None	3 minutes	Tisha Marie M. Aldas, *Administrative Aide I*
2. Submit the required documents to the Office of the Mayor – Counter 1 for initial assessment and verification.	2. Receive the required documents and check for completeness.	None	5 minutes	Tisha Marie M. Aldas, *Administrative Aide I*
3. Return to the Office of the Mayor – Counter 1 for the processing of the request.	3.1 Prepare the document for signature of the Local Chief Executive. 3.2 Sign the document.	None	10 minutes 10 minutes	Chelsa C. Perez, *Administrative Aide VI* Hon. Remedios "Matin" L. Petilla, *Local Chief Executive*
4. Receives Request for Blood to EVMC.	4. Segregate documents and release the document.	None	2 minutes	Joanna O. Palamos, *Administrative Staff*
TOTAL:			**30 minutes**	

BASIS:
**Municipal Ordinance No. 2023-09*
**Municipal Ordinance No. 2024-04*
**Municipal Ordinance No. 2021-05*
**Revenue Regulations No. 2-2023*
** Republic Act No. 11261*

OFFICE OF THE MAYOR
Business Permits and Licensing Office

The Business Permits and Licensing Office (BPLO) is primarily created/organized to regulate the entry and operations of all business establishments in the Municipality of Palo. In the fulfillment of this mandate, it undertakes business assessment, issuance of business permits and licenses, monitoring an imposition of mandatory standards to ensure compliance with the applicable laws, rules, and regulations, to protect the interest of the public and to promote greater commercial activity for general welfare of the Municipality.

A. Granting of New and Renewal of Existing Business Permits

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 Permits and Licensing Office
Classification:	Complex
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
● **Primary Requirements**	
1. Application Form for New/Renewal of Business Permit – 1 original copy	Business Permits and Licensing Office (BPLO)
2. Barangay Business Clearance or Barangay Business Clearance Approval Slip – 1 photocopy	Concerned Barangay
3. Community Tax Certificate – 1 photocopy	Concerned Barangay/Office of the Municipal Treasurer
4. If Sole proprietorship; Certificate of Registration from DTI – 1 photocopy	Department of Trade and Industry (DTI)
5. If Corporation; Certificate of Incorporation from SEC – 1 photocopy	Securities and Exchange Commission (SEC)
6. If Cooperative; Certificate of Registration from CDA – 1 photocopy	Cooperative Development Authority (CDA)
7. Notarized Sworn Statement – 1 original copy	BPLO and Notary Public
8. Sanitary Permit – 1 photocopy	Office of the Municipal Health Officer (MHO)
9. Health Card (Food and Non-food Related Business) – 1 photocopy	Office of the Municipal Health Officer (MHO)
10. Local Fire Assessment for New Business – 1 original copy	Business Permit and Licensing Office (BPLO)
11. Notarized Affidavit of Undertaking (for Engineering requirements) – 1 original copy	Business Permit and Licensing Office (BPLO)
12. Fire Safety Inspection Certificate (FSIC) for Renewal of Business (for Renewal) – 1 original copy	Bureau of Fire Protection (Palo – BFP)

13. After Inspection Report (AIR) (for Renewal) – 1 original copy	Bureau of Fire Protection (Palo – BFP)
14. Special Power of Attorney (SPA) – if representative (1 original copy)	Business Owner
15. Proof of Owner Ship (e.g., Land Title, Tax Declaration, or Contract of Lease) – 1 photocopy	Lessor/Property Owner
● **Secondary Requirements**	
1. Occupancy Permit – 1 photocopy	Office of the Municipal Engineer (MEO)
2. Building Permit – 1 photocopy	Office of the Municipal Engineer (MEO)
3. Lessor's Business Permit (if the business establishment id rented) – 1 photocopy	Lessor/Property Owner
4. Property Holdings & Tax Payments – 1 original copy	Office of the Municipal Assessor (MASSO)
Other requirements as may be appropriate – 1 photocopy	
a. Certificate of Potability for Water Refilling Station	Office of the Municipal Health Officer (MHO)
b. Certificate of Compliance to operate for Gasoline and LPG dealers	Department of Energy (DOE)
c. Affidavit 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 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. Environmental Clearance Certificate (ECC), Barangay and SB Resolution, Quarry Permit (Province of Leyte) for Quarrying	Department of Environment and Natural Resources (DENR); Concerned Barangay; Sangguniang Bayan
h. License to Operate for Pharmaceutical Stores and Distributors and Food Manufacturers	Food and Drug Administration (FDA)
i. License for Insecticides and Pest Control Services	Department of Agriculture (DA)
j. Video Regulatory Board/Optical Media Board Permit in case of Video Rental Services	Video Regulatory Board/Optical Media Board
k. LTFRB Franchise Certificate for Rent-a-car and Transportation Services with Transport Contract of more than 3 years	Land Transportation Franchising and Regulatory Board (LTFRB)
l. PCSUCIA National License for Security Agencies	Philippine Constabulary Supervisory Office for Security and Investigation Agencies (PCSUCIA)

m. Approved Resolution from Barangay and SB Municipal Council on the designation of the area as a wet market (Talipapa)	Concerned Barangay & Sangguniang Bayan
n. Approved Resolution Interposing No Objection from Barangay and SB Municipal Council for Firing/Shooting Range	Concerned Barangay & Sangguniang Bayan
o. Approved Resolution from Barangay Interposing No Objection for the operation of the Billiard Hall	Concerned Barangay & Sangguniang Bayan
p. Other documents on a case-to-case basis (e.g. Income Tax Returns of Previous Year)	Bureau of Internal Revenue (BIR)
q. PCAB (Philippine Contractors Accreditation Board) license for contractor	Philippine Contractors Accreditation Board (PCAB)

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://bpbc4.ibpls.com/palol eyte/	1.1 Check completeness of documents. 1.2 Encode and Upload all necessary requirements 1.3 Verify Online Application 1.4 Endorsement of the verified application 1.5 Issue Tax Order of Payment	None	35 minutes	BPLO Staff • Mary Ann F. Mosca • Michelle M. Cataluña • Rhan Jet D. Ladrera • Sherane P. Ladrera Endorsing Offices of • Office of the Municipal Engineer • Office of the Municipal Health Officer • Bureau of Fire Protection BPLO Staff • Rhan Jet D. Ladrera • Sherane P. Ladrera
2. Schedule a Local Fire Assessment (New)	2.1 Conduct an inspection and assessment on the business establishment	None	30 minutes	BPLO Staff • Annabelle N. Castillote • Hanna Gay B. Villas

3. Payment/Validated Payment (if online)	3.1 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	15 minutes	Windows 1 – 4 Office of the Municipal Treasurer
4. Submit a photocopy of the Receipt, Assessment, and Property Holdings to the Business Permit and Licensing Office	4. Prepare, print, and have the Business Permit signed by the Officer-in-Charge and the Local Chief Executive	None	1 day	BPLO Staff • Rhan Jet D. Ladrera • Sherane P. Ladrera
5. Claim Business Permit. Submit a photocopy of the official receipts and a Special Power of Attorney (if representative) upon release of business permit	5. Release of Business Permit	None	5 minutes	BPLO Staff • Marjorie Shayne P. Dagami • Rita N. Abrantes
TOTAL:			**1 day, 1 hour, and 25 minutes**	

B. Granting of New and Renewal of Existing Motorcab Franchise

The Motorcab Franchise is granted to a person, natural or juridical, allowing him to operate tricycles-for-hire within the territorial jurisdiction of the Municipality of Palo.

Office or Division	Business Permits and Licensing Office
Classification	Simple
Types of Transaction	G2C – Government to the Transacting Public
Who may avail	Residents and Voters of Palo
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
OPERATOR	
1. Updated Official Receipt (OR) from LTO – 1 photocopy	Land Transportation Office (LTO)
2. Updated Certificate of Registration (CR) from LTO – 1 photocopy	Land Transportation Office (LTO)
3. Barangay Clearance – 1 original copy	Concerned Barangay
4. Police Clearance – 1 original copy	Philippine National Police (PNP)
5. Cedula – 1 photocopy	Concerned Barangay/Office of the Municipal Treasurer

6. 2 Valid ID photocopy (1 Primary and 1 Secondary) 6.1 **Primary ID** a. COMELEC ID/ VOTER's ID b. VOTER'S Certification 6.2 **Secondary ID** a. National ID(PHILSYS) b. Senior Citizen ID c. Driver License ID d. Postal ID e. PRC ID f. Passport g. UMID ID h. BIR ID	Client
7. Special Power of Attorney (SPA)	Attorney
8. Affidavit of Undertaking	Attorney
DRIVER	
9. Health Certificate – 1 photocopy	Office of the Municipal Health Officer (MHO)
10. Professional Driver's License – 1 photocopy	Land Transportation Office (LTO)

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client presents all necessary requirements to Business Permit and Licensing Office (BPLO) Staff	1.1 Check completeness of requirements 1.2 Issue assessment of fees and charges	None	15 minutes	BPLO Staff • Bryll William L. Doyola • Milanie Abaloyan
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	15 minutes	Windows 1 – 4 Office of the Municipal Treasurer
3. Proceed to the Palo Traffic Security and Management Unit	3.1 Inspect Motorcab 3.2 Conduct Seminar on Traffic Rules and Regulations 3.3 Issue and sign driver's ID	None	2 hours	Palo Traffic Security and Management Unit
4. Proceed to the Palo Municipal Police Station	4.1 Sign driver's ID	None	5 minutes	Palo Municipal Police Station
5. Return to Business Permit and Licensing Office and submit official documents and driver's ID	5.1 Shall prepare, print, and have the Motorcab franchise signed by the Officer-in-Charge and Local Chief Executive	None	1 day	BPLO Staff • Marjorie Shayne P. Dagami • Bryll William L. Doyola • Milanie Abaloyan

6. Claim Motorcab Franchise	6.1 Release of Motorcab Franchise	None	5 minutes	BPLO Staff • Bryll William L. Doyola • Milanie Abaloyan
TOTAL:			**1 day, 2 hours and 40 minutes**	

C. Granting of New and Renewal of Existing Pedicab Franchise

The Pedicab Franchise is granted to a person, natural or juridical, allowing him to operate pedicab-for-hire within the territorial jurisdiction of the Municipality of Palo.

Office or Division	Business Permits and Licensing Office
Classification	Simple
Types of Transaction	G2C – Government to the Transacting Public
Who may avail	Residents and Voters of Palo
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For Operators	
1. Barangay Clearance – 1 original copy	Concerned Barangay
2. Cedula – 1 photocopy	Concerned Barangay/Office of the Municipal Treasurer
3. Police Clearance – 1 original copy	Philippine National Police (PNP)

For Drivers	
1. Health Certificate – 1 photocopy	Office of the Municipal Health Officer
2. Barangay Certification – 1 original copy	Concerned Barangay

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents all necessary requirements to the Business Permits and Licensing Office (BPLO) Staff	1.1 Check completeness of documents submitted 1.2 Issue assessment of fees and charges	None	15 minutes	BPLO Staff • Bryll William L. Doyola • Milanie Abaloyan
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	15 minutes	Windows 1 – 4 Office of the Municipal Treasurer
3. Proceed to the Palo Traffic Security and Management Unit	3.1 Inspect Pedicab 3.2 Conduct Seminar on Traffic Rules and Regulations 3.3 Issue and sign driver's ID	None	2 hours	Palo Traffic Security and Management Unit

4. Proceed to the Palo Municipal Police Station	4.1 Sign driver's ID	None	5 minutes	Palo Municipal Police Station
5. Return to Business Permit and Licensing Office and submit official documents and driver's ID	5.1 Shall prepare, print, and have the Pedicab franchise signed by the Officer-in-Charge and Local Chief Executive	None	1 day	BPLO Staff • Marjorie Shayne P. Dagami • Bryll William L. Doyola • Milanie Abaloyan
6. Claim Pedicab Franchise	6.1 Release of Pedicab Franchise	None	5 minutes	BPLO Staff • Bryll William L. Doyola • Milanie Abaloyan
TOTAL			**1 day, 2 hours and 40 minutes**	

D. Issuance of Certificate of Retirement of Business Permit

Operators of business establishments are required to register the retirement to its business operation so as to update records of the Municipality.

Office or Division	Business Permit and Licensing Office
Classification	Simple
Types of Transaction	G2C – Government to the Transacting Public
Who may avail	Any citizen with existing business within the Municipality of Palo, Leyte who wants to retire their business
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of Closure addressed to Marjorie Shayne P. Dagami – the Business Permits and Licensing Officer with stated date of closure and reason of closure – 1 original copy	Client
2. Barangay Certification of Closure – 1 photocopy	Concerned Barangay
3. Gross Income before the time of closure (BIR Tax Clearance, Declaration of Business Income of previous year until the time of closure – 1 photocopy	Bureau of Internal Revenue (BIR)
4. Surrender 2 copies of Original Business Permit	Client
5. Department of Trade and Industry (DTI) Certificate – 1 photocopy	Department of Trade and Industry (DTI)
6. Special Power of Attorney (SPA) or Authorization from the Business Owner (if applicable) – 1 original copy	Client
7. Picture or photograph of the establishment	Client
8. Affidavit of loss (if the permit is lost)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents all necessary requirements to Business Permits & Licensing Office Staff	1.1 Check completeness of documents 1.2 Issue Tax Order of Payment	None	10 minutes	BPLO Staff • Mary Ann F. Mosca • Michelle Cataluña • Rhan Jet D. Ladrera • Sherane P. Ladrera
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	15 minutes	Windows 1 – 4 Office of the Municipal Treasurer
3. Return to Business Permit and Licensing Office	3.1 Print and sign Certificate of Business Retirement	None	10 minutes	None
4. Claim of Business Retirement Certificate	4.1 Release Business Retirement Certificate	None	5 minutes	BPLO Staff Marjorie Shayne P. Dagami
TOTAL			**40 minutes**	

E. Issuance of Certification for Dropping of Motorcab Franchise

Operators of Motorcab Franchises are required to register the retirement of its Motorcab Franchise so as to update records of the Municipality

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents all necessary requirements for Dropping of Motorcab Franchise	1.1 Check completeness of documents 1.2 Issue Tax Order of Payment	None	10 minutes	BPLO Staff • Bryll William L. Doyola • Milanie Abaloyan
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	10 minutes	Windows 1 – 4 Office of the Municipal Treasurer
3. Return to Business Permit and Licensing Office	3.1 Prepare, print, and sign Certificate for Dropping	None	10 minutes	BPLO Staff • Bryll William L. Doyola • Milanie Abaloyan

4. Claim Certificate for Dropping of Motorcab Franchise	4.1 Release Certificate for Dropping of Motorcab Franchise	None	10 minutes	BPLO Staff • Marjorie Shayne P. Dagami • Bryll William L. Doyola • Milanie Abaloyan
TOTAL			**40 minutes**	

F. Issuance of Certification for Substitution of Motorcab Unit

Operators of Motorcab Franchises are required to register the Substitution of Motorcab Unit of its Motorcab Franchise so as to update records of the Municipality

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the original Certificate for Dropping of Motorcab Franchise	1.1 Check validity of the Certificate for Dropping of Motorcab Franchise	None	10 minutes	BPLO Staff • Bryll William L. Doyola • Milanie Abaloyan
2. Submit a Letter of Intent to substitute Motorcab Unit addressed to Marjorie Shayne P. Dagami – the Business Permits and Licensing Officer with stated date of dropping and reason of substitution with a photocopy of their valid ID – 1 original copy	2.1 Check Letter of Intent and photocopy of Valid ID	None	10 minutes	BPLO Staff • Bryll William L. Doyola • Milanie Abaloyan
3. Submit OR/CR of the Motorcab Unit to be substituted to the Motorcab Franchise	3.1 Check validity of the OR/CR of the new Motorcab Unit	None	10 minutes	BPLO Staff • Bryll William L. Doyola • Milanie Abaloyan
4. Payment	4.1 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	10 minutes	Windows 1 – 4 Office of the Municipal Treasurer
5. Return to Business Permit and Licensing Office	5.1 Prepare, print, and sign Certificate for Substitution of Unit	None	10 minutes	BPLO Staff • Marjorie Shayne P. Dagami • Bryll William L. Doyola • Milanie Abaloyan

5. Claim Certificate for Substitution of Motorcab Unit	5. Release Substitution of Motorcab Unit Certificate	None	10 minutes	BPLO Staff • Bryll William Doyola • Milanie Abaloyan
TOTAL			**60 minutes**	

G. Issuance of Certification for Transfer of Ownership

Operators of Motorcab Franchises are required to register the Transfer of Ownership of its Motorcab Franchise so as to update records of the Municipality.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the photocopy of the new OR/CR	1.1 Check if the new OR/CR is named to the new operator	None	10 minutes	BPLO Staff • Bryll William L. Doyola • Milanie Abaloyan
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	10 minutes	Windows 1 – 4 Office of the Municipal Treasurer
3. Return to Business Permit and Licensing Office	3.1 Prepare, print, and sign Certificate for Transfer of Ownership	None	10 minutes	BPLO Staff • Marjorie Shayne P. Dagami • Bryll William L. Doyola • Milanie Abaloyan
4. Claim Certificate for Transfer of Ownership	4.1 Release Transfer of Ownership Certificate	None	10 minutes	BPLO Staff • Bryll William L. Doyola • Milanie Abaloyan
TOTAL			**40 minutes**	

OFFICE OF THE MAYOR
Economic Enterprise Management Unit – Palo Public Market

The Local Government of Palo constructed and established a new public market to provide its constituents with a clean, safe and more convenient place for trade and commerce, with the objective of generating more income and providing viable business opportunities for its residents and increase revenues of the municipality.

A. PROCESSING OF NEW STALL AWARD

The following documents and permits are required before starting a business inside the Palo Public Market.

Office or Division:	Palo Public Market Office
Classification:	Complex
Types of Transaction:	G2C-government to the transacting public
Who may avail:	Must be a Filipino citizen and a resident of Municipality of Palo for at least one year as certified by the barangay chairman of the barangay of residence. Non-residents of Palo may apply for a market stall on a case-to-case basis as may be determined by the Palo Public Market Council.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of Intent (1 original copy)	Applicant
2. Barangay Certificate of Residency (1 original copy)	Barangay Hall
3. Receipt of Payment (1 original copy)	Municipal Treasurer's Office
4. 2x2 ID picture (1 Piece)	Applicant
5. Special Power of Attorney (SPA), if Representative	Law Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The interested applicant shall file a Letter of Intent showing good faith and commitment. The letter shall be addressed to the mayor. Stated also the number of stalls and the particulars of the business. Complete name, address and contact number of the applicant.	1.1 Receive the letter of intent	None	5 Minutes	Tisha Marie Aldas *Administrative Aide I* Office of the Mayor
	1.2 Endorsed letter for consideration and Approval		3 Days	Palo Public Market Council
	1.3 Verify Application and inform the qualified applicant for draw of lots.		10 Minutes	Armando B. Macalalag Jr. *Market Supervisor I*

2. Pay the Application Fee	2.1 Upon payment of fees, issue Official Receipt	PHP 500.00	15 minutes	Municipal Treasurer's Office *Cashier* Any Windows 1-4
3. Attend the Drawing of Lots. Present Special Power of Attorney (SPA), if Representative	3.1 Conduct the Drawing of lots and Awarding of Stalls	None	30 minutes	Market Awards Committee
4. Proceed to the Municipal Treasurer's Office and pay the following fees: Three (3) Months Deposit and Goodwill Fee	4.1 Upon payment of fees, issue Official Receipt	**Ground Floor** PHP 3,000.00x3 *Goodwill Fee* – PHP 3,000.00 **Second Floor** PHP 2,500.00x3 *Goodwill Fee* – PHP 3,000.00 **Wet Section** PHP 800.00x3 *Goodwill Fee* – PHP 1,500.00 **Atrium Section a.** Whole- PHP1,800.00x3 *Goodwill fee* – PHP 2,000.00 b. Half PHP800.00x3 *Goodwill Fee* – PHP 1,000.00 c.Mini Kiosk – PHP PHP500.00x3 *Goodwill Fee* – PHP 500.00	15 minutes	Municipal Treasurer's Office *Cashier* Any Windows 1-4
5. Return to Market Office and submit the required documents	5.1 Receive the required documents and check for completeness	None	10 Minutes	Twinkle G. Mendoza *Clerk* Market Office
6. Apply for New Business Permit	6.1 Acceptance of Application	None	30 minutes	Business Permit & Licensing Office
7. Fill up and sign the Contract of Lease and other Pertinent papers upon completion	7.1 Check for completeness of documents submitted	None	10 minutes 10 minutes	Twinkle G. Mendoza *Clerk* Market Office

of requirements.	7.2 Sign the Contract of Lease and other Pertinent papers as Lessor			Hon. Remedios "Matin" L. Petilla *Municipal Mayor*
8.	8.1 Forward the contract to a notarial office	None	1 day	Armando B. Macalalag Jr. *Market Supervisor I*
9. Receive the photocopy of the duly notarized Contract of Lease and other pertinent papers	9.1 Distribute the photocopy of the notarized Contract of Lease to lessee	None	5 minutes	Twinkle G. Mendoza *Clerk* Market Office
TOTAL:		**VARIABLE**	**4 Days, 2 Hours, 20 Minutes**	

B. PROCESSING OF ACQUIRING VACANT ADJOINING STALLS

This is if in case of a vacant stall, preferential rights of its award shall be on the owners of the adjoining stalls. If only one of the adjoining stall owners shows interest to acquire such vacant stall, the same shall be automatically awarded to him/her.

Office or Division:	Palo Public Market Office
Classification:	Complex
Types of Transaction:	G2C-government to the transacting public
Who may avail:	Palo Public Market Stall Owners
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of Intent (1 original copy)	Applicant
2. Receipt of Payment (1 original copy)	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent to acquire vacant adjoining stall/s.	1.1 Receive the letter of intent 1.2 Endorse letter for consideration and Approval	None	5 minutes 3 Days	Tisha Marie Aldas *Administrative Aide I* Office of the Mayor Hon. Remedios "Matin" L. Petilla *Palo Public Market Council Chairman*
2.	2. Once approved, inform the stall owner for the next step.	None	10 minutes	Armando B. Macalalag Jr. *Market Supervisor I*
3. Proceed to the Municipal Treasurer's Office and pay the following fees: Application Fee,	3.1 Upon payment of all the fees required, issue Official Receipt	Application Fee - PHP 500.00 **Ground Floor** PHP	15 minutes	Municipal Treasurer's Office *Cashier* Any Windows 1-4

Three (3) Months Deposit and Goodwill Fee		3,000.00x3 *Goodwill Fee* – PHP 3,000.00 **Second Floor** PHP 2,500.00x3 *Goodwill Fee* – PHP 3,000.00 **Wet Section** PHP 800.00x3 *Goodwill Fee* – PHP 1,500.00		
4. Return to Market Office and present the payment receipt. Fill up and sign the new Contract of Lease and other pertinent papers.	4.1 Receive the required document and check for completeness and issue new Contract of Lease 4.2 Sign the Contract of Lease and other Pertinent papers as Lessor	None	15 minutes 10 minutes	Twinkle G. Mendoza *Clerk* Market Office Hon. Remedios "Matin" L. Petilla *Municipal Mayor*
5.	5.1 Forward the Contract of Lease to a notarial office	None	1 day	Armando B. Macalalag Jr. *Market Supervisor I*
6. Receive the photocopy of the duly notarized Contract of Lease and other pertinent papers	6.1 Distribute the photocopy of the notarized Contract of Lease to lessee	None	5 minutes	Twinkle G. Mendoza *Clerk* Market Office
TOTAL:		**VARIABLE**	**4 Days, 1 Hour**	

C. PROCESSING OF ACQUIRING VACANT ADJOINING STALLS

This is if in case of a vacant stall, preferential rights of its award shall be on the owners of the adjoining stalls. If both adjoining stall owners express interest, the vacant stall shall be subjected to a bidding between the two.

Office or Division:	Palo Public Market Office
Classification:	Complex
Types of Transaction:	G2C-government to the transacting public
Who may avail:	Palo Public Market Stall Owners
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of Intent	Applicant
2. Receipt of Payment	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent to acquire vacant adjoining stall/s.	1.1 Receive the letter of intent 1.2 Endorse letter for consideration and Approval	None	5 minutes 3 Days	Tisha Marie Aldas *Administrative Aide I* Office of the Mayor Hon. Remedios "Matin" L. Petilla *Palo Public Market Council Chairman*
2.	2. Once approved, inform the stall owner for the next step.	None	10 minutes	Armando B. Macalalag Jr. *Market Supervisor I*
3. Proceed to the Municipal Treasurer's Office and pay the following: Application Fee and Bid Price	3.1 Upon payment of all the fees required, issue Official Receipt	Application Fee - PHP 500.00 (Minimum bid price equivalent to six (6) months rental fees) Ground floor-Php3,000 x 6 Second floor-Php2,500 x 6 Wet Section-Php800 x 6	15 minutes	Municipal Treasurer's Office *Cashier* Any Windows 1-4
	Inform the successful highest bidder for the next step	None	15 minutes	Armando B. Macalalag Jr. *Market In-Charge* Market Office
5. Proceed to the Municipal Treasurer's Office and pay the following fees: Three (3) Months Deposit and Goodwill Fee	5.1 Upon payment of all the fees required, issue Official Receipt	**Ground Floor** PHP 3,000.00x3 *Goodwill Fee* – PHP 3,000.00 **Second Floor** PHP 2,500.00x3 *Goodwill Fee* – PHP 3,000.00 **Wet Section** PHP 800.00x3 *Goodwill Fee* – PHP 1,500.00	15 minutes	Municipal Treasurer's Office *Cashier* Any Windows 1-4

6. Return to Market Office and present the payment receipt. Fill up and sign the new Contract of Lease and other pertinent papers.	6.1 Receive the required document and check for completeness and issue new Contract of Lease 6.2 Sign the Contract of Lease and other Pertinent papers as Lessor	None	15 minutes 10 minutes	Twinkle G. Mendoza *Clerk* Market Office Hon. Remedios "Matin" L. Petilla *Municipal Mayor*
7.	7.1 Forward the contract to a notarial office	None	1 day	Armando B. Macalalag Jr. *Market Supervisor I*
8. Receive the photocopy of the duly notarized Contract of Lease and other pertinent papers	8.1 Distribute the photocopy of the notarized Contract of Lease to lessee	None	5 minutes	Twinkle G. Mendoza *Clerk* Market Office
TOTAL:		**VARIABLE**	**4 Days, 1 Hour, 30 minutes**	

D. PROCESSING OF STALL AWARD for TRANSFER

Any stall owner who wishes to transfer to a vacant stall not currently subject to adjudication and bidding process to interested adjoining stall owners.

Office or Division:	Palo Public Market Office
Classification:	Complex
Types of Transaction:	G2C-government to the transacting public
Who may avail:	Palo Public Market Stall Owners
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter Request for Transfer	Applicant
2. Waive Letter	Applicant
3. Receipt of Payment	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request for Transfer	1.1 Receive the letter of intent 1.2 Endorse letter for consideration and Approval	None	5 minutes 3 Days	Tisha Marie Aldas *Administrative Aide I* Office of the Mayor Hon. Remedios "Matin" L. Petilla *Palo Public Market Council Chairman*

2.	2.1 Once approved, inform the stall owner for the next step.	None	10 minutes	Armando B. Macalalag Jr. *Market Supervisor I*
3. Submit a waive letter to the current stall awarded.	3.1 Receive the letter of intent 1.2 Endorse letter for consideration and Approval	None	5 minutes 3 Days	Tisha Marie Aldas *Administrative Aide I* Office of the Mayor Hon. Remedios "Matin" L. Petilla *Palo Public Market Council Chairman*
4. Proceed to the Municipal Treasurer's Office and pay the transfer fee	4.1 Upon payment of all the fees required, issue Official Receipt	Ground Floor - PHP 10,000.00 Second Floor - PHP 5,000.00	15 minutes	Municipal Treasurer's Office *Cashier* Any Windows 1-4
5. Return to Market Office and present the payment receipt. Fill up and sign the new Contract of Lease and other pertinent papers.	5.1 Received and check documents for completeness and issue new Contract of Lease 5.2 Sign the Contract of Lease and other Pertinent papers as Lessor	None	10 minutes 10 minutes	Twinkle G. Mendoza *Clerk* Market Office Hon. Remedios "Matin" L. Petilla *Municipal Mayor*
6.	6.1 Forward the contract to a notarial office	None	1 day	Armando B. Macalalag Jr. *Market Supervisor I*
7. Receive the photocopy of the duly notarized Contract of Lease and other pertinent papers	7.1 Distribute the photocopy of the notarized Contract of Lease to lessee	None	5 minutes	Twinkle G. Mendoza *Clerk* Market Office
TOTAL:		**VARIABLE**	**6 Days, 1 Hour**	

E. RELEASING OF STALL RENTALS AND UTILITY BILLS

Market stalls within the Palo Public Market Building shall be charged a fixed monthly rental fee and water bill. While the electricity bill will be in accordance to the Total Electricity Bill divided to their individual consumed per kilowatt-hour. This monthly rental fee and utility bills shall be billed at the end of the month and which shall be due and payable on the 5th day of the following month.

A one-time surcharge of twenty-five percent (25%) is hereby imposed of the unpaid balance rentals and a two percent (2%) monthly interest for market stalls and spaces in the market premises not paid on time. Failure to pay the rental charges for three (3) consecutive months shall be a ground for the revocation of the lease contract and the stall or space shall be declared vacant and advertised for lease.

Office or Division:	Palo Public Market Office
Classification:	Simple
Types of Transaction:	G2C-government to the transacting public
Who may avail:	Palo Public Market Stall Owners
CHECKLIST FOR REQUIREMENTS	**WHERE TO SECURE**
1. Billing Statement	Market Office

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive billing statement.	1.1 Issue billing statement.	NONE	15 minutes	Grecelyn P. Cobacha *Clerk* Market Office
2. Proceed to the Municipal Treasurer's Office	2.1 Upon payment of all the fees required, issue Official Receipt	NONE	15 minutes	Municipal Treasurer's Office *Cashier* Any Window's 1-4
3. Receive official receipt.	3.1 Upon payment, issue Official Receipt	NONE	5 minutes	Municipal Treasurer's Office *Cashier* Any Window's 1-4
	TOTAL:	**VARIABLE**	**35 Minutes**	

F. ISSUANCE OF CERTIFICATION / MARKET CLEARANCE

Stall owners who wish to secure a certification or clearance for their occupancy status inside the Palo Public Market, for whatever their purpose may be.

Office or Division:	Palo Public Market Office
Classification:	Simple
Types of Transaction:	G2C-government to the transacting public
Who may avail:	Palo Public Market Stall Owners
CHECKLIST FOR REQUIREMENTS	**WHERE TO SECURE**
1. Government Issued Identification Card (Valid ID) of the Stall Owner	Bureau of Internal Revenue, Social Security System, Government Service Insurance System, Philippine Identification System, Professional Regulation Commission, Tax Identification Number Card, Driver's License
2. Authorization Letter with Valid ID (If the stall owner can't come.)	APPLICANT/STALL OWNER

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on how to avail the service.	1.1 Inform the client how to avail the service and the requirements	NONE	10 minutes	Armando B. Macalalag Jr. *Market Supervisor I* Twinkle G. Mendoza *Clerk* Market Office Grecelyn P. Cobacha *Clerk* Market Office Marylyn S. Porta *Clerk* Market Office
2. Submit the requirements	2.1 Received and check the completeness of the requirements.	NONE	5 minutes	Twinkle G. Mendoza *Clerk* Market Office Grecelyn P. Cobacha *Clerk* Market Office Marylyn S. Porta *Clerk* Market Office
3. Receive Market Certificate / Market Clearance	3.1 Print and issue certificate/clearance	NONE	10 minutes	Armando B. Macalalag Jr. *Market Supervisor I*
	TOTAL:	**NONE**	**25 Minutes**	

G. APPLICATION AND REGISTRATION OF TABO VENDORS

Citizen who wishes to secure a slot/stall and have the opportunity to sell products during TABO Day which is held every Friday morning until Saturday noon at Palo Public Market.

Office or Division:	Palo Public Market Office
Classification:	Simple
Types of Transaction:	G2C-government to the transacting public
Who may avail:	Any citizen planning to do business inside the Palo Public Market
CHECKLIST FOR REQUIREMENTS	**WHERE TO SECURE**
1. Letter of Intent	Market Office
2. Profiling Form	Market Office

3. One (1) Government Issued Identification Card	Bureau of Internal Revenue, Social Security System, Government Service Insurance System, Philippine Identification System, Professional Regulation Commission, Tax Identification Number Card, Driver's License

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on how to secure a slot/table.	1.1 Inform the client how to secure a slot/table and the requirements.	NONE	30 minutes	Armando B. Macalalag Jr. *Market Supervisor I* Renato L. Liporada *Administrative Aide I* Market Office Twinkle G. Mendoza *Clerk* Market Office Grecelyn P. Cobacha *Clerk* Market Office Marylyn S. Porta *Clerk* Market Office
2. Fill up and submit Tabo profiling form, Letter of Intent and Valid ID	2.1 Receive and check the completeness of the requirements.	NONE	30 minutes	Twinkle G. Mendoza *Clerk* Market Office Grecelyn P. Cobacha *Clerk* Market Office Marylyn S. Porta *Clerk* Market Office
3.	3.1 Inform client of the availability of vacant slot/table and the proceeding steps.	NONE	10 minutes	Armando B. Macalalag Jr. *Market Supervisor I*
4. Secure the profiling documents.	4.1 Issue to client the profiling documents.	NONE	15 minutes	Grecelyn P. Cobacha *Clerk* Market Office

5. Proceed to the Municipal Treasurer's Office and pay the required fees	5.1 Upon payment of all the fees required, issue Official Receipt	Mayor's Permit – PHP 500.00 Garbage Fee – PHP 150.00	15 minutes	Municipal Treasurer's Office *Cashier* Any Window's 1-4
6. Submit the Profiling documents, Photocopy of Government Issued ID and the Payment receipt (Official receipt)	6.1 Receive and check the completeness of the requirements.	NONE	30 minutes	Business Permit and Licensing Office
7. Receive TABO Permit	7.1 Print and issue Tabo Permit	NONE	5 minutes	Business Permit and Licensing Office
	TOTAL:	**PHP 650.00**	**2 Hours, 15 Minutes**	

OFFICE OF THE MAYOR
Public Employment Service Office
(PESO)

A. LOCAL RECRUITMENT ACTIVITY (LRA) & SPECIAL RECRUITMENT ACTIVITY (SRA)

Description:
Processing and approval of request from licensed agencies/employers to conduct Local Recruitment Activity (LRA) and Special Recruitment Activity (SRA) within the Municipality of Palo, Leyte.

Office or Division	Public Employment Service Office
Classification	Complex
Type of Transaction	G2C – Government to Citizen/G2B – Government to Business
Who may avail	Licensed Agencies/Employers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
FOR LOCAL RECRUITMENT ACTIVITY (LRA)	
✓ Letter of Intent *(1 original copy)* Address to: *HON. REMEDIOS "MATIN" L. PETILLA* Municipal Mayor Thru: *NONELON M. ELONA*/Peso Manager	Client
✓ Valid License *(1 photocopy)*	
✓ Job Order/Job Vacancies *(1 photocopy)*	
✓ Business Permit *(1 photocopy)*	
FOR SPECIAL RECRUITMENT ACTIVITY (SRA)	
✓ Letter of Intent *(1 original copy)* Address to: *HON. REMEDIOS "MATIN" L. PETILLA* Municipal Mayor Thru: *NONELON M. ELONA*/Peso Manager	Client
✓ Valid License *(1 photocopy)*	
✓ Job Order/Job Vacancies *(1 photocopy)*	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**DURATION**	**PERSON RESPONSIBLE**
1. Send letter of intent and other documents thru PESO email pesopalolgu@gmail.com or submit it directly to the office	1. Check email or receive letter of intent and other documents	None	1 day	Gemmalyn Tejones/PESO Staff Nonelon Elona/PESO Manager
2. Wait for the evaluation and verification of documents	2.1. Evaluate and verify submitted documents		3 days	
	2.2. Prepare No Objection Certificate (NOC) *(if qualified)*			
	2.3. Notify the client to resubmit complete/correct documents *(if not qualified)*			
3. Wait for the release of No Objection Certificate (NOC)	3. Notify the client and release the approved NOC		1 day	
4. Conduct the	4. Assist in the		8 hours	

LRA/SRA	conduct of the recruitment activity			
5. Submit Terminal Report to PESO	5. Sign the Terminal Report of the recruitment agency		1 day	
Total			**6 days and 8 hours**	

OFFICE OF THE MAYOR
Tourism, Culture, Arts and Media Office

The Palo Tourism, Culture, Arts, and Media Office, a unit under the Office of the Mayor mandated to provide adequate and substantial service to the tourism industry of the Municipality of Palo in the quest to develop the municipality as an ideal tourism destination to contribute to the overall progress of the locality.

A. Tourism Information Service

A tourism information service, providing visitors to a location with information on the area's attractions, lodgings, maps, and other items relevant to tourism.

OFFICE/DIVISION	**PALO TOURISM, CULTURE, ARTS AND MEDIA OFFICE**
CLASSIFICATION	**SIMPLE**
TYPES OF TRANSACTION	**G2C**- Government to the transacting public **G2B**- Government to business **G2G**- Government to government
WHO MAY AVAIL	**Those with transactions and inquiry at Palo, Leyte**
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None Required	**Not Applicable**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
For Walk-in Clients: 1. Approach the Front Desk Officer of the Day 2. Sign in the Visitors' Logbook	1. Provision of the needed information including flyers and maps	None	3 minutes	*Anthony Sales Staff*
For Online Inquiries: 1. Send email to palotourism@gmail.com or via direct message to LGU-Palo Facebook Page	1. Provision of the needed information, online links, and social media pages	None	Within 5 minutes upon log-in/availability of internet services	*Trixia Canlapan Staff*
For Mobile Inquiries: 1. Call or text the Tourism Section Hotline number provided in the tourism promotional materials and flyers	1. Provision of the request information through telephone conversation	None	5 minutes	*Cristine Lynn T. Canciller Administrative Aide I*
TOTAL		**NONE**	**13 Minutes**	

B. Tourism Data Request

Procedure for granting request for tourism-related information.

OFFICE/DIVISION	**PALO TOURISM, CULTURE, ARTS AND MEDIA OFFICE**
CLASSIFICATION	**SIMPLE**
TYPES OF TRANSACTION	**G2C**- Government to the transacting public **G2B**- Government to business **G2G**- Government to government
WHO MAY AVAIL	**Those with transactions and inquiry at Palo, Leyte**
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter of Request indicating the specified data needed	Concerned Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Provide Letter of Request, either by email or hand-carry. Approach the Front Desk Officer then present approved (by the Office of the Mayor) Letter of Intent/Request Letter	1. Preparation of the requested data, upon the approval of the request.	None	1 day	Nariza A. Marasigan *Tourism Operation Officer I* *Miss Nicole Acebedo Staff*
2. Leave contact details for the update on the requested data.	2.1 Notification to the client as soon as the request has been prepared. 2.2 Release of the data available. **Note**: The Tourism Staff request and asks you to sign log sheet to acknowledge receipt.	None		*Genevive T. Monteza Administrative Aide I* *Mishia Acedillo Administrative Aide I* *Wacky C. De Asis Administrative Aide I* *Ma. Janice B. Baranda Administrative Aide I*
TOTAL		**NONE**	**1 day**	

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, Records, and Related Certifications

The Office of the Sangguniang Bayan issues certified copy of an original Sanggunian documents, records, and/or certification of its enacted ordinances and issued resolutions.

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, records, and/or certifications.	1.1 Provide the client with a short briefing on the service and its requirements. 1.2 Receive and process application/requested documents 1.3 Inform the client to proceed to the Office of the Municipal Treasurer to pay the corresponding fees as stated, in accordance with the type of document(s) requested. 1.4 Issue Order of Payment	none	5 minutes	Anita M. Portula, *AA-III* Bryan C. Malate *Legislative Staff Assistant I*
2. Proceed to the Office of the Municipal Treasurer for payment of corresponding fees	2.1 Upon Payment of all fees required, issue Official Receipt.	Certification ₱100.00 Certified true / photo copy ₱50.00 per page	15 minutes	Windows 1-4 Office of the Municipal Treasurer

3. Return to the Office of the Sangguniang Bayan and present the Official Receipt (O.R.) and receive the requested document/s.	1.1 Receive and verify the Official Receipt (O.R.) supporting documents, records, and/or certifications to ensure completeness and compliance with the required service. 1.2 Prepare the requested documents. 1.3 Release the requested documents.		5 minutes	Anita M. Portula, *AA-III* Bryan C. Malate *Legislative Staff Assistant I*
TOTAL:			**25 minutes**	

OFFICE OF THE MUNICIPAL ACCOUNTANT

By virtue of Section 474 of the Local Government Code of 1991, the municipal accounting office shall take charge both the accounting and internal audit services of the local government unit.

Towards this mandate, the office warrants the proper accounting of all financial transactions of the Local Government Unit (Municipal and 33 Barangays) and guarantees the observance of generally accepted accounting principles and practices, as well as sound financial management and fiscal administration.

A. PROCESSING OF BARANGAY SUPPLEMENTAL BUDGET.

Section 334 of the Local Government Code of 1991 holds that financial records of the barangay shall be kept in the office of the municipal accountant. As such, computation of the unappropriated surplus is done under the aforementioned office which is essential in the processing of Brgy. Supplemental Budget, a financial plan authorized by a legislative body through the enactment of an ordinance or law that authorizes the changes in the annual appropriation ordinance.

Office or Division:	Office of the Municipal Accountant
Classification:	Complex
Types of Transaction:	G2G-Government to the transacting barangay
Who may avail:	All Barangay's of Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Supplemental Budget Form No. 1 (2 original copies)	Barangay
2. Certified Statement of Funds Available (2 original copies)	Barangay
3. Computation of Unappropriated Surplus (2 original copies)	Office of the Municipal Accountant

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	Jobelle P. Locquiao *Accounting Staff* Municipal Accounting Office
2. Submits all the required documents	2. Received the required documents and check the completeness and accuracy of such documents.	None	20 minutes	Jobelle P. Locquiao *Accounting Staff* Municipal Accounting Office
	3. Prepare financial reports including unappropriated surplus	None	7 working days	Jobelle P. Locquiao *Accounting Staff* Municipal Accounting Office
	4. Submit to the Municipal Accountant all	None	3 minutes	Jobelle P. Locquiao *Accounting Staff* Municipal Accounting

	the required documents			Office
	5. Review the attached supporting documents and sign the availability of funds as an integral part of their Supplemental Budget	None	30 minutes	Luis Antonio M. Napoles *Municipal Accountant* Municipal Accounting Office
	6. Release the documents to the client	None	2 minutes	Glenda P. Repasa, *Accounting Clerk* Municipal Accounting Office
TOTAL:			**7 working days and 1 hour**	

OFFICE OF THE MUNICIPAL AGRICULTURIST

The Office of the Municipal Agriculturist undertake the functions mandated under section 17(2)(i) of RA 7160. Delivers and provides basic agricultural extension and on-site research services and facilities related to agriculture and fishery activities. Among its objectives are:

A. To help improve/ increase farmers' income through climate smart and sustainable agricultural production.
B. To provide farmers with technical assistance and capacity development on the different agricultural programs and practices, set forth.

A. Provision of Technical Assistance to Farmers and Fisherfolk

The office provides technical assistance to all farmers and fisherfolk in the Municipality.

Office or Division:	Office of the Municipal Agriculturist
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**
Valid Identification (client/s may be required to present One Government Issued ID for reference purpose)	Issuing Government Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach a frontline staff and register in the client's logbook to record his/her appearance, purpose and the needed services.	1.1 Attend to client's need and refer to sectoral services provider/ concerned.	None	5 minutes	Elvira Batula/ Ma.Luz Potente/ Wenifreda Morano/ Hazel Rosemarie Pontilla/ Menchie Rose Pancho
2. Consult Agricultural Technologist (AT) what services to avail.	2.1 Brief discussion/ assessment on client's identified issue/s & concern/s relative to agricultural program/s & services.	None	20 minutes	Irwin S. Martillo/ Lea T. De Veyra/ Rammel B. Cardines/ Kattleya Canillas/ Angelyn Veñarta/ Cherle Baculbas/ Nestor Labajoy
	2.2 Provision of basic agricultural extension services/ technical assistance and schedule field/farm inspection/ visit	None	30 minutes	Irwin S. Martillo/ Lea T. De Veyra/ Rammel B. Cardines/ Kattleya Canillas/ Angelyn Veñarta/ Cherle Baculbas/ Nestor Labajoy
3. Accompany Agricultural	3.1 Actual field/fam visit/	None	2 hours	Irwin S. Martillo/ Lea T. De Veyra/

Technologist to his/her farm/ field.	inspection/ field observation & assessment (crops & livestock)			Rammel B. Cardines/ Kattleya Canillas/ Angelyn Veñarta/ Cherle Baculbas/
	3.2 Recommend appropriate/ applicable technology/ provision of technical assistance & basic extension services.	None	2 hours	Irwin S. Martillo/ Lea T. De Veyra/ Rammel B. Cardines/ Kattleya Canillas/ Angelyn Veñarta/ Cherle Baculbas/
4. Fill-up and answer the client satisfaction measurement and drop the same in the box provided.	4.1 Express Gratitude.	None	3 minutes	Elvira Batula/ Wenifreda Morano/ Hazel Rosemarie Pontilla/ Menchie Rose Pancho
TOTAL: Note: Time may vary depending on the actual field and underlying situations with due considerations to factors affecting the processing time in the delivery of services.			**4 hours and 58 minutes**	

B. Issuance of Certification

The office may issue a certification as maybe requested by farmer/s & fisherfolk and line agencies or its representative within the scope and parameters of the office function relative to the basic agricultural production & services:

Office or Division:	Office of the Municipal Agriculturist
Classification:	Simple
Types of Transaction:	G2C –government to the transacting public
Who may avail:	All farmers and fisherfolk within the municipality of Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of intent stating the purpose.	Requesting Party
2. One photocopy of Government Issued ID (the original valid ID shall also be presented & will be returned after validation) 2.1. For representative: one photocopy of Government Issued ID (bring original valid ID for verification/validation)	Requesting Party

3. Official Receipt (OR) of certification fee.	Office of the Municipal Treasurer
4. One photocopy of Zoning ordinance (bring original for verification/ validation)	Office of the Municipal Planning & Development Coordinator - zoning section
5. One photocopy of Tax declaration (current year is advised and bring the original copy for verification/ validation).	Office of the Municipal Assessor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach a frontline staff and register in the client's logbook to record his/her appearance, purpose and the needed services.	1.1 Attend to client's needed service/s and request for the compliance of the basic requirements needed for the services	None	2 minutes	Elvira Batula/ Ma.Luz Potente/ wenifreda Morano/ Hazel Rosemarie Pontilla
2. Submit the needed documents/ requirements.	2.1 Evaluate the submitted documents.	None	2 minutes	Nestor C. Labajoy/ Lea T. De Veyra/ Angelyn Veñarta
	2.2 Schedule of inspection and assessment.	None	2 minutes	Lea T. De Veyra/ Angelyn Veñarta
	2.3 Inspection of identified field/land together with the owner/applicant or representative.	None	1 hour	Lea T. De Veyra Angelyn Veñarta
	2.4 Issuance of Certification	None	2 minutes	Nestor C. Labajoy
3. Fill-up and answer the client satisfaction measurement and drop the same in the box provided.	3.1 Express Gratitude.	None	3 minutes	Elvira Batula/ Ma.Luz Potente/ Wenifreda Morano

TOTAL: Note: Time may vary depending on the actual field and underlying situations with due considerations to factors affecting the processing time in the delivery of services.	**1 hour and 11 minutes**	

C. Registration for Basic Sector in Agriculture (RSBSA), Fisherfolk, Boat & Gear Registration and Facilitate Crop & Livestock Insurance.

The office facilitates the basic registration of farmer/s, fisherfolk, boat and gear. It may also facilitates the application for crops & livestock insurance of farmers and fishefolk of the municipality:

Office or Division:	Office of the Municipal Agriculturist
Classification:	Simple
Types of Transaction:	G2C –government to the transacting public
Who may avail:	All farmers and fisherfolk within the municipality of Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For the Farmers, Fisherfolk & Boat Registrations 1. Fully accomplished application form/s 2. Barangay residence certificate (one photocopy, present the original copy for verification/validation). 3. Tax declaration (one photocopy, please bring the original for verification/validation) for Farmer's Registration 4. One photocopy of proof of ownership/contract (bring original copy for verification/validation) for Boat Registration. 4.1 Official Receipt (OR) for the fee/s paid at the Municipal Treasurer's Office 5. One photocopy of valid ID (bring the original Government Issued ID for verification/ validation). **For Insurance** 1. Fully accomplished application form. 2. One photocopy of the REGISTRY SYSTEM FOR BASIC SECTORS in AGRICULTURE stab or ID (back-to-back). 3. One photocopy of valid ID (Government Issued ID, bring	Office of the Municipal Agriculturist Barangay where the applicant resides Office of the Municipal Assessor Applicants/ Registrant(s) Office of the Municipal Treasurer Applicants/ Registrant(s) Office of the Municipal Agriculturist Applicant/s Applicant/s

the original for verification/ validation).	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach a frontline staff and register in the client's logbook to record his/her appearance, purpose and the needed services.	1.1 Provide the form needed and request client to fully accomplish the necessary details and the compliance of the basic requirements needed for the services.	None	5 minutes	Elvira Batula/ Ma.Luz Potente/Hazel Rosemarie Pontilla/ Wenifreda Morano
2. Submit the fully accomplished form & the needed requirements for evaluation and signature.	2.1 Evaluate the submitted documents for recommendation and approval, and facilitate the same to the Department of Agriculture (DA), Bureau of Fisheries and Aquatic Resources (BFAR), or Philippine Crop Insurance Corporation (PCIC) Tacloban City for processing.	None	5 minutes	Elvira Batula, Lea T.De Veyra, Irwin S. Martillo, Rammel B. Cardines, Angelyn Veñarta, Cherle Baculbas, Nestor Labajoy
3. Fill-up and answer the client satisfaction measurement and drop the same in the box provided.	3.1 Express Gratitude.	None	3 minutes	Wenifreda Morano, Hazel Rosemarie Pontilla, Menchie Rose Pancho
TOTAL:			**13 minutes**	

a. Programs

RICE PRODUCTION PROGRAMS:

1. Palay Production Technology
2. Crop Management, Crop Health and Monitoring
3. Palay Seed Production (palay seed farms)
4. Palay Seed Inspection and Facilitate Seed laboratory Testing and certification
5. Palay Seed Tagging and Monitoring
6. Farmers Field Classes/ Technology Forum(s)
7. Establishment of Demonstration Farm(s), & On-site research

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 & Monitoring

B. Animal Production:

1. Provision of animal dispersal and re-dispersal
2. Artificial Insemination on Large and Small ruminants.
3. Establishment of breeding facility
4. Monitoring & Evaluation

FISHERY PROGRAMS:

1. Technical assistance on pond/cage/pen construction.
2. Distribution of tilapia fingerlings.
3. Monitoring and Evaluation.
4. Fisherfolk, Boat and Gear Registration.
5. Regulatory and Advisory Services.
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 VEGETABLE CROPS PROGRAMS:

1. Provision & distribution of available planting materials and other farm inputs.
2. Provision & distribution of vegetables seeds and fertilizer.
3. Care and management of plants.
4. Farmers field Classes & technology transfer.
5. Formation and Strengthening people's/ farmers organizations.
6. Establishment of plant nursery.
7. Establishment of technology demo farm.
8. Technical & Farm advisory.
9. Monitoring and evaluation.
10. Establishment of School & Community Gardens.

ORGANIC AGRICULTURE PROGRAMS:

1. Provision & distribution of molasses.
2. Distribution of planting materials.
3. Distribution of animal dispersal.
4. Distribution of farm facilities, Farm machineries and tools.
5. Formulation & distribution of feed mixing and fertilizer concoction inputs.

6. Farmers Field Classes & technology forums.
7. Formation and Strengthening people's organization.
8. Establishment of Demo farm/learning site.
9. Technical & Farm advisory.
10. Monitoring and Evaluation.

TECHNICAL ASSISTANCE, MONITORING & SURVEILLANCE OF PLANTS & ANIMAL PESTS & DISEASES.

1. Plants pests & diseases advisory.
2. Animal pests & diseases advisory.
3. Prevention & control of plants and animal pests & diseases.

OFFICE OF THE MUNICIPAL ASSESSOR

Office of the Municipal Assessor 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 Office of the Municipal Assessor 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:	Office of the Municipal Assessor
Classification:	Highly Technical
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All Citizens with property/ies in Palo
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter Request (2 Original Copies)	Client
2. Tax Clearance (current year) (1 Original and 1 photocopy)	Office of the Municipal Treasurer (Windows 1 to 4)
3. Transfer fee Certification (1 Original and 1 photocopy)	Office of the Municipal Treasurer (Windows 1 to 4)
4. Certified electronic copy of duly registered documents – Deed of Conveyance (2 certified electronic copies)	Registry of Deeds (ROD)
5. Certified electronic copy of Certificate of Title (2 certified electronic copies)	Registry of Deeds (ROD)
6. Approved Subdivision Plan for portion sold only (2 blueprint copies)	Department of Environment and Natural Resources (DENR)
7. Special Power of Attorney or Authorization (2 original Copies or 2 certified copies)	Citizen or client being represented
8. Certificate Authorizing	Bureau of Internal Revenue (BIR)

Registration (1 original & 1 clear photocopy)	(By the President of the Phils. AO No. 186)
9. Government Issued Identification Card of the person being represented or representative (2 photocopies)	BIR, Philippine Statistic Authority, Government Service Insurance System, Social Security System, Pag-IBIG Fund, POST Office, Senior Citizen, Department of Foreign Affairs (PASSPORT)
10. Community Tax Certificate (current year – 1 photocopy)	Office of the Municipal Treasurer (Windows 1 to 4)
11. Notarized Sworn Statement (3 copies)	Municipal Assessor's Office (Form)/ Lawyer Required under Section 202/203 of RA No. 7160
12. Verification Fee	Office of the Municipal Treasurer (Windows 1 to 4)

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. Receive the required documents and check for the completeness. 1.2. After encoding, the declared owner will sign the transaction made and recommend the same for approval by the Provincial Assessor.	₱100.00 AV x 1% x 1 year x 2 (Basix & Special Educational Fund	20 minutes	*Ana N. Lagao* *Municipal Assessor* *Ruel M. Bitangjol* *Local Assessment Operations Officer I*
	1.3. Preparation of Tax Declaration, Field Appraisal & Assessment Sheets, Property Record Form & Notice of Assessment.		30 minutes	*Ruel M. Bitangjol* *Local Assessment Operations Officer I* *Darlene F. Panganoron* *Assessment Clerk I*

	1.4. Check for final endorsement, assign Assessment of Real			*Ana N. Lagao* *Municipal Assessor*

	Property Number and sign Field Appraisal and Assessment Sheet, Property Record Form Tax Declaration & Notice of Assessment for recommendation of approval by the Provincial Assessor.			
	1.5. Submit Tax Declaration, Field Appraisal & Assessment Sheet & Property Record Form to Provincial Assessor for approval.		15 days	*Genevive M. Perez* *Administrative Aide I* *Darlene F. Panganoron* *Assessment Clerk I*
2. Receive Owner's copy of approved Tax Declaration	2.1. Release Owner's copy of approved Tax Declaration		2 minutes	*Maria Letty G. Labajoy* *Assessment Clerk I*
TOTAL:			**15 days and 52 minutes**	

B. Revision of Tax Declaration

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

Office or Division:	Office of the Municipal Assessor
Classification:	Highly Technical
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All Citizens with property/ies in Palo Citizen
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved Subdivision or Consolidation Plan (2 copies - blueprint)	Department of Environment and Natural Resources (DENR)
2. Certified copy of Tax Receipt – current year (2 certified photocopies) / Tax Clearance	Office of the Municipal Treasurer (Windows 1 to 4)
3. Special Power of Attorney (SPA) or Authorization from the owner (2 original Copies or 2 certified copies)	Lawyer/Applicant
4. Zoning Certification (1 original & 1 certified copy)	Office of the Municipal Planning & Development Coordinator (MPDO)/ Sangguniang Bayan Office
5. Technical Description (BL Form V-37 – 1 original and/or 1 certified photocopy)	Department of Environment and Natural Resources (DENR)
6. Community tax certificate/cedula (current year) 2 photocopies	Office of the Municipal Treasurer (Windows 1 to 4)
7. Government Issued Identification Card (2 photocopies)	Bureau of Internal Revenue, Philippine Statistic Authority, Government Service Insurance System, Social Security System, Pag-IBIG Fund, POST OFFICE, Senior Citizen, Department of Foreign Affairs (PASSPORT)
8. Letter Request (2 copies)	Applicant
9. Notarized Sworn Statement (3 copies)	Municipal Assessor's Office (Form)/ Lawyer Required under Section 202/203 of RA No. 7160

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 & check the documents submitted, and verify data.	₱100.00	3 minutes	*Ana N. Lagao* *Mun. Assessor* *Ruel M. Bitangjol* *Local Assessment Operations Officer I*

2. Pay Real Property Tax at Treasurer's Office	2.1 Preparation Tax Declaration, Field Appraisal & Assessment Sheet, Property Record Form & Notice of Assessment. 2.2 Check for final endorsement , assign Assessment of Real Property Number and sign Field Appraisal &	AV x 1% x 1 year x 2 (Basic & Special Education al Fund)	30 minutes 20 minutes	*Ruel M. Bitangjol Local Assessment Operations Officer I* *Darlene F. Panganoron Assessment Clerk I* *Ana N. Lagao Municipal Assessor*
3. Receive Owner's copy of approved Tax Declaration	3.1. Release Owner's copy of approved Tax Declaration		2 minutes	*Maria Letty G. Labajoy Assessment Clerk I*
	Assessment Sheet, Property Record Form Tax Declaration & Notice of Assessment for recommenda tion of approval by the Provincial Assessor.			
	3.3 Submit Tax Declaration, Field Appraisal & Assessment Sheet & Property Record Form to Provincial Assessor for approval		15 days	*Genevive M. Perez Administrative Aide* *Darlene F. Panganoron Assessment Clerk I*
TOTAL:			**15 days and 55 minutes**	

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

Office or Division:	Office of the Municipal Assessor
Classification:	Highly Technical
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All Citizens with property/ies in Palo
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Certified true electronic copy of Certificate of Title (2 copies)	Registry of Deeds (ROD)
2. Technical Description BL Form V-37 (1 original & 1 certified photocopy)	Department of Environmental and Natural Resources (DENR)
3. Approved Survey Plan (2 blueprint copies)	Department of Environmental and Natural Resources (DENR)
4. DENR Certification stating that the land is within the alienable and disposable area (2 original copies)	Department of Environmental and Natural Resources (DENR)
5. Affidavit of ownership (2 original copies)	Lawyer
6. Affidavit of Two Adjoining owners (2 original copies)	Lawyer
7. Affidavit of Request for Correction of No Claimant (2 original copies)	Lawyer
8. Investigation Report based on ocular inspection	Office of the Municipal Assessor (Window 17 & 18)
9. Barangay Certification for 15 days posting and there is no other claims and conflicts filed in the barangay (2 copies)	Barangay Chairman
10. Certified copy of supporting documents filed at CENRO (2 copies)	Community Environment and Natural Resources Office
11. Payment of real property tax (10 years back taxes) 2 copies of authenticated Official Receipt	Office of the Municipal Treasurer (Window 1 to 4)
12. Government issued Identification Card (2 photocopies)	Bureau of Internal Revenue, Philippine Statistic Authority, Government Service Insurance System, Social Security System, Pag-IBIG Fund, POST OFFICE, Senior Citizen, Department of Foreign Affairs (PASSPORT)
13. Community tax certificate/cedula (current year) 2 photocopies	Office of the Municipal Treasurer (Windows 1 to 4)
14. Special Power of Attorney (SPA) (2 original copies)	Citizen or client being represented
15. Letter Request (2 copies)	Applicant

16. Notarized Sworn Statement (3 copies)	Municipal Assessor's Office (Form)/ Lawyer Required under Section 202/203 of RA No. 7160

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request slip at front desk and submit the required documents to Window 17	1.1. Evaluate and check the documents submitted, and verify data 1.2 Issuance of Notice of Application for Issuance of New Tax Declaration 1.3 Conduct ocular inspection	₱100.00 ₱50.00/ kilometer	3 minutes 10 minutes 1 day	*Ana N. Lagao* *Municipal Assessor* *Ruel M. Bitangjol* *Local Assessment Operations Officer I* *Joel Bienvenido I. Daga* *Draftsman 1*
2. Pay Real Property Tax at Treasurer's Office	2.1 Preparation of Tax Declaration, Field Appraisal & Assessment Sheet, Property Record Form & Notice of Assessment. Check for final endorsement , assign Assessment of Real Property Number and sign Field Appraisal & Assessment Sheet, Property Record Form, Tax Declaration & Notice of Assessment for recommendation of approval by the Provincial Assessor.	AV x 1% x 11 years x 2 (Basic & Special Education al Fund)	30 minutes	*Ruel M. Bitangjol* *Local Assessment Operations Officer I* *Darlene F. Panganoron* *Assessment Clerk 1*

	2.2 Submit Tax Declaration, Field Appraisal & Assessment Sheet & Property Record Form to Provincial Assessor for approval.		15 days	*Genevive M. Perez* *Administrative Aide I* *Darlene F. Panganoron* *Assessment Clerk 1*
3. Receive Owner's copy of approved Tax Declaration	3.1 Release Owner's copy of approved Tax Declaration		2 minutes	Maria Letty G. Labajoy Assessment Clerk 1
	TOTAL:		**16 days and 45 minutes**	

D. Assessment and Appraisal of New Building and Machinery

Office or Division:	Office of the Municipal Assessor
Classification:	Highly Technical
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All Citizens with property/ies in Palo
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Building:	
1. Letter Request (2 copies)	Citizen
2. Certified photocopy of Building Permit (2 copies)	Office of the Municipal Engineer
3. Photocopy of floor plan (1 copy)	Office of the Municipal Engineer
4. Sworn Statement (3 original copies)	Office of the Municipal Assessor
5. Proof of ownership of land where the building is constructed (2 certified copies)	Citizen
6. Certified Copy of Certificate of Occupancy Permit (2 copies)	Office of the Municipal Engineer
7. Notarize Sworn Statement (3 copies)	Municipal Assessor's Office (Form)/ Lawyer Required under Section 202/203 of RA No. 7160
8. Community Tax Certificate (1 photocopy – current year)	Office of the Municipal Treasurer (Windows 1 – 4)

9. Government issued Identification Card (1 photocopy)	Bureau of Internal Revenue, Philippine Statistic Authority, Government Service Insurance System, Social Security System, Pag-IBIG Fund, POST OFFICE, Senior Citizen, Department of Foreign Affairs (PASSPORT)
Machineries:	
1. Notarize Sworn Statement (3 copies)	Municipal Assessor's Office (Form)/ Lawyer Required under Section 202/203 of RA No. 7160
2. Financial Statement (2 certified copies)	Citizen
3. Official Receipt of Machine (2 certified copies)	Citizen
4. Notice of Inspection (3 copies)	Office of the Municipal Assessor(Window 17 & 18)
5. Special Power of Attorney/ Authorization (2 original copies)	Citizen or Client represented
6. Community Tax Certificate (current year – 1 photocopy)	Office of the Municipal Treasurer

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.	₱100.00	10 minutes	*Joel Bienvenido I. Daga* *Draftsman 1*
	1.2 Conduct ocular inspection.	₱50.00/ kilometer	1 day	*Joel Bienvenido I. Daga* *Draftsman 1* *Ruel M. Bitangjol* *Local Assessment Operations Officer I* *Laster Ladrera Clerk*
	1.3. Preparation of Tax Declaration, Field Appraisal & Assessment Sheet, Property Record Form & Notice of Assessment.		30 miutes	
	1.4. Check for final endorsement, assign Assessment of Real Property Number and sign Field Appraisal & Assessment Sheet, Property Record Form, Tax		20 minutes	

	Declaration & Notice of Assessment for recommendation of approval by the Provincial Assessor. 1.5. Submit Tax Declaration, Field Appraisal & Assessment Sheet & Property Record Form to Provincial Assessor for approval.		15 days	*Genevive M. Perez Administrative Aide I Darlene F. Panganoron Assessment Clerk 1*
2. Receive Owner's copy of approved Tax Declaration	2.1. Release Owner's copy of approved Tax Declaration		2 minutes	*Maria Letty G. Labajoy Assessment Clerk 1*
TOTAL:			**17 days and 2 minutes**	

E. Issuance of Cancellation of Assessment

Office or Division:	Office of the Municipal Assessor
Classification:	Highly Technical
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All Citizens with property/ies in Palo
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Certified photocopy of Official Tax Receipt or Tax Clearance (2 copies)	Office of the Municipal Treasurer (Windows 1 to 4)
2. Letter Request (2 copies)	Client
3. Community Tax Certificate (current year – 1 photocopy)	Office of the Municipal Treasurer (Windows 1 to 4)
4. SPA/ Authorization Letter (2 Original Copies)	Citizen or Client represented

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	1.1 Evaluate and check the documents submitted, and verify data. 1.2 Conduct ocular inspection	₱100.00 ₱50.00/ kilometer	30 minutes	*Joel Bienvenido I. Daga Draftsman 1* *Ruel M. Bitangjol Local Assessment Operations Officer I*

Letter Request.				
2. Pay the required fees at the Treasurer's Office	2.1. Preparation of Request for Cancellation of Assessment Form. 2.2 Review and sign Request for Cancellation of Assessment Form for final endorsement for recommendation of approval by the Provincial Assessor. 2.3 Submit Request for Cancellation of Assessment Form for approval by the Provincial Assessor. 2.4 Submit Tax Declaration, Field Appraisal & Assessment Sheet & Property Record Form to Provincial Assessor for approval.	AV x 1% x 1 year x 2 (Basic & Special Education al Fund)	20 minutes 15 minutes 20 minutes 7 days	*Joel Bienvenido I. Daga* *Draftsman 1* *Ruel M. Bitangjol* *Local Assessment Operations Officer I* *Ana N. Lagao* *Municipal Assessor* *Ana N. Lagao* *Municipal Assessor* *Genevive M. Perez* *Administrative Aide I* *Darlene F. Panganoron* *Assessment Clerk I*
3 Receive Owner's copy of Request for Cancellation of Assessment.	3.1 Release Owner's copy of approved Tax Declaration.		2 minutes	*Maria Letty G. Labajoy* *Assessment Clerk I*

TOTAL:		**8 days & 27 minutes**	

F. Issuance of Certified Photocopy of Tax Declaration

Office or Division:	Office of the Municipal Assessor
Classification:	Simple

Types of Transaction:	G2C – government to the transacting public
Who may avail:	All Citizens with property/ies in Palo
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Proof of ownership (1 copy)	Applicant
2. Government Issued Identification Card/ or any valid Identification Card (1 photocopy)	Bureau of Internal Revenue, Philippine Statistic Authority, Government Service Insurance System, Social Security System, Pag-IBIG Fund, POST OFFICE, Senior Citizen, Department of Foreign Affairs, Private Agency
3. Deed of Conveyance (1 copy)	Lawyer
4. Affidavit of Heirship or Kinship (1 copy)	Lawyer
5. SPA or Authorization from the owner (1 copy)	Lawyer/ Lot Owner
6. Live-birth/Death Certificate (1 copy)	Philippine Statistics Authority (PSA)/Municipal Civil Registrar (MCR)
7. Marriage Certificate (1 copy)	Philippine Statistics Authority/Municipal Civil Registrar
8. Barangay Certification (2 original copies)	Barangay Chairman
9. Official Receipt & Documentary stamp	Office of the Municipal Treasurer (Windows 1 to 4)

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 Verification of record.	₱50.00 per copy	10 minutes	*Blesilda M. Acebedo* *Administrative Aide I* *Phoebe A. Elorcha* *Assessment Clerk I* *Mary Joy T. Silao* *Clerk* *Laster Ladrera* *Clerk* *Francis T. Almaden* *Clerk*

2. Pay the required fees at the Treasurer's Office.	2.1. Preparation Tax Declaration		5 minutes	*Phoebe A. Elorcha* *Assessment Clerk I* *Mary Joy T. Silao* *Clerk* *Blesilda Acebedo* *Administrative Aide I* *Laster Ladrera* *Clerk* *Francis T. Almaden* *Clerk*
3. Present Official Receipt	3.1. Review and sign Tax Declaration		3 minutes	Ana N. Lagao Mun. Assessor Ruel M. Bitangjol LAOO I
4. Receive Tax Declaration or Certification	4.1. Release Tax Declaration		2 minutes	*Blesilda M. Acebedo* *Administrative Aide I* *Phoebe A. Elorcha* *Assessment Clerk I* *Mary Joy T. Silao* *Clerk* *Laster Ladrera* *Clerk* *Francis T. Almaden* *Clerk*
TOTAL:			**20 minutes**	

G. Issuance of Certifications with or without Improvement

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All Citizens with property/ies in Palo
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Proof of ownership (1 copy)	Applicant
2. Government Issued Identification Card/ or any valid Identification Card (1 photocopy)	Bureau of Internal Revenue, Philippine Statistic Authority, Government Service Insurance System, Social Security System, Pag-IBIG Fund, POST OFFICE, Senior Citizen, Department of Foreign Affairs, Private Agency

3. Deed of Conveyance (1 copy)	Lawyer
4. Affidavit of Heirship or Kinship (1 copy)	Lawyer
5. SPA or Authorization from the owner (1 copy)	Lawyer/ Lot Owner
6. Live-birth/Death Certificate (1 copy)	Philippine Statistics Authority (PSA)/Municipal Civil Registrar (MCR)
7. Marriage Certificate (1 copy)	Philippine Statistics Authority/Municipal Civil Registrar
8. Barangay Certification (2 original copies)	Barangay Chairman
9. Official Receipt & Documentary stamp	Office of the Municipal Treasurer (Windows 1 to 4)

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 Verification of record		10 minutes	*Phoebe A. Elorcha* *Assessment Clerk I* *Mary Joy T. Silao* *Clerk* *Blesilda Acebedo* *Administrative Aide I* *Laster Ladrera* *Clerk* *Francis T. Almaden* *Clerk*
2. Pay the required fees at the Treasurer's Office.	2.1. Conduct Ocular Inspection 2.2 Preparation of Certification for encoding and printing	₱50.00/ kilometer ₱100.00/ kilometer	1 day 5 minutes	*Francis T. Almaden* *Clerk* *Laster Ladrera* *Clerk* *Joel Bienvenido I. Daga* *Draftsman I*
3. Present Official Receipt	3.1. Review and sign documents		3 minutes	*Ana N. Lagao* *Municipal Assessor*

4. Receive Tax Declaration or Certification	6.1. Release Documents		2 minutes	*Ruel M. Bitangjol Local Assessment Operations Officer I*
TOTAL:			**1 day & 20 minutes**	

H. Issuance of Certificate of No Property

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All Citizens with property/ies in Palo
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Proof of ownership (1 copy)	Applicant
2. Government Issued Identification Card/ or any valid Identification Card (1 photocopy)	Bureau of Internal Revenue, Philippine Statistic Authority, Government Service Insurance System, Social Security System, Pag-IBIG Fund, POST OFFICE, Senior Citizen, Department of Foreign Affairs, Private Agency
3. Deed of Conveyance (1 copy)	Lawyer
4. Affidavit of Heirship or Kinship (1 copy)	Lawyer
5. SPA or Authorization from the owner (1 copy)	Lawyer/ Lot Owner
6. Live-birth/Death Certificate (1 copy)	Philippine Statistics Authority (PSA)/Municipal Civil Registrar (MCR)
7. Marriage Certificate (1 copy)	Philippine Statistics Authority/Municipal Civil Registrar
8. Barangay Certification (2 original copies)	Barangay Chairman
9. Official Receipt & Documentary stamp	Office of the Municipal Treasurer (Windows 1 to 4)

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 Verification of records		10 minutes	*Blesilda M. Acebedo Administrative Aide I* *Phoebe A. Elorcha Assessment Clerk I* *Mary Joy T. Silao Clerk* *Laster Ladrera Clerk* *Francis T. Almaden Clerk*

2. Pay the required fees at the Treasurer's Office.	2.1Preparation of Certification for encoding and printing	₱100.00 per copy	10 minutes	*Blesilda M. Acebedo* *Administrative Aide I* *Phoebe A. Elorcha* *Assessment Clerk I* *Mary Joy T. Silao* *Clerk* *Genevive M. Perez* *Administrative Aide I* *Maria Letty G. Labajoy* *Assessment Clerk I* *Darlene F. Panganoron* *Assessment Clerk I*
3. Present Official Receipt	3.1. Review and sign Certification		3 minutes	Ana N. Lagao Mun. Assessor Ruel M. Bitangjol LAOO I
4.Receive Certification	4.1 Release Certification		2 minutes	*Blesilda M. Acebedo* *Administrative Aide I* *Phoebe A. Elorcha* *Assessment Clerk I* *Mary Joy T. Silao* *Clerk* *Laster Ladrera* *Clerk* *Francis T. Almaden* *Clerk*
TOTAL:			**25 minutes**	

I. Issuance of Certificate of Land Holdings

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All Citizens with property/ies in Palo
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Proof of ownership (1 copy)	Applicant
2. Government Issued Identification Card/ or any valid Identification Card (1 photocopy)	Bureau of Internal Revenue, Philippine Statistic Authority, Government Service Insurance System, Social Security System, Pag-IBIG Fund, POST OFFICE, Senior Citizen, Department of Foreign Affairs, Private Agency
3. Deed of Conveyance (1 copy)	Lawyer
4. Affidavit of Heirship or Kinship (1 copy)	Lawyer
5. SPA or Authorization from the owner (1 copy)	Lawyer/ Lot Owner
6. Live-birth/Death Certificate (1 copy)	Philippine Statistics Authority (PSA)/Municipal Civil Registrar (MCR)
7. Marriage Certificate (1 copy)	Philippine Statistics Authority/Municipal Civil Registrar
8. Barangay Certification (2 original copies)	Barangay Chairman
9. Official Receipt & Documentary stamp	Office of the Municipal Treasurer (Windows 1 to 4)

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 Verification of records		10 minutes	*Blesilda M. Acebedo* *Administrative Aide I* *Phoebe A. Elorcha* *Assessment Clerk I* *Mary Joy T. Silao* *Clerk* *Laster Ladrera* *Clerk* *Francis T. Almaden* *Clerk*

2. Pay the required fees at the Treasurer's Office.	2.1 Preparation of Certification for encoding and printing	₱100.00 per copy	40 minutes	*Blesilda M. Acebedo* *Administrative Aide I* *Phoebe A. Elorcha* *Assessment Clerk I* *Maria Letty G. Labajoy* *Assessment Clerk I* *Darlene F. Panganoron* *Assessment Clerk I* *Genevive M. Perez* *Administrative Aide I*
3. Present Official Receipt	3.1. Review and sign Certification		3 minutes	Ana N. Lagao Mun. Assessor Ruel M. Bitangjol LAOO I
4.Receive Certification	4.2 Release Certification		2 minutes	*Blesilda M. Acebedo* *Administrative Aide I* *Phoebe A. Elorcha* *Assessment Clerk I* *Mary Joy T. Silao* *Clerk* *Laster Ladrera* *Clerk* *Francis T. Almaden* *Clerk*
TOTAL:			**55 minutes**	

J. Issuance of Property History/Tracer

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All Citizens with property/ies in Palo
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Proof of ownership (1 copy)	Applicant
2. Government Issued Identification Card/ or any valid Identification Card (1 photocopy)	Bureau of Internal Revenue, Philippine Statistic Authority, Government Service Insurance System, Social Security System, Pag-IBIG Fund, POST OFFICE, Senior Citizen, Department of Foreign Affairs, Private Agency

3. Deed of Conveyance (1 copy)	Lawyer
4. Affidavit of Heirship or Kinship (1 copy)	Lawyer
5. SPA or Authorization from the owner (1 copy)	Lawyer/ Lot Owner
6. Live-birth/Death Certificate (1 copy)	Philippine Statistics Authority (PSA)/Municipal Civil Registrar (MCR)
7. Marriage Certificate (1 copy)	Philippine Statistics Authority/Municipal Civil Registrar
8. Barangay Certification (2 original copies)	Barangay Chairman
9. Official Receipt & Documentary stamp	Office of the Municipal Treasurer (Windows 1 to 4)

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 Verification of records	₱100.00 per property	10 minutes	*Blesilda M. Acebedo* *Administrative Aide I* *Phoebe A. Elorcha* *Assessment Clerk I* *Mary Joy T. Silao* *Clerk (Job Order)* *Laster Ladrera* *Clerk (Job Order)* *Francis T. Almaden* *Clerk (Job Order)*
2. Pay the required fees at the Treasurer's Office.	2.1Preparation of Property History/ Tracer, for encoding and printing	₱100.00 per copy	30 minutes	*Blesilda M. Acebedo* *Administrative Aide I* *Phoebe A. Elorcha* *Assessment Clerk I* *Genevive M. Perez* *Administrative Aide I* *Maria Letty G. Labajoy* *Assessment Clerk* *Darlene F. Panganoron* *Assessment Clerk I*

3. Present Official Receipt	3.1. Review and sign Certification		3 minutes	Ana N. Lagao Mun. Assessor Ruel M. Bitangjol LAOO I
4.Receive Certification	4.1Release Certification		2 minutes	*Blesilda M. Acebedo* *Administrative Aide I* *Phoebe A. Elorcha* *Assessment Clerk I* *Mary Joy T. Silao* *Clerk* *Laster Ladrera* *Clerk* *Francis T. Almaden* *Clerk*
TOTAL:			**45 minutes**	

K. Issuance of Property History/Tracer (Complex)

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All Citizens with property/ies in Palo
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Proof of ownership (1 copy)	Applicant
2. Government Issued Identification Card/ or any valid Identification Card (1 photocopy)	Bureau of Internal Revenue, Philippine Statistic Authority, Government Service Insurance System, Social Security System, Pag-IBIG Fund, POST OFFICE, Senior Citizen, Department of Foreign Affairs, Private Agency
3. Deed of Conveyance (1 copy)	Lawyer
4. Affidavit of Heirship or Kinship (1 copy)	Lawyer
5. SPA or Authorization from the owner (1 copy)	Lawyer/ Lot Owner
6. Live-birth/Death Certificate (1 copy)	Philippine Statistics Authority (PSA)/Municipal Civil Registrar (MCR)
7. Marriage Certificate (1 copy)	Philippine Statistics Authority/Municipal Civil Registrar
8. Barangay Certification (2 original copies)	Barangay Chairman
9. Official Receipt & Documentary stamp	Office of the Municipal Treasurer (Windows 1 to 4)

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 Verification of records	₱100.00 per property	10 minutes	*Blesilda M. Acebedo* *Administrative Aide I* *Phoebe A. Elorcha* *Assessment Clerk I* *Mary Joy T. Silao* *Clerk* *Laster Ladrera* *Clerk)* *Francis T. Almaden* *Clerk*
2. Pay the required fees at the Treasurer's Office.	2.1Preparation of Certification for encoding and printing	₱100.00 per copy	3 days	*Phoebe A. Elorcha* *Assessment Clerk I* *Genevive M. Perez* *Administrative Aide I* *Maria Letty G. Labajoy* *Assessment Clerk* *Darlene F. Panganoron* *Assessment Clerk I*
3. Present Official Receipt	3.1. Review and sign Certification		3 minutes	Ana N. Lagao Mun. Assessor Ruel M. Bitangjol LAOO I
4.Receive Certification	4.3 Release Certification		2 minutes	*Blesilda M. Acebedo* *Administrative Aide I* *Phoebe A. Elorcha* *Assessment Clerk I* *Mary Joy T. Silao* *Clerk* *Laster Ladrera* *Clerk* *Francis T. Almaden* *Clerk*
TOTAL:			**3days &15 minutes**	

L. Annotation and Cancellation of Bailbond, Mortgage, and Notice of Tax Lien

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All Citizens with property/ies in Palo
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Certified true electronic copy of duly registered Mortgage or Cancellation of Mortgage (1 certified copy)	Registry of Deeds (ROD)
2. Certificate of Bailbond (1 certified copy)	Regional Trial Court/Municipal Trial Court
3. Official Receipt (RPT) (1 certified copy)	Office of the Municipal Treasurer (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 Verification of record	₱100.00	10 minutes	*Ruel M. Bitangjol Local Assessment Operations Officer I*
2. .Pay corresponding fee at Treasurer's Office	2.1 Annotation of Tax Declaration		5 minutes	
3. Present Official Receipt	3.1. Review and sign documents		3 minutes	*Ana N. Lagao Municipal Assessor*
4. Receive Tax Declaration or Certification	4.1. Release Documents		2 minutes	*Ruel M. Bitangjol Local Assessment Operations Officer I*
TOTAL:			**20 minutes**	

OFFICE OF THE MUNICIPAL BUDGET OFFICER

The Office of the Municipal Budget Officer is the in-charge of the financial and information services and/or preparation, control, and execution of budget for the Municipality of Palo and public schools (SEF) including review of the barangay budget.

A. BUDGET MANAGEMENT SERVICES – PROVISION OF TECHNICAL ASSISTANCE IN THE REVIEW OF BARANGAY AND SANGGUNIANG KABATAAN (SK) BUDGETS

The barangay annual and supplemental budgets are reviewed pursuant to Republic Act (R.A.) No. 7160, otherwise known as the Local Government Code of 1991, its Implementing Rules and Regulations (IRR) and other pertinent laws and issuances by National Government Agencies (NGAs), such as Department of Budget and Management (DBM), Department of Finance (DOF), Department of the Interior and Local Government (DILG), Commission on Audit (COA) and others.

The Office of the Municipal Budget Officer (OMB), being one of the member of the Local Finance Committee (LFC), assists the Sangguniang Bayan (SB) Office in the review and evaluation of the budgets of the barangay and SK as well as recommends the appropriate action thereon pursuant to the said Act.

Office or Division:	Office of the Municipal Budget Officer
Classification:	Highly Technical
Types of Transaction:	G2G – Government to Government
Who may avail:	33 Barangays of the Municipality of Palo; 33 SK of Palo
CHECKLIST OF REQUIREMENTS (5 copies)	**WHERE TO SECURE**
1. For Barangay Annual Budget • Barangay Transmittal; • Appropriation Ordinance; • Annual Investment Program (AIP); • Barangay Budget Preparation Form (BBPF) Nos. 1 to 4; • Indicative Annual Procurement Plan; and • Barangay Resolution adopting / approving proposed Barangay Budget	- Barangay
2. For Barangay Supplemental Budget • Barangay Transmittal; • Appropriation Ordinance; • Barangay Supplemental Budget Preparation Form Nos. 5 to 6; and • Barangay Resolution adopting / approving proposed Barangay Supplemental Budget	- Barangay - SK
3. For SK Annual Budget • SK Transmittal; • Budget Message; • SK Resolution approving the Annual Budget; • Comprehensive Barangay Youth Development Plan (CBYDP) and	

its SK Resolution (if needed); • Annual Barangay Youth Investment Program (ABYIP) and its SK Resolution (if needed); • Indicative Annual Procurement Plan; and • Barangay Resolution adopting / approving the proposed SK Annual Budget, CBYDP, ABYIP & utilization of continuing SK Fund.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the Office of the Municipal Budget Officer (OMB) 1.1 Secure the duly received copy	1.1 Receive and check the requirements. 1.2 Stamp "Received" on the nine (9) sets / copies of the requirements and return to the client his / her receiving copy.	None None	1 day	Sheena Mae Querubin (Clerk) / Rhuel Malquisto (Administrative Aide I) Sheena Mae Querubin (Clerk) / Rhuel Malquisto (Administrative Aide I)
2.	2.1 Check and validate the documentary requirements, supporting documents. 2.2 Check the computation and provide further inputs and corrections of the drafts review letter, if needed 2.3 Check the applicable laws and issuances and ensure the integration of the findings and recommendation. 2.4 Review &	None None None	14 days	Amelita Fumar (Administrative Assistant II) / Rhuel Malquisto (Administrative Aide III) Amelita Fumar (Administrative Assistant II) / Rhuel Malquisto (Administrative Aide III) Amelita Fumar (Administrative Assistant II) / Rhuel Malquisto (Administrative Aide III Amelita Fumar

	make correction/s of the proposed barangay & SK budget.	None		(Administrative Assistant II) / Rhuel Malquisto (Administrative Aide III)
	2.5 In case of correction, return the proposed barangay & SK budget to their concerned barangay for revision.	None		Amelita Fumar (Administrative Assistant II) / Rhuel Malquisto (Administrative Aide III)
	2.6 Check the revised barangay & SK budget.	None		Amelita Fumar (Administrative Assistant II) / Rhuel Malquisto (Administrative Aide III)
	2.7 Prepare endorsement letter to the SB Secretariat.	None		Amelita Fumar (Administrative Assistant II) / Rhuel Malquisto (Administrative Aide III)
	2.8 Check & sign the review letter.	None		Ma. Aleli Plazuela (Municipal Budget Officer)
	2.9 Transmit the duly signed Review Letter to the SB Secretariat together with evaluated barangay & SK proposed budget for their appropriate action	None		Sheena Mae Querubin (Clerk)
TOTAL		**None**	**15 days**	

OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

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

A. REGISTRATION OF REGULAR AND TIMELY CERTIFICATE OF LIVE BIRTH.

This is the process of registering Certificate of Live Birth born in Palo, Leyte, within thirty (30) days from the date of birth.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Types of Transaction:	G2C – Government to Client
Who may avail:	All Government / Private Hospitals, Maternity & Lying-In Clinics / other birth attendants situated in Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Certificate of Live Birth (4 pieces or 1 set)	Hospital or Office of the Municipal Civil Registrar
2. Marriage Certificate of Parents (1 photocopy)	Philippine Statistic Authority (PSA)
3. Affidavit to Use the Surname of the Father (**if not married**) (2 photocopies)	Office of the Municipal Civil Registrar

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. Receive, verifies data in the certificate of live birth submitted.	None – Free within 30 Days after Birth	2 minutes	*Erwin P. Militante* *Clerk* Office of the Municipal Civil Registrar
	1.1. Prepare Certificate of live birth submitted to the Local Civil Registrar (LCR) for signature.		7 minutes	*Imelda C. Chen* *Administrative Aide I* *Shiena Rose R. Novillo* *Administrative Aide I* *Jovelyn D. Litang* *Clerk* Office of the Municipal Civil Registrar
2. Receive original copy of certificate of live birth	2. Issue original certificate of live birth to the client.		1 minute	*Erwin P. Militante* *Clerk* Office of the Municipal Civil Registrar
	2.1. Segregate remaining copies to be distributed to PSA and office file. 2.2 Records		2 minutes	*Shiena Rose R. Novillo* *Administrative Aide I* *Erwin P. Militante* *Clerk* *Meriam L. Hermoso*

	certificate in the Registry Book of live birth.			*Administrative Aide I* Office of the Municipal Civil Registrar
TOTAL:		**None**	**12Minutes**	

B. Late Registration of Certificate of Live Birth

This is the process of registering Certificate of Live Birth born in Palo, Leyte, after the thirty (30) day filing period from the time of birth of a person or those who have not yet record of Birth Certificate.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Types of Transaction:	G2C – Government to Client
Who may avail:	All Government / Private Hospitals, Maternity & Lying-In Clinics / other birth attendants situated in Palo, Leyte, Non-Palo residents (who were born in Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Certificate of Live Birth (4 pieces Or 1 set)	Hospital or Office of the Municipal Civil Registrar
2. Negative Result from PSA (1 original Copy)	Philippine Statistic Authority (PSA)
3. Baptismal Certificate (1 photocopy)	Place of Baptism
4. National ID (1 photocopy)	Philippine Statistic Authority
5. For Legitimate Child • Certificate of Marriage (1 photocopy)	Philippine Statistic Authority
For Illegitimate Child (below 17 years old) • Affidavit to Use the Surname of the Father • Sworn Attestation • Affidavit of Acknowledgement (*if the father is in the other place*) **For Illegitimate Child (18 years old and above)** • Affidavit to Use the Surname of the Father • Affidavit of Acknowledgement (*if the father is in the other place*)	Office of the Municipal Civil Registrar; Public Attorney's Office, Law Offices or Hall of Justice Office of the Municipal Civil Registrar; Public Attorney's Office, Law Offices or Hall of Justice Office of the Municipal Civil Registrar; Public Attorney's Office, Law Offices or Hall of Justice Office of the Municipal Civil Registrar; Public Attorney's Office, Law Offices or Hall of Justice
6. Birth Certificate of Parents (1 Original)	Philippine Statistic Authority
7. Affidavit of Delayed Registration of Birth (2 original)	Office of the Municipal Civil Registrar; Public Attorney's Office, Law Offices or Hall of Justice
8. Barangay Certification (1 Original)	Respective Barangay where he/she resides
9. 2x2 ID Picture with White Background	Client
10. Valid ID (2 photocopies)	Bureau of Internal Revenue (BIR) TIN, Philhealth ID, National ID, Driver's License, Passport, Pag-Ibig ID, UMID, SSS ID

11. Registrant Affidavit (1 Original)	Office of the Municipal Civil Registrar
12. Certification (1 Original)	Office of the Municipal Civil Registrar
13. 10 Days Posting	Office of the Municipal Civil Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach a frontline staff for the requirements for the issuance of Late Registration of Birth.	1. Provide list of the requirements needed for the issuance of Late Registration of Birth.		2 minutes	*Erwin P. Militante* *Clerk* Office of the Municipal Civil Registrar
2. Submit needed requirements for the application of late registration of birth.	2. Receive, verify and evaluate submitted documents.		3 minutes	*Imelda C. Chen* *Administrative Aide I* *Shiena Rose R. Novillo* *Administrative Aide I* *Jovelyn D. Litang* *Clerk* Office of the Municipal Civil Registrar
3. Pay at the Treasurer's office the corresponding fees	3. Issues order of payment	Late Registration – PHP 200.00 Endorsement fee – PHP 100. 00	15 minutes	*Collector Windows 1 to 4* Office of the Municipal Treasurer
4. Submit official receipt to person in-charge	4.1 Prepare Certificate of Live Birth and submit to Local Civil Registrar (LCR) for signature 4.2 Advise client to return after 10 days of posting		20 minutes 11 Days	*Imelda C. Chen* *Administrative Aide I* *Shiena Rose R. Novillo* *Administrative Aide I* *Jovelyn D. Litang* *Clerk* Office of the Municipal Civil Registrar
5. Receive released documents	5. Issue original copy to the client and retains copy for PSA & office file.		2 minutes	*Erwin P. Militante* *Clerk* Office of the Municipal Civil Registrar

	5.1. Segregate remaining copies to be distributed to PSA and office file. 5.2 Records certificate in the Registry Book of live birth.		5 minutes	*Shiena Rose R. Novillo* *Clerk* Office of the Municipal Civil Registrar *Meriam L. Hermoso* *Administrative Aide I* Office of the Municipal Civil Registrar
TOTAL:		**PHP 300. 00**	**11 Days and 47 Minutes**	

C. REGISTRATION OF MARRIAGE OF CERTIFICATE

The process of registering the Certificates of Marriage who married in Palo, Leyte.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Types of Transaction:	G2C – Government to Client
Who may avail:	Palo, Leyte constituents, Non-Palo, Leyte Residents (who were married in Palo, Leyte)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Four copies of the duly accomplished marriage certificate	Office of the Municipal Civil Registrar Church
Late Registration of Certificate of Marriage	
1. Duly accomplished certificate of marriage (4 Copies / 1set)	Office of the Municipal Civil Registrar
2. Negative Result from PSA (1 original)	Philippine Statistic Authority
3. Marriage Certificate (1 photocopy)	Church or Place of Marriage
4. Affidavit of Delayed Registration of Marriage (2 original)	Office of the Municipal Civil Registrar; Public Attorney's Office, Law Offices or Hall of Justice
5. Barangay Certificate (1 original)	Respective Barangay where he/she resides
6. Valid ID (1 photocopy)	Bureau of Internal Revenue (BIR) TIN, Philhealth ID, National ID, Driver's License, Passport, Pag-ibig ID, UMID, or SSS ID

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 whether it is	1. Provide list of the requirements needed for the issuance of marriage certificate whether it is Timely or Late		2 minutes	*Erwin P. Militante* *Clerk* Office of the Municipal Civil Registrar

Timely or Late Register.	Register.			
2. Submit needed requirements for the application of marriage certificate.	2. Receive, verify and evaluate submitted documents.		3 minutes	*Imelda C. Chen* *Administrative Aide I* *Shiena Rose R. Novillo* *Administrative Aide I* *Jovelyn D. Litang* *Clerk* Office of the Municipal Civil Registrar
3. Pay at the Treasurer's office the corresponding fees	3. Issues order of payment	Late Registration – PHP 200.00 Endorsement fee – PHP 100. 00	15 minutes	*Collector Windows 1 to 4* Office of the Municipal Treasurer
4. Submit official receipt to person in-charge	4. Prepare Certificate of Marriage and submitted to the Local Civil Registrar (LCR) for signature		20 minutes	*Imelda C. Chen* *Administrative Aide I* *Shiena Rose R. Novillo* *Administrative Aide I* *Jovelyn D. Litang* *Clerk* Office of the Municipal Civil Registrar
5. Receive released documents	5. Issue original copy to the couple and retains copy for PSA & office file.		2 minutes	*Erwin P. Militante* *Clerk* Office of the Municipal Civil Registrar
	5.1 Segregate remaining copies to be distributed to PSA and office file. 5.2 Records certificate in the Registry Book of Marriage.		5 minutes	*Shiena Rose R. Novillo* *Clerk* Office of the Municipal Civil Registrar *Meriam L. Hermoso* *Administrative Aide I* Office of the Municipal Civil Registrar
	TOTAL:	**PHP 300. 00**	**47 Minutes**	

D. REGISTRATION OF REGULAR AND TIMELY CERTIFICATE OF DEATH.

This is the process of registering the Certificate of Death of the constituents whose death occurred in Palo, Leyte within thirty (30) days from the date of death.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Types of Transaction:	G2C – Government to Client

Who may avail:	Palo, Leyte Constituents, Non-Palo, Leyte residents who died in Palo, Leyte or within the vicinity of Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Certificate of Death (4 original copies or 1 set)	Hospitals or Office of the Municipal Civil Registrar
2. Barangay Certification (if he/she died at home) (2 photocopies)	Barangay Hall (Concerned Barangay)
3. Autopsy Report, if applicable (2 photocopies)	Philippine National Police – Medico-Legal Section

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. Provide form to informant and advise to fill up necessary data and have it signed by the attending physician.		5 minutes	*Erwin P. Militante* *Clerk* Office of the Municipal Civil Registrar
2. Informant submits duly accomplished documents.	2. Receive, verifies submitted documents		2 minutes	*Imelda C. Chen* *Administrative Aide I* *Shiena Rose R. Novillo* *Administrative Aide I* *Jovelyn D. Litang* *Clerk* Office of the Municipal Civil Registrar
3. Pay at the Treasurer's office the corresponding fees	3. Issues order of payment	Burial Permit – PHP 500.00 Or Transfer of Cadaver – PHP 200. 00	15 minutes	*Collector Windows 1 to 4* Office of the Municipal Treasurer
4. Submit official receipt to person in-charge	4. Prepare Certificate of Death and advice the client to go to Rural Health Unit and Funeral Parlor for signature by the Health Officer and the embalmer, respectively. submitted to		20 minutes	*Imelda C. Chen* *Administrative Aide I* *Shiena Rose R. Novillo* *Administrative Aide I* *Jovelyn D. Litang* *Clerk* Office of the Municipal Civil Registrar

	the LCR for signature			
5. Receive released documents	5. Assign Registry No. and submit to Local Civil Registrar for signature. 5.1 Issue original copy to the client and retains copy for PSA & office file.		2 minutes	*Imelda C. Chen* *Administrative Aide I* *Shiena Rose R. Novillo* *Administrative Aide I* *Jovelyn D. Litang* *Clerk* Office of the Municipal Civil Registrar *Erwin P. Militante* *Clerk* Office of the Municipal Civil Registrar
	5.2 Segregate remaining copies to be distributed to PSA and office file. 5.3 Records certificate in the Registry Book of Death.			*Shiena Rose R. Novillo* *Clerk* Office of the Municipal Civil Registrar *Meriam L. Hermoso* *Administrative Aide I* Office of the Municipal Civil Registrar
	TOTAL:		**44 Minutes**	

E. LATE REGISTRATION OF CERTIFICATE OF DEATH.

This is the process of registering the Certificate of Death of the constituents who died in Palo, Leyte after the thirty (30) day period from the date of death.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Types of Transaction:	G2C – Government to Client
Who may avail:	Palo, Leyte Constituents, Non-Palo, Leyte residents who died in Palo, Leyte or within the vicinity of Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly accomplished Certificate of Death (4 Copies / 1set)	Office of the Municipal Civil Registrar
2. Negative Result from PSA (1 original)	Philippine Statistic Authority
3. Burial Certificate (1 photocopy)	Church
4. Affidavit of Delayed Registration of Death (2 original)	Office of the Municipal Civil Registrar; Public Attorney's Office, Law Offices or Hall of Justice
5. Barangay Certificate (1 original)	Respective Barangay where he/she reside
6. Valid ID (1 photocopy)	TIN, Philhealth ID, National ID, Driver's License, Passport, Pag-ibig ID, UMID, or SSS 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. Provide form to informant and advise to fill up necessary data and have it signed by the attending physician.		5 minutes	*Erwin P. Militante* *Clerk* Office of the Municipal Civil Registrar
2. Informant submits duly accomplished documents.	2. Receive, verifies submitted documents		2 minutes	*Imelda C. Chen* *Administrative Aide I* *Shiena Rose R. Novillo* *Administrative Aide I* *Jovelyn D. Litang* *Clerk* Office of the Municipal Civil Registrar
3. Pay at the Treasurer's office the corresponding fees	3. Issues order of payment	Late Registration – PHP 200.00 Endorsement fee – PHP 100. 00	15 minutes	*Collector Windows 1 to 4* Office of the Municipal Treasurer
4. Submit official receipt to person in-charge	4. Prepare Certificate of Death and advice the client to go to Rural Health Unit and Funeral Parlor for signature by the Health Officer and the embalmer respectively. submitted to the LCR for signature		20 minutes	*Imelda C. Chen* *Administrative Aide I* *Shiena Rose R. Novillo* *Administrative Aide I* *Jovelyn D. Litang* *Clerk* Office of the Municipal Civil Registrar

5. Receive documents	5.1 Assign Registry No. and submit to Local Civil Registrar for signature. 5.2 Inform client to return after 10 days mandatory posting 5.3 Issue original copy to the client and retains copy for PSA & office file.		2 minutes 11 days 2 minutes	*Imelda C. Chen* *Administrative Aide I* *Shiena Rose R. Novillo* *Administrative Aide I* *Jovelyn D. Litang* *Clerk* Office of the Municipal Civil Registrar *Erwin P. Militante* *Clerk* Office of the Municipal Civil Registrar
	5.4. Segregate remaining copies to be distributed to PSA and office file. 5.5 Records certificate in the Registry Book of Death			*Shiena Rose R. Novillo* *Clerk* Office of the Municipal Civil Registrar *Meriam L. Hermoso* *Administrative Aide I* Office of the Municipal Civil Registrar
TOTAL:		**PHP 300. 00**	**11 days and 46 Minutes**	

F. APPLICATION AND ISSUANCE OF MARRIAGE LICENSE.

The process of applying for and issuance of Marriage License to a couple, wherein one should be a resident of Palo, Leyte.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Types of Transaction:	G2C –Government to Client
Who may avail:	All bona-fide resident of Palo, Leyte **Marriageable Age: 18 years old*
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Marriage License Application Form (4 copies / 1 set)	Office of the Municipal Civil Registrar
2. CENOMAR (1 original & 1 photocopy each couple)	Philippine Statistic Authority
3. Birth Certificate (2 photocopy of each couple)	Philippine Statistic Authority
4. Barangay Certificate (1 original & 1 photocopy each couple)	Respective Barangay where he/she reside
5. CEDULA / Valid ID (2 photocopy of each couple)	TIN, Philhealth ID, National ID, Driver's License, Passport, Pag-ibig ID, UMID, or SSS ID
6. Parent's Advice (22 – 25 yr. old) Parent's Consent (18-21 yr. old)	Office of the Municipal Civil Registrar
7.Marriage Counseling	Office of the Municipal Planning & Development Coordinator

For Foreigners: • Birth Certificate (2 Photocopies) • Passport (2 Photocopies) • Legal Capacity to Contract Marriage (2 original copy) • If Divorced: ✓ Copy of final decree or absolute divorce (2 original copy)	Client Department of Foreign Affairs Embassy of Country of Origin Court where the divorce was decided

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. Provide list of the requirements needed for the issuance of marriage license		2 minutes	*Erwin P. Militante* *Clerk* Office of the Municipal Civil Registrar
2. Submit needed requirements for the application of marriage license.	2. Receive, verify and evaluate submitted documents.		5 minutes	*Shiena Rose R. Novillo* *Administrative Aide I* *Jovelyn d.litang* *Clerk* Office of the Municipal Civil Registrar
3. Pay at the Treasurer's office the corresponding fees	3. Issues order of payment	Application for Marriage License – PHP 950. 00	15 minutes	*Collector Windows 1 to 4* Municipal Treasurer's Office
4. Fill out the draft application for marriage license	4. Encode the application for marriage license		5 minutes	*Shiena Rose R. Novillo* *Clerk* *Jovelyn D. Litang* *Clerk* Office of the Municipal Civil Registrar
5. Submit official receipt to person in-charge	5. Receive official receipt. If documents are in order and complete, advise client to return after 10 days posting.		11 Days	*Shiena Rose R. Novillo* *Administrative Aide I* *Jovelyn D. Litang* *Clerk* Office of the Municipal Civil Registrar
6. Request issuance of marriage license	6. Issuance of marriage license.		1 minute	*Shiena Rose R. Novillo* *Administrative Aide I* Office of the Municipal Civil Registrar
TOTAL:		**PHP 950. 00**	**11 Days & 28 Minutes**	

G. ADMISSION OF PATERNITY / R.A. 9255 (AN ACT ALLOWING ILLEGITIMATE CHILDREN TO USE THE SURNAME OF THE FATHER).

This is the process of allowing the child whose parents are not yet married during the time of birth up to the present.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Types of Transaction:	G2C – Government to Client
Who may avail:	Parents of all illegitimate children whose born in Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Certificate of Live Birth (2 photocopies)	Philippine Statistic Authority
2. Affidavit of Acknowledgement (2 original Copies)	Office of the Municipal Civil Registrar; Public Attorney's Office, Law Offices or Hall of Justice
3. Affidavit to Use the Surname of the Father (2 original Copies) ✓ AUSF executed by the mother if child is 0 -6-year-old; ✓ AUSF executed by the child if the child is 7 – 17-year-old and Sworn Attestation executed by the mother ✓ AUSF executed by the child if the child is 18 and above; without mother's attestation	Office of the Municipal Civil Registrar; Public Attorney's Office, Law Offices or Hall of Justice

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receive, verifies requirements for registration.		2 minutes	*Erwin P. Militante* *Clerk* Office of the Municipal Civil Registrar
2. Pay at the Treasurer's office the corresponding fees	2. Issues order of payment	R.A. 9255 – php 100.00 Birth Certification – PHP 100. 00 Endorsement – PHP 100. 00	10 minutes	*Collector Windows 1 to 4* Municipal Treasurer's Office
3. Submit official receipt to person in-charge	3. Records, assign registry number and Prepare Certificate of Birth with remarks of R.A. 9255 and submit to the LCR for signature		12 minutes	*Shiena Rose R. Novillo* *Administrative Aide I* Office of the Municipal Civil Registrar
4. Receive certified true copy of	4. Issue original certificate of live birth to the client.		1 minute	*Erwin P. Militante* *Clerk* Office of the Municipal Civil Registrar

certificate of live birth				
TOTAL:		**PHP 300. 00**	**25 Minutes**	

H. LEGITIMATION WITH ADMISSION OF PATERNITY.

This is the process of allowing the child whose parents were not married at the time of birth, but has a subsequent marriage.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Types of Transaction:	G2C – Government to Client
Who may avail:	Parents of all illegitimate children whose born in Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Certificate of No Previous Marriage (CENOMAR) of both parents (2 photocopies)	Philippine Statistic Authority
2. Marriage Certificate of Parents (2 photocopies)	Philippine Statistic Authority
3. Birth Certificate of Child (2 photocopies)	Philippine Statistic Authority
4. Joint Affidavit of Legitimation (2 original Copies)	Office of the Municipal Civil Registrar; Public Attorney's Office, Law Offices or Hall of Justice
5. If not Acknowledge by the father: ✓ Affidavit of Acknowledgement / Admission of Paternity (2 original)	Office of the Municipal Civil Registrar; Public Attorney's Office, Law Offices or Hall of Justice

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receive, verifies requirements for registration.		2 minutes	*Erwin P. Militante* *Clerk* Office of the Municipal Civil Registrar
2. Pay at the Treasurer's office the corresponding fees	2. Issues order of payment	Legitimation– php 200.00 Birth Certification – PHP 100. 00 Endorsement – PHP 100. 00	15 minutes	*Collector Windows 1 to 4* Municipal Treasurer's Office
3. Submit official receipt to person in-charge	3. Records, assign registry number and Prepare Certificate of Birth with remarks of Legitimation and submit to the LCR for signature		20 minutes	*Shiena Rose R. Novillo* *Administrative Aide I* Office of the Municipal Civil Registrar

4. Receive original copy of certificate of live birth	4. Issue original certificate of live birth to the client.		1 minute	*Erwin P. Militante* *Clerk* Office of the Municipal Civil Registrar
TOTAL:		**PHP 400. 00**	**38 Minutes**	

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

This is the process of allowing the document owner to correct the clerical or typographical errors in his/her Civil Registration Documents.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Types of Transaction:	G2C – Government to Client
Who may avail:	Parents or Document owners who have discrepancies in the Certificate of Birth, Marriage or Death
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Birth Certificate (2 photocopies)	Philippine Statistic Authority
2. Baptismal Certificate 2 photocopies)	Church
3. Marriage Contract (if married) 2 photocopies)	Philippine Statistic Authority
4. Voter's Certificate (2 photocopies)	Commission on Election
5. Employment Records or Affidavit of Non-Employment 2 photocopies)	Employer
6. Form 137 (2 photocopy)	School
7. Affidavit of Two Disinterested Person (2 original)	Public Attorney's Office, Law Offices or Hall of Justice
8. Clearance from the following authorities: a. Police Clearance (2 photocopies) b. NBI Clearance (2 photocopies) c. Barangay Clearance (2 photocopies)	Philippine National Police National Bureau of Investigation Barangay Hall

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach a frontline staff for the assistance.	1. Provide information about the service and issue list of requirements.		5 minutes	*Erwin P. Militante* *Clerk* Office of the Municipal Civil Registrar
2. Submits documentary requirements.	2. Receive and verify as to the completeness of the documentary requirements and determine whether the		5 minutes	*Shiena Rose R. Novillo* *Administrative Aide I* Office of the Municipal Civil Registrar

	document submitted exist in the civil registry database.			
3. Request petition and proceed to MTO for payment	3. Advise and refer client to MTO for payments	Filing Fee- PHP 1, 000.00	15 minutes	*Collector Windows 1 to 4* Municipal Treasurer's Office
4. Present Official Receipt	4. Upon receipt of Official Receipt, process the petition, assign petition number, signed by the petitioner and gives contact number for follow-up after 3 months.		10 days mandatory posting period	*Edgar Y. Tañala, J.D. Civil Registrar* Office of the Municipal Civil Registrar
5. Signed petition and other requirements sent thru mail.	5.Transmit the petition to PSA for affirmation of the Civil Registrar General		4 Weeks (in PSA Legal Division) depending on the volume of transaction	*Client*
6. Receive the affirmed petition.	6. Upon affirmation by the civil registrar general, annotate document, issue Certificate of Finality with annotated copy. Release.		10 minutes	*Edgar Y. Tañala, J.D. Civil Registrar* Office of the Municipal Civil Registrar
	TOTAL:	PHP 1, 000.00	4 Months	

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

This is the process of allowing the document owner to have his/her first name changed in his/her Certificate of Live Birth.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Types of Transaction:	G2C – Government to Client
Who may avail:	Parents or Document owners who have discrepancies in the Certificate of Birth
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Birth Certificate (2 photocopies)	Philippine Statistic Authority
2. Baptismal Certificate (2 photocopies)	Church

3. Marriage Contract (if married) (2 photocopies)	Philippine Statistic Authority
4. Voter's Affidavit (2 photocopies)	Commission on Election
5. Employment Records or Affidavit of Non-Employment (2 photocopies)	Employer
6. Form 137 (2 photocopies)	School
7. Affidavit of Two Disinterested Person (2 original)	Public Attorney's Office, Law Offices or Hall of Justice
8. Medical Certificate (2 photocopies)	Any Government Hospitals
9. Medical Records or Affidavit of No-Medical Record (2 photocopies)	Hospital or Public Attorney's Office, Law Offices or Hall of Justice
10. Clearance from the ff. authorities: **a.** Police Clearance (2 photocopies) **b.** NBI Clearance (2 photocopies) **c.** Barangay Clearance (2 photocopies)	Philippine National Police National Bureau of Investigation (NBI) Barangay
11. Publication from Local Newspaper	Leyte Samar Daily Express, Sunday Punch

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach a frontline staff for the assistance.	1. Provide information about the service and issue list of requirements.		5 minutes	*Erwin P. Militante* *Clerk* Office of the Municipal Civil Registrar
2. Submits documentary requirements.	2. 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	*Shiena Rose R. Novillo* *Administrative Aide I* Office of the Municipal Civil Registrar
3. Request petition and proceed to Municipal Treasurer's Office (MTO) for payment	3. Advise and refer client to MTO for payments	Filing Fee – PHP 3, 000. 00	15 minutes	*Collector Windows 1 to 4* Municipal Treasurer's Office
4. Present Official Receipt	4. Upon receipt of Official Receipt, Advice client to	Publication – PHP 3, 000. 00	2 Consecutive Weeks,	*Edgar Y. Tañala, J.D.* *Civil Registrar* Office of the

	publish petition in region-wide circulation newspaper for 2 consecutive weeks and submit affidavit of publication and copies of newspaper.		Publication	Municipal Civil Registrar
5. Signed the petition	5. Process the petition, assign petition number, signed by the petitioner and gives contact number for follow-up after 3 months.		10 Days posting	*Edgar Y. Tañala, J.D.* *Civil Registrar* Office of the Municipal Civil Registrar
6. Mail the document to PSA central Office	6. Advice the client to follow up their petition after 4 months.		4 Weeks (in PSA Legal Division) depending on the volume of transaction	*Receiving Clerk / Processor* Philippine Statistics Authority Central Office
	6.1 Upon affirmation by the civil registrar general, annotate document, Contact the client and issue Certificate of Finality with annotated copy.		5 minutes	*Edgar Y. Tañala, J.D.* *Civil Registrar* Office of the Municipal Civil Registrar
7. Claim approved petition.	7. Release approved petition.		5 minutes	*Edgar Y. Tañala, J.D.* *Civil Registrar* Office of the Municipal Civil Registrar
	TOTAL:	**PHP 6, 000. 00**	**5 Months**	

K. Registration of Court Orders, Annulment & Adoption.

Registration of Court Orders, Annulment & Adoption.

Office or Division:	Office of the Municipal Civil Registrar
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. Court Decision from the court (2 original)	Court
2. Certificate of Finality (2 original)	Court
3. Certificate of Registration (2 original)	Civil Registrar's Office where the court

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. Refer client to person in charge of registration of court orders.		3 minutes	*Erwin P. Militante Clerk* Office of the Municipal Civil Registrar
2. Pay at the Treasurer's office the corresponding fees	2. Issues order of payment	Processing Fee - PHP 500.00	15 minutes	*Collector Windows 1 to 4* Municipal Treasurer's Office
3. Submit official receipt to person's in-charge	3. Verifies the court orders and the requirements if it is in order.		5 minutes	*Edgar Y. Tañala, J.D. Civil Registrar* Office of the Municipal Civil Registrar
	3.1. Register the document in the Book of Legal Instrument.		5 minutes	*Edgar Y. Tañala, J.D. Civil Registrar* Office of the Municipal Civil Registrar
4. Receive original copy of court order	4. Give the owner's copy to the client.		2 minutes	*Edgar Y. Tañala, J.D. Civil Registrar* Office of the Municipal Civil Registrar
TOTAL:		**PHP 500.00**	**30 Minutes**	

L. Request of Issuance of Certified True Copy of Birth, Marriage and Death Certificate.

This is the process of acquiring the certified true Copy (CTC) of the Certificates registered in Palo, Leyte.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Types of Transaction:	G2C – Government to Client
Who may avail:	All clients who was born, married or died in Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Photocopy of Certificate of Live Birth, Marriage or Death (regardless of the number of photocopies)	Client
2. Authorization Letter, if applicable (1 photocopy)	Document Owner
3. Valid ID of the Document owner and the requester (1 photocopy)	Client and Document Owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach a frontline staff and submit the Xerox Copy of the Document	1. Receive and verifies the document.		2 minutes	*Erwin P. Militante* *Clerk* Office of the Municipal Civil Registrar
2. Pay at the Treasurer's office the corresponding fees	2. Issues order of payment	Certified True Copy (CTC) – PHP 100. 00	10 minutes	*Collector Windows 1 to 4* Municipal Treasurer's Office
	2.1. Certify the document as a true copy by stamping it, submit to the LCR for signature and sealed it.		2 minutes	*Erwin P. Militante* *Clerk* Office of the Municipal Civil Registrar
3. Receive Document/s	3. Release the document		1 minutes	*Erwin P. Militante* *Clerk* Office of the Municipal Civil Registrar
	TOTAL:	**Php100. 00**	**15 Minutes**	

M. Request of Issuance of Local Civil Registry of Birth, Marriage and Death Certificate.

This is the process of acquiring the Local Civil Registry (LCR) copy of the Certificates registered in Palo, Leyte.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Types of Transaction:	G2C – Government to Client
Who may avail:	All clients who was born, married or died in Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request Form of Birth, Marriage or Death (1 original)	Office of the Municipal Civil Registrar
2. Birth, Marriage or Death Certificate (1 photocopy)	Philippine Statistic Authority
3. Authorization Letter, if applicable (1 photocopy)	Document Owner
4. Valid ID of the Document owner and the requestor (1 photocopy)	Client and Document Owner

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

1. Approach a frontline staff and Submit the Request Form	1. Receive and verifies the document's availability from the date base or Registry Book.		4 minutes	*Erwin P. Militante* *Clerk* Office of the Municipal Civil Registrar
2. Pay at the Treasurer's office the corresponding fees	2. Issues order of payment	Certification – PHP 100. 00	10 minutes	*Collector Windows 1 to 4* Municipal Treasurer's Office
	2.1. Prepare the document, submit to the LCR for signature and sealed it.		3 minutes	*Imelda C. Chen* *Administrative Aide I* *Shiena Rose R. Novillo* *Administrative Aide I* *Jovelyn D. Litang* *Clerk* Office of the Municipal Civil Registrar
3. Receive Document/s	3. Release the document .		1 minute	*Erwin P. Militante* *Clerk* Office of the Municipal Civil Registrar
	TOTAL:	**Php100. 00**	**18 Minutes**	

OFFICE OF THE MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICER

The Office of the Municipal Disaster Risk Reduction and Management Officer provide excellent, humanitarian services before (Prevention and Mitigation, Preparedness), during (Response) and after (Rehabilitation and Recovery) disasters and emergencies thereby achieving minimal pecuniary costs and damage to properties in the Municipality of Palo as caused by natural and man- made hazard.

A. Request for Information, Education and Communication (IEC) Materials

The issuance of IEC Materials ensures the requesting party are provided with valuable information relevant to Disaster Risk Reduction and Management.

Office or Division:	Office of the Municipal Disaster Risk Reduction and Management Officer
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen
Who may avail:	Within the Jurisdiction of the Municipality of Palo
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request letter from the Client addressed to the MDRRMO indicating what type of IEC material is needed.	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request.	a. Receipt of request letter	None	3 minutes	Bryan Jay C. Villas *MDRRMO Personnel for Administration*
2. Wait for action of the request.	2.1 Identification of IEC material being requested and coordinate with concerned division for the preparation of IEC material being requested.	None	5 minutes	Bryan Jay C. Villas *MDRRMO Personnel for Administration*
	2.2 Preparation of the IEC material		5 minutes	Bryan Jay C. Villas *MDRRMO Personnel for Administration*
3. Receipt of the requested IEC material	a. Issuance of the requested IEC material.	None	1 minute	Rica D. Moron *MDRRMO Personnel for Research and Planning*
TOTAL:			**14 minutes**	

B. Request for MDRRM-Relevant Trainings and Seminars

The service ensures that the trainings and seminars conducted will equip participants with the appropriate knowledge and skills that conforms to the standards set by governing agencies as mandated under the Republic Act 10121.

Office or Division:	Office of the Municipal Disaster Risk Reduction and Management Officer
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen
Who may avail:	Within the Jurisdiction of the Municipality of Palo
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request letter from the Client addressed to the Local Chief Executive attention the MDRRMO indicating what type of Training or Seminar to be conducted	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request.	1.1 Receipt of request letter.	None	2 minutes	Tisha Marie M. Aldas, *Administrative Aide I*
2. Client will be advised to wait for the approval of the request through phone call or email	2.1 Endorsement of the front desk to the Local Chief Executive or to the authorized official for the approval of the request. 2.2 Upon approval, forward the request letter to the MDRRM Office. 2.3 The Training Division of the MDRRM Office will assign a training team to accommodate and inform the client of the schedule and other details of	None	1 day 30 minutes 10 minutes	Tisha Marie M. Aldas, *Administrative Aide I* Banesa Almerola, *Administrative Aide I* Bryan Jay C. Villas *MDRRMO Personnel for Administration*

	the training / seminar.			
3. Client will prepare the programme and venue of the activity	3.1 Assigned training team will prepare the modules and topics to include.	None	1 hour	Bryan Jay C. Villas *MDRRMO Personnel for Administration*
TOTAL:			**1 day, 1 hour and 42 minutes**	

C. Request for Emergency Response

A quick response to any emergency shall be delivered to ensure the efficient and timely response of the office and in order to preserve life and guarantee the safety and well-being of the general public.

Office or Division:	Office of the Municipal Disaster Risk Reduction and Management Officer
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen
Who may avail:	Within the Jurisdiction of the Municipality of Palo
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None (Request done verbally via any electronic communication device)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call thru Hotline number (09100426565) of the MDRRMO.	1.1 Answer call or incident report asking for the following information and relay the information to the MDRRMO Operation and Warning Division. - Nature of Emergency / Type of Incident	None	2 minutes	MDRRMO Personnel on duty

	- Caller's Information - Location of the Incident - Number of Individuals affected and status			
2. Wait for action of the request	2.1 Verify the availability of driver, vehicle, organize the rescuers and preparation of rescue equipment and medical kits. 2.2 Mobilization of the assigned Emergency Response team towards the identified location of the incident	None None	3 minutes 5 minutes	Franco A. Barredo *MDRRMO Personnel for Operation and Warning* Franco A. Barredo *MDRRMO Personnel for Operation and Warning*
3. Depending on the situation: Wait, assist or answer relevant queries from the emergency response team.	3.1 Arrival at the scene of the incident with each members of the emergency response team performing specific task (First Aiders, Documentation , Traffic Management, Crowd Control, etc.) 3.2 If required, Patient loading to ambulance or rescue vehicle; If Patient refuses transfer to nearest hospital, signing of waiver indicating refusal to be transferred.	None None	15 minutes 3 minutes	MDRRMO Emergency Response Team MDRRMO Emergency Response Team

4. If eligible, accompany patient	4.1 Patient transport to the nearest hospital	None	15 minutes	MDRRMO Emergency Response Team
TOTAL:			**43 minutes**	

D. Request for MDRRMO Certification

A process of issuing a document available to the general public for any legal purposes that may serve them.

Office or Division:	Office of the Municipal Disaster Risk Reduction and Management Officer
Classification:	Complex
Types of Transaction:	G2C – Government to Citizen
Who may avail:	Within the Jurisdiction of the Municipality of Palo
CHECKLIST OF REQUIREMENTS (2 copies)	**WHERE TO SECURE**
1. Request letter from the Client addressed to the Local Chief Executive attention the MDRRMO indicating what type of Certification is needed.	Client
2. Zoning Certification	Office of the Municipal Planning and Development Officer
3. Interposing No Objection	Barangay Concerned
4. Attendance on the Conduct of Consultation in the Barangay	Barangay Concerned
5. Geohazard Certification	Mines and Geosciences Bureau Region 8
6. Receipt (Certification fee)	Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with pertinent documents.	1.1 Receipt of request letter.	None	2 minutes	Tisha Marie M. Aldas, *Administrative Aide I*
2. Client will be advised to wait for the approval of the request through phone call or email.	2.1 Endorsement of the front desk to the Local Chief Executive or to the authorized official for the approval of the request. 2.2 Upon approval, forward the request letter to the MDRRM Office. 2.3 MDRRM personnel will contact the client to	None	1 day 30 minutes	Tisha Marie M. Aldas, *Administrative Aide I* Banesa Almerola, *Administrative Aide I* Rica D. Moron

	inform about the details or payment needed for their request.	None	30 minutes	*MDRRMO Personnel for Research and Planning*
3. Pay the Certification fee at the Office of the Municipal Treasurer and give the Office of the Municipal Disaster Risk Reduction and Management Officer a copy of the receipt.	3.1 Receive Payment and Issue an Official Receipt. 3.2 Upon receiving the copy of the receipt, the Research and Planning Division of the MDRRM Office will identify the type of request and encode/ type the certification. 3.2. a. Schedule/conduct site inspection, if necessary. 3.2. b Submit report re site inspection to the MDRRMO, if necessary. 3.3 Verification and signing of certification	P100.00 None None None None	15 minutes 10 minutes 2 days 1 hour 5 minutes	Windows 1 – 4 Office of the Municipal Treasurer Rica D. Moron *MDRRMO Personnel for Research and Planning* Rica D. Moron *MDRRMO Personnel for Research and Planning* Rica D. Moron *MDRRMO Personnel for Research and Planning* Harvey D. Gaspan, MDRRMO
4. Receive the MDRRMO Certification	4.1 Issuance of MDRRMO Certification	None	5 minutes	Rica D. Moron *MDRRMO Personnel for Research and Planning*
TOTAL:		**P100.00**	**3 days, 2 hours, and 37 minutes**	

E. CCTV REVIEW

The Office of the Municipal Disaster Risk Reduction and Management Officer review CCTV footage upon request.

Office or Division:	Office of the Municipal Disaster Risk Reduction and Management Officer
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Walk-in / Verbal Request	N/A
2. Philippine National Police (PNP) – Requests related to official operations.	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for CCTV footage review.	1.1 Ask the client for the area to be reviewed and the date and time of the requested footage. 1.2 Prepare the requested footage. 1.3 Accommodate any further request for CCTV review. 1.4 Ask if the client could complete the CSMF and assist if needed.	None	2 minutes 15 minutes 1 hour 5 minutes	*MDRRMO Personnel on duty*
TOTAL:		**None**	**1 hour and 22 minutes**	

OFFICE OF THE MUNICIPAL DISASTER RISK REDUCTION & MANAGEMENT OFFICER
Traffic & Security Management Unit

The Traffic and Security Management Unit was created under Municipal Ordinance No. 2010-01. It is mandated to ensure the orderly and free flow of pedestrian and vehicular traffic, assist pedestrians in crossing the street when necessary, and issue citation tickets for violations of the Municipal Traffic Code and other related rules and laws.

A. Inspection of Motorcab and Pedicab for hire.

Motorcab and Pedicab must pass the specification standard and the drivers must have knowledge on Municipal Traffic Ordinance and other related Traffic Laws.

Motorcab Inspection:

Office or Division:	Traffic & Security Management Unit
Classification:	Complex
Types of Transaction:	G2C – Government to Client
Who may avail:	Operator/Driver of a Motorcab who are resident of Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Motorcab Checklist with Official Receipt (OR) of payment (Original copy)	Business Permit & Licensing Office Office of the Municipal Treasurer
2. Updated Official Receipt (OR) from Land Transportation Office (1 Photocopy)	Land Transportation Office, Regional Office (RO) 8
3. Certificate Of Registration 4. (1 Photocopy)	Land Transportation Office RO8
5. Professional Driver's License (Bring the original copy for verification purpose)	Land Transportation Office RO8
6. Barangay Business Permit with 1x1 ID picture (1 Photocopy)	Barangay Hall Concerned
7. Police Clearance with picture (1 Photocopy)	Palo Municipal Police Station

Pedicab Inspection:

Office or Division:	Traffic & Security Management Unit
Classification:	Complex
Types of Transaction:	G2C – Government to Client
Who may avail:	Operator/Driver of a Pedicab who are resident of Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Pedicab Checklist with Official Receipt (OR) of payment (Original copy)	Business Permit & Licensing Office Office of the Municipal Treasurer
2. Barangay Business Permit with 1x1 ID picture of the Operator (1 Photocopy)	Barangay Hall Concerned
3. Residence Certificate of Pedicab Driver (1 Photocopy)	Barangay Hall Concerned
4. Police Clearance with 1x1 picture of the Operator (1 Photocopy)	Palo Municipal Police Station

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit the required documents	1. Received the required documents and check for completeness.	None	5 Minutes	Romelito G. Movilla Lynette C. Borja Jonathan J. Margallo Kate Malone D. Almeria *Office Clerk* Traffic & Security Management Unit
2. Bring Pedicab/Motorcab for inspection to Palo Traffic Security and Management Unit Office. (PTSMU)	2.1 Conduct an Inspection Of Pedicab/Motorcab to check compliance as to standard specifications. 1.2 Prepare and process Pedicab/Motorcab Identification Card 1.3 Inform client for the schedule of the seminar orientation	None	25 Minutes	Romelito G. Movilla Lynette C. Borja JonathanJ. Margallo Kate Malone D. Almeria *Office Clerk* Traffic & Security Management Unit
3. Client will wait for the schedule of the seminar orientation	The seminar orientation will be held every Friday of the month.	None	5 days	Romelito G. Movilla Lynette C. Borja JonathanJ. Margallo Kate Malone D. Almeria *Office Clerk* Traffic & Security Management Unit
4. Client will undergo Seminar Orientation	5. Conduct Seminar Orientation.	None	4 Hours	Romeo M. Abaño *Officer In-Charge* Traffic & Security Management Unit
5. Receive Identification Card	4. Release Pedicab/Motorcab Identification Card.	None	5 Minutes	Romelito G. Movilla Lynette C. Borja Jonathan J. Margallo Kate Malone D. Almeria *Office Clerk* Traffic & Security Management Unit
TOTAL:			**5Days and 4 Hours and 35 Minutes**	

a. MUNICIPAL ORDINANCE NO. 2025-14 (ARTICLE XXX) TRAFFIC VIOLATION PENALTIES

SECTION 131. – Unregistered vehicle. – 2,500.00
SECTION 132. – For driving vehicle without the necessary driver's license. – 2,500.00
SECTION 133. – For driving a motor vehicle with a delinquent or invalid driver's license. – 2,500.00
SECTION 134. – Driving with Student's Permit without the company of a duly licensed driver. 2,500.00
SECTION 135. – For making, using or attempting to make or use, a driver's license, badge, certificate registration, number, plates, tag or permit in imitation or similitude of those issued under this code, or intended to be used as for a license badge, certificate, plate, tag or permit or with intent to sell or otherwise dispose of the same to another or falsely and fraudulently represent as valid in force any driver's license, badge, certificate, plate, tag or permit which is delinquent or which had been suspended or revoked. – 2,500.00
SECTION 136. – Driving a vehicle with metallic tires on a public highway. 1,000.00
SECTION 137. – Driving with defective braking system. 2,500.00
SECTION 138. – Driving without horn. 2,500.00
SECTION 139. - Driving without headlight/s. 2,500.00
SECTION 140. – Driving without tail light. 2,500.00
SECTION 141. – Driving without Stop Light. 1,000.00
SECTION 142. – For not using Parking Light or Early Warning Devise. 1,500.00
SECTION 143. – For not providing a Windshield Wiper. 500.00
SECTION 144. – Not using a red or white flag for a protruding cargo. 500.00
SECTION 145. – Overloading of passengers. 2,500.00
SECTION 146. – Not providing a muffler on his vehicle. 2,500.00
SECTION 147. – Overloading of Passenger and Cargo 2,500.00
SECTION 148. – Riding on the Running or Step Board. 500.00
SECTION 149. – Failure to Print Capacity on the Motor Vehicle. 500.00
SECTION 150. – None Compliance with Signal and other Traffic Alerts. 500.00
SECTION 151. – Violation for non-giving signal on a highway. 500.00
SECTION 152. – Not yielding for a right of way of an approaching vehicle On an intersection. 500.00
SECTION 153. – Violation of overtaking a vehicle under this section of this Code. 500.00
SECTION 154. – For Not giving way to an overtaking vehicle. 500.00
SECTION 155. – Violation of One-way and Two-way Streets. 500.00
SECTION 156. – Loading and Unloading zone violations. 500.00
SECTION 157. – Illegal Parking 500.00
SECTION 158. – Violation for making Left or Right turn within the Central District. 1,000.00
SECTION 159. – Violation for making a U-Turn on approaches of bridges. 1,000.00
SECTION 160. – For Pedestrian crossing the street on not designated area. 500.00
SECTION 161. – For Driver's not stopping while pedestrians are crossing as well as Stopping his vehicle but blocking the lanes marked for the pedestrians. 500.00
SECTION 162. – Driving not on the right side or portion of the road 500.00
SECTION 163. – Driving a slow-moving vehicle not as close as possible at the right curb of the road. 500.00
SECTION 164. – Obstruction of passage of other vehicles in loading and unloading area. 500.00
SECTION 165. – Obstruction or impending the passage of vehicles and persons. 500.00
SECTION 166. - Reckless Driving. 2,500.00
SECTION 167. - Not giving right of way to passing emergency vehicle 2,500.00
SECTION 168. – Using a horn that emits annoying or startling or disagreeable sound. 500.00
SECTION 169. – Violation on allowing persons to hang on to vehicles. 500.00
SECTION 170. – Illegal Driving and Parking on any prohibited places. 500.00
SECTION 171. – Driving under the influence of a liquor or drugs. 2,500.00
SECTION 172. – Violation on transferring registration of plate from one vehicle to Another to which license or registration belong. 2,500.00
SECTION 173. – Traffic Obstruction. 500.00

SECTION 174. – Allowing passenger or cargo to obstruct the view of the driver.	500.00
SECTION 175. – Allowing cargoes to produce loud noise.	500.00
SECTION 176. – Driving in not neatly appearance.	500.00
SECTION 177. – Violation for not wearing a Helmet	500.00
SECTION 178. – Smoking inside a public utility vehicle	500.00
SECTION 179. – Scattering of dirt on the street.	500.00
SECTION 180. – Road Racing on any street or roads in the Municipality of Palo	2,500.00
SECTION 181. – Causing damage to any part of a vehicle or injuring pedestrians.	2,500.00
SECTION 182. – Driving a vehicle over laid fire hose.	1,000.00
SECTION 183. - Violation for non-conveyance	500.00
SECTION 184. – Destroying any part of police, fire alarm system and fire hydrant etc.	2,500.00
SECTION 185. – Illegal Excavation.	2,500.00
SECTION 186. - Damaging government property along the roads and highway, bridges, Culverts, etc. along any municipal streets and road and highways.	1,000.00
SECTION 187. – Depositing dirt, garbage, rubbish etc. on the roads and streets.	500.00
SECTION 188. – Arrogant Drivers and Operators.	500.00
SECTION 189. – Failure to Carry Official Receipt (OR) and Official Registration (CR).	2,500.00
SECTION 190. – Disregarding Traffic Signs.	1,000.00
SECTION 191. – Failure to attach business permit sticker.	1,000.00
SECTION 192. – Driving without signal light.	2,500.00
SECTION 193. – Driving without side mirror.	1,000.00
SECTION 194. – Counter flow of traffic.	1,000.00
SECTION 195. – Driving without driver’s license, OR/CR and plate number.	2,500.00

OFFICE OF THE MUNICIPAL ENGINEER

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Secure Electrical Permit Application Form and checklist requirements	1.1. Issue Electrical Permit Application Form together with checklist requirements	None	15 minutes	Michael T. Saboren/ Tommy A.Graciano *Administrative Aide I*
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	None	1 day	Tommy A.Graciano / Michael T. Saboren *Administrative Aide I* Municipal Engineer's Office

3.	3.1. Conduct ocular inspection. Verify conformity of use/occupancy of building/ structure.	None	4 hours	Tommy Graciano *Administrative Aide I* Municipal Engineer's Office
4. Proceed to BFP	4.1 Request client to secure fire safety inspection certificate from BFP and assessment of fees. 4.2 Fire safety inspection certificate from BFP and assessment of fees.	based on assessm - ent	7 days	Bureau of Fire Protection (BFP)
5. Request assessment of corresponding fees	5.1 Process and computes regulatory fees. 5.2. Issue assessment of correspondin g fees / order of payment.	based on assessm - ent	30 minutes	Michael T. Saboren / Tommy Graciano *Administrative Aide I* Municipal Engineer's Office
6. Proceed to Municipal Treasurer's Office, present the Order of Payment, and pay prescribed fees.	6.1. Receives payment and provide Official Receipt.	based on assessm - ent	15 minutes	Municipal Treasurer's Office Windows 1-4
7. Submit all documents to Municipal Engineer's Office with official receipt.	7.1. Record Official Receipt. 7.2 Make final evaluation, recommendati on and issue/release inspection report.	None	1 day	Michael T. Saboren / Tommy Graciano *Administrative Aide I* Municipal Engineer's Office

	7.3 Advise client to wait for the Mayor's Permit for issuance of electrical connection permit			
8.Receive electrical permit		None	10 minutes	Michael T. Saboren *Administrative Aide I* Municipal Engineer's Office
TOTAL:			**9 days, 5 hours and 10 minutes**	

Assessment is based on New Schedule of Fees and other Charges of the Revised Implementing Rules and Regulation (IRR) of the National Building Code of the Philippines (PD 1096). National Building Code Development Office (NBCDO) Memorandum Circular No. 03. Series of 2016.

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 Office of the Municipal Engineer. 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:	Office of the Municipal Engineer
Classification:	Complex
Types of Transaction:	G2C –government to the public
Who may avail:	All citizens who wants to apply for water connection and excavation permit within the Municipality.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Brgy. Clearance (1 Original, 1 Photocopy)	Barangay Hall
2. Tax Clearance of lot (Latest 1 Original, 1 Photocopy)	Office of the Municipal Treasurer
3. Application from Prime Water (water connection) (1 copy)	Prime Water
4. Application Letter (excavation permit)	Prime Water

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request requirements for appropriate permit	2.1. Issue water connection/excavation permit application form together with checklist requirements	None	15 minutes	Michael T. Saboren / Tommy A. Graciano *Administrative Aide I* Municipal Engineer's Office

2. Submit duly accomplished application forms.	2.1. Receives and assess application documents. 2.2. Inform the client for ocular inspection schedule.	None	1 day	Michael T. Saboren / Tommy A. Graciano *Administrative Aide I* Municipal Engineer's Office
3.	3.1. Conduct ocular inspection. 3.2. Verify conformity of use/occupancy of building/structure	None	4 hours	Tommy A. Graciano *Administrative Aide I* Municipal Engineer's Office
4. Request assessment of corresponding fees	4.1. Process, computes regulatory fees and issue order of payment.	None	20 minutes	Michael T. Saboren / Tommy A. Graciano *Administrative Aide I* Municipal Engineer's Office
5. Proceed to Municipal Treasurer's Office, present the Order of Payment, and pay prescribed fees.		Based on Assessment	15 minutes	Municipal Treasurer's Office Windows 1-4
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	None	1 day	Michael T. Saboren *Administrative Aide I* Municipal Engineer's Office
TOTAL:			**2 days, 4 hours and 50 minutes**	

Assessment is based on New Schedule of Fees and other Charges of the Revised Implementing Rules and Regulation (IRR) of the National Building Code of the Philippines (PD 1096). National Building Code Development Office (NBCDO) Memorandum Circular No. 03. Series of 2016.

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:	Office of the Municipal Engineer
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 within the Municipality.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Unified Application form for Building Permit (5 sets Original, Signed and Sealed, Notarized)	Office of the Municipal Engineer
Electrical Permit application form (5 sets Original)	Office of the Municipal Engineer
Sanitary/Plumbing Permit application form (5 sets Original Signed and Sealed)	Office of the Municipal Engineer
Mechanical Permit application form (5 sets Original Signed and Sealed)	Office of the Municipal Engineer
Sets of plans (5 sets Original Signed and Sealed)	Applicant
Bill of Materials and Cost Estimates (5 sets)	Applicant
Specifications (5 sets)	Applicant
Land Title or TCT (Certified by Register of Deeds) (3 sets)	Office of the Municipal Assessor / Register of Deeds
Latest Tax Receipt/Tax Clearance (3 sets)	Office of the Municipal Treasurer
Lot plan certified by Geodetic Engineer (3 sets)	Applicant
Deed of Sale/Contract of Lease if application name is not registered TCT name (3 sets)	Applicant
Structural analysis for 1 storey building in excess of 20sq.m. and all building 2 storey and above with seismic analysis (3 sets)	Applicant
Certification of structural engineer in case of additional floor (structural stability) (3 sets)	Applicant
Soil Boring Test Result – for 3 storeys and above – 2 copies	Applicant
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,	Department of Environment and Natural

industrial buildings and cell sites	Resources
• Clearance for tourist oriented projects	Philippine Tourism Authority
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)	None	15 minutes	Tommy A. Graciano / Michael T. Saboren *Administrative Aide I* Municipal Engineer's Office

2. Submit duly accomplished application form with other supporting documents.	2.1. Receive, verify, review and process application form and other supporting documents. 2.2. Endorse application to the BFP	None	1 day	Engr. Jadd Meyrick S. Agner *Municipal Engineer* Municipal Engineer's Office Engr. Teresita V. Pajota *Administrative Aide I* Municipal Engineer's Office
	2.3. Issue Fire Safety Evaluation Clearance	based on assessment	7 days	Bureau of Fire Protection (BFP)
	2.4. Actual Site Inspection. 2.5. Compute assessment of corresponding fees/order of payment.	based on assessment	3 days	Engr. Teresita V. Pajota *Administrative Aide I* Arch. Christian Cabillo *Architect 1* Arch. Ma. Reina Joyce C. Pedrosa *Administrative Aide I* Gerard Christian Campo *Administrative Aide I*
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 assessment	30 minutes	Engr. Teresita V. Pajota *Administrative Aide I* Municipal Engineer's Office
4. Submit all documents with Official Receipt to the Municipal Engineer's	4.1. Record Official receipt 4.2. Signature	None	1 day	Engr. Jadd Meyrick S. Agner *Municipal Engineer* Municipal Engineer's Office

Office	and approving of the building permit and other documents.			Engr. Teresita V. Pajota *Administrative Aide I* Municipal Engineer's Office
5. Receive approved building permit and other documents	5.1. Issue, segregate and release owner's copy of building permit.	None	20 minutes	Michael T. Saboren *Administrative Aide I* Municipal Engineer's Office
TOTAL:			**12 days, 1 hour and 5 minutes**	

Assessment is based on New Schedule of Fees and other Charges of the Revised Implementing Rules and Regulation (IRR) of the National Building Code of the Philippines (PD 1096). National Building Code Development Office (NBCDO) Memorandum Circular No. 03.

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:	Office of the Municipal Engineer
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)	Office of the Municipal Engineer
2. Approved Electrical Permit (1 copy)	Office of the Municipal Engineer
3. Approved Plumbing Permit (1 copy)	Office of the Municipal Engineer
4. Approved Mechanical Permit (1 copy)	Office of the Municipal Engineer
5. Approved Set of Plans (1 copy)	Office of the Municipal Engineer
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	Applicant

on site	
7.Fire Safety Inspection Certificate	Bureau of Fire Protection

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	None	5 minutes	Tommy A. Graciano / Michael T. Saboren *Administrative Aide I* Municipal Engineer's Office
2. Submit duly accomplished application form for occupancy permit and other documents.	2.1. Receive, verify and record submitted documents. 2.2 Endorse to BFP.	None	1 hour	Engr. Teresita V. Pajota *Administrative Aide I* Municipal Engineer's Office
3. Proceed to Bureau of Fire Protection (BFP). Submit FSIC from BFP to the Municipal Engineer's Office.	3.1 Ask for the BFP Verification on their System 3.1 Check FSIC from BFP to the Municipal Engineer's Office	based on assessment	7 days	Bureau of Fire Protection (BFP)
4. Submit recommendation from BFP to the Municipal Engineer's Office	4.1. Receive and make final evaluation on all documents.	None	1 day	Engr. Teresita V. Pajota *Administrative Aide I* Municipal Engineer's Office
5. Presence on the actual date of Building inspection	5.1. Final inspection, verification and review of the building structure based on the documents submitted.	None	8 hours	Engr. Teresita V. Pajota *Administrative Aide I* Arch. Christian Cabillo *Architect 1* Arch. Ma. Reina Joyce C. Pedrosa *Administrative Aide I* Gerard Christian Campo *Administrative Aide I*
6. Receive assessment form/	6.1 Release assessment	Based on assessment	30 minutes	Tommy A. Graciano /

order of payment.	form/ order of payment and instruct client to proceed to MTO for payment of fees and charges.			Michael T. Saboren *Administrative Aide I* Municipal Engineer's Office Municipal Treasurer's Office Windows 1-4
7. Receive Certificate of Occupancy Permit	8.1. If all requirements have been complied with: Issue and release Certificate of Occupancy Permit.	None	1 hour	Engr. Jadd Meyrick S. Agner *Municipal Engineer* Municipal Engineer's Office Michael T. Saboren *Administrative I* Municipal Engineer's Office
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. Teresita V. Pajota *Administrative Aide I*
2. Proceed to the Municipal Treasurer's Office and pay prescribed fees.			15 minutes	
3. Received official receipt (O.R. and return to Municipal Engineer's Office			15 minutes	
4. Submit OR for attachment to Occupancy Permit to Municipal Engineer			5 minutes	
5. Receive occupancy permit			5 minutes	
TOTAL:			**8 days, 11 hours and 50 minutes**	

Assessment is based on New Schedule of Fees and other Charges of the Revised Implementing Rules and Regulation (IRR) of the National Building Code of the Philippines (PD 1096). National Building Code Development Office (NBCDO) Memorandum Circular No. 03.

E. Issuance of Fencing Permit.

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

Office or Division:	Office of the Municipal Engineer
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)	Office of the Municipal Engineer
2. Fencing Plan (5 copies)	Applicant
3. Bill of Materials and Cost Estimate (5 copies)	Applicant
4. Specifications (3 sets)	Applicant
5. Lot plan signed by Geodetic Engineer (3 sets)	Applicant
6. Transfer Certificate of Title certified by Register of Deeds (3 sets)	Applicant
7. Deed of Sale/Contract to sell or TCT if not in the name of applicant (3 sets)	Applicant
8. Latest Tax Declaration (3 sets)	Office of the Municipal Assessor
9. Latest Tax Receipt/Tax Clearance (3 sets)	Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request application form and other requirements.	1.1. Issue Fencing Permit application Form together with requirements checklist.	None	5 minutes	Tommy A.Graciano/ Michael T. Saboren *Administrative Aide I* Municipal Engineer's Office
2. Submit the duly accomplished application form with the complete requirements.	2.1. Receive and record application documents. 2.2 Inform schedule for inspection.	None	20 minutes	Tommy A.Graciano/ Michael T. Saboren *Administrative Aide I* Municipal Engineer's Office
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.	None	4 hours	Engr. Teresita Pajota *Administrative Aide I* Municipal Engineer's Office
4. Receive assessment form/ order of payment.	.4.1. Process application form and compute	Based on Assessment	30 minutes	

	regulatory fees/order of payment. 4.2. Advise client to proceed to MTO for payment.			
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	None	30 minutes	
6. Receive owner's copy of fencing permit and other documents.	6.1.Issuance and release of fencing permit and other documents	None	10 minutes	Engr.Jadd Meyrick S. Agner *Municipal Engineer* Municipal Engineer's Office Michael T. Saboren *Administrative Aide I* Municipal Engineer's Office
TOTAL:			**5 hours and 35 minutes**	

Assessment is based on New Schedule of Fees and other Charges of the Revised Implementing Rules and Regulation (IRR) of the National Building Code of the Philippines (PD 1096). National Building Code Development Office (NBCDO) Memorandum Circular No. 03. Series of 2016.

F. Issuance of Demolition Permit.

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

Office or Division:	Office of the Municipal Engineer
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)	Office of the Municipal Engineer
2. Sketch plan/lot plan showing the area to be demolished (3 copies)	Applicant
3. Transfer Certificate (TCT showing that the applicant is the owner of the building to be demolished (3 copies)	Applicant

4. Latest Tax Declaration (3 copies)	Office of the Municipal Assessor
5. Latest Tax Receipt (3 copies)	Office of the Municipal Treasurer
6. Site verification if all provisions are complied.	Office of the Municipal Engineer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request application form and other requirements.	1.5 Issue Demolition Permit application Form together with requirements checklist.	None	5 minutes	Tommy A.Graciano/ Michael T. Saboren *Administrative Aide I* Municipal Engineer's Office
2. Presence on the actual date of inspection on the site	2.1. Conduct investigation/ inspection of building/structure conditions or defects	None	4 hours	Engr. Teresita Pajota *Administrative Aide I* Municipal Engineer's Office
3. Proceed to Municipal Treasurer's Office, present the Order of Payment, and pay prescribed fees.	3.1 Process application form and compute regulatory fees/order of payment. 3.2 Advise client to proceed to MTO for payment.	Based on Assessment	15 minutes	Municipal Treasurer's Office (MTO) Windows 1-4
4. Submit Official Receipt, application form and other required documents to Municipal Engineer's Office.	4.1. Receive, record Official Receipt and conduct final evaluation of documents.	None	30 minutes	Engr. Teresita Pajota *Administrative Aide I* Municipal Engineer's Office
5. Receive owner's copy of demolition permit and other documents.	5.1. Issuance and release of Demolition Permit	None	20 minutes	Michael T. Saboren *Administrative Aide I* Municipal Engineer's Office Engr. Teresita Pajota *Administrative Aide I* Municipal Engineer's Office
TOTAL:			**5 hours and 10 minutes**	

Assessment is based on New Schedule of Fees and other Charges of the Revised Implementing Rules and Regulation (IRR) of the National Building Code of the Philippines (PD 1096). National Building Code Development Office (NBCDO) Memorandum Circular No. 03. Series of 2016.

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:	Office of the Municipal Engineer
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 (3 copies)	Applicant
2. Existence of business (3 copies)	Applicant
3. Business Permit (3 copies)	Applicant
4. Sketch of location (3 copies)	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	5 minutes 30 minutes	Engr. Remegio V. Manlicoban *Engineer I* Municipal Engineer's Office
2. Presence on the actual date of inspection on the site.	2.1 Conduct ocular inspection with conformity of use/occupancy as per land use zoning regulation and permit issued.	None	4 hours	Engr.Jadd Meyrick S. Agner *Municipal Engineer* Municipal Engineer's Office Engr. Remegio V.

				Manlicoban *Engineer I* Municipal Engineer's Office
3. Submit Official Receipt to Municipal Engineer's Office.	3.1. Record Official Receipt and endorse application to BFP for Fire Safety Certificate.	None	10 minutes	Engr.Jadd Meyrick S. Agner *Municipal Engineer* Municipal Engineer's Office Engr. Remegio V. Manlicoban *Engineer I* Municipal Engineer's Office
	3.2. BFP application for Fire Safety Certificate.	based on assessment	7 days	Bureau of Fire Protection (BFP)
4. Submit Fire Safety Certificate to MEO	4.1. Issuance of Certificate of Annual Inspection.	None	10 minutes	Engr.Jadd Meyrick S. Agner *Municipal Engineer* Municipal Engineer's Office Engr. Remegio V. Manlicoban *Engineer I* Municipal Engineer's Office
TOTAL:			**7 days, 4 hours and 55 minutes**	

Assessment is based on New Schedule of Fees and other Charges of the Revised Implementing Rules and Regulation (IRR) of the National Building Code of the Philippines (PD 1096). National Building Code Development Office (NBCDO) Memorandum Circular No. 03. Series of 2016.

OFFICE OF THE MUNICIPAL HEALTH OFFICER

This office undertakes the provision of health services in the municipality. Mandated under Series Number 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 Municipal Health Office provides outpatient consultation services for the diagnosis, treatment, and management of common illnesses and medical conditions. The service also includes medical advice, issuance of prescriptions, health education, and referral to higher health facilities when necessary.

Outpatient consultation services are available at the **Municipal Health Office / Rural Health Unit (RHU)** to individuals who require medical assessment and basic health care services.

Office or Division:	Office of the Municipal Health Officer
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	Office of the Municipal Health Officer
For Children: Growth Monitoring Chart	Office of the Municipal Health Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure QReferral from Barangay Health Station (BHS)	1.1 Barangay Health Worker / Midwife / Nurse on duty assesses patient's chief complaint, medical history and vital signs. 1.2 Health worker encodes and sends QReferral through the EMR system to the Rural Health Unit.	None	15 minutes	BHW / Midwife / Nurse on duty (BHS)
2. Proceed to the RHU once QReferral is accepted	2.1 RHU staff confirms that the QReferral has been received and accepted in the EMR system.	None	10 minutes	Triage Nurse/Midwife-on-duty / Gina D. Linde/EMR Staff-on-duty

3. Present name at the triage area	3.1 Verify patient identity and QReferral in the system. 3.2 Provide the client with a short briefing on the service and requirements 3.3 Prepare patient for triage assessment.	None	10 minutes	Triage Nurse/Midwife-on-duty / Gina D. Linde/EMR Staff-on-duty
4. Undergo triage assessment	4.1 Take and record vital signs (Blood Pressure, Temperature, Height, Weight, Respiratory Rate, Oxygen saturation) 4.2 Conduct brief medical history interview and clinical assessment.	None	10 minutes	Nurse / Midwife on duty
5. Priority screening	5.1 Patients with emergency symptoms or abnormal vital signs are prioritized and immediately referred to the attending physician.	None	10 minutes	Nurse / Midwife on duty
6. Proceed to frontline desk for registration for EMR code and record generation	6.1 Staff registers patient in the EMR system. 6.2 Generate or retrieve the patient's EMR record and assign a EMR code. 6.3 Prepare previous patient record or family folder when applicable.	None	10 minutes	Gina D. Linde/ EMR Staff -on-duty
7. Secure priority number and wait for consultation	7.1 Provide priority number and direct patient to waiting area for consultation with the physician.	None	10 minutes	Gina D. Linde

8. Proceed to physician consultation once priority number is called.	8.1 Physician reviews patient record, QReferral, triage assessment, and EMR information. 8.2 Conduct physical examination and medical evaluation of the patient. 8.3 Establish diagnosis and determine appropriate management plan. 8.4 Generate EMR electronic prescription and/or laboratory request when necessary. 8.5. Advise patient to present printed EMR prescription and family folder, when applicable, to: a.) MHO Pharmacy for dispensing of medicines b.) MHO Nurse for injections or administration of medication when indicated c.) MHO Laboratory for requested laboratory examinations	None	15 minutes	Leo T. Calonia, M.D. / Mylyn L. Mas, M.D./ Rackelle Beanne T. Pajares, M.D.
9. If injection or medication administration is required, proceed to MHO Nurse	9.1 Verify physician's order. 9.2 Administer prescribed injection or treatment in accordance with standard nursing procedures.	None	10 minutes	Lorna A. Bonife, RN

10. Proceed to RHU Pharmacy and present EMR Code and Record for issuance of printed prescription and dispensing of medicines.	10.1 Verify printed EMR prescription. 10.2 Dispense available medicines and provide medication counseling and instructions.	None	10 minutes	Salvacion M. Cinco, Mary Joy L. Singh and Thea Isabella M. Cinco, RPh
11. If laboratory examination is required, proceed to RHU Laboratory.	11.1 Verify laboratory request given / generated through the EMR system. 11.2 Perform requested laboratory examination. 11.3 If the requested laboratory examination is not available at the MHO Laboratory, prepare and issue a laboratory referral to an appropriate external laboratory or higher-level health facility. 11.4 Provide instructions to the patient regarding the referred laboratory facility and advise the patient to return to the MHO with the laboratory results for interpretation and further management.	None	1 hour	Emellie Grace Y. Adobas, RMT
12. Receive laboratory results.	12.1 Release laboratory results to the patient.	None	10 minutes	Emellie Grace Y. Adobas, RMT
13. Return to physician for interpretation of laboratory results and for proper dispensing of medication.	13.1 Physician reviews laboratory findings. 13.2 Provide further management, additional prescription, or follow-up advice.	None	10 minutes	Leo T. Calonia, M.D. / Mylyn L. Mas, M.D./ Rackelle Beanne T. Pajares, M.D.

14. If condition requires higher level of care, patient will be referred to appropriate hospital.	14.1 Physician prepares **referral through EMR referral system** and/or referral form. 14.2 Coordinate with receiving hospital when necessary. 14.3 Provide instructions to patient and/or guardian regarding transfer and further management.	None	10 minutes	Leo T. Calonia, M.D. / Mylyn L. Mas, M.D./ Rackelle Beanne T. Pajares, M.D.
		TOTAL:	**3 hours and 20 minutes**	

B. Provision of Medico-Legal Examination Service.

Physical examination for legal purpose/s. Provision of medico-legal examination services for individuals involved in incidents requiring documentation of injuries or medical findings for legal purposes, including the preparation and issuance of medico-legal certificates.

Office or Division:	Office of the Municipal Health Officer
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.	Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the triage area for initial assessment.	**1.1** Conduct triage assessment and record vital signs (Blood Pressure, Temperature, Pulse Rate, Respiratory Rate) in the patient record. **1.2** Identify emergency cases and immediately refer patient to the physician when urgent medical attention is	None	10 minutes	Nurse / Midwife on duty

	required.			
2. Inquire about medico-legal examination service at the frontline desk.	2.1 Provide information regarding medico-legal examination service and required procedures.	None	10 minutes	Nurse / Midwife on duty
3. Proceed to registration.	3.1 Register patient in the EMR system and generate or retrieve EMR code. 3.2 Prepare patient record or family folder when applicable.	None	10 minutes	Gina D. Linde
4. Proceed to the Municipal Health Officer for examination and assessment	4.1 Assessment and examination of injuries sustained	None	20 minutes	Leo T. Calonia, M.D. / Mylyn L. Mas, M.D./ Rackelle Beanne T. Pajares, M.D.
	4.2 Record on the medico-legal logbook	None	10 minutes	Analiza E. Dinglasa and Ana Rosario M. Onida
	4.3 Issuance of medical certification if needed	None	10 minutes	Analiza E. Dinglasa and Ana Rosario M. Onida
	4.4 Signs death certificate	None	10 minutes	Leo T. Calonia, M.D. / Mylyn L. Mas, M.D./ Rackelle Beanne T. Pajares, M.D.
	4.5 Postmortem Result	None	1 day	
5. Present PNP request for medical certificate issuance	5.1 Issues medical certificate	None	10 minutes	Leo T. Calonia, M.D. / Mylyn L. Mas, M.D./ Rackelle Beanne T. Pajares, M.D.
		TOTAL:	**1 day, 1hour and 30 minutes**	

C. Provision of Issuance of Medical and Health Certificate.

Various firms, schools, and government agencies may require individuals to secure Medical or Health Certificates as part of their application or compliance requirements. This is commonly required for individuals applying for a driver's license with the **Land Transportation Office (LTO)**, employment applicants, students

enrolling in educational institutions, and individuals applying for or renewing a **business permit**.

The Office of the Municipal Health Officer provides the issuance of the following certificates:

a. Medical Certificate – A certification issued to an individual after medical evaluation indicating that the person is physically fit or medically cleared for a specific purpose.

b. Health Certificate – A certification issued to individuals, particularly food handlers and business workers, as part of the requirements for securing or renewing a **business permit**.

Medical and Health Certificates are issued by the **Office of the Municipal Health Officer** after proper medical assessment and evaluation.

Office or Division:	Office of the Municipal Health Officer
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. Complete Blood Count (CBC) 2. Urinalysis 3. Chest x-ray result 4. Hepa B result 5. Drug test 6. Electrocardiogram(ECG) when indicated 7. Community Tax Certificate (for employment purposes) 8. Identification Card	Hospital/ RHU/ Private Laboratory/ Clinic Office of the Municipal Treasurer (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	None	10 minutes	Elma C. Navarrosa and Maria Antonia I. Salangsang
2. Present the laboratory/ radiologic request to the Med. Tech./RadTech	2.1 Med. Tech. provides the client short briefing	None	10 minutes	Emellie Grace Y. Adobas, RMT & Noel Y. Maraya, Jr., RRT
3. Follow	Receive and		2 hours	Emellie Grace Y.

instructions for specimen collection and submit specimen	examine specimen:			Adobas, RMT & Noel Y. Maraya, Jr., RRT
4. Take note of the date of release of the results.	Sputum examination CBC and platelet count	None	24 hours	
5. Get laboratory/radiologic results.	CBC and platelet count	None	1 hour	Emellie Grace Y. Adobas, RMT & Noel Y. Maraya, Jr., RRT
	Blood Typing		10 minutes	
	Blood Sugar		10 minutes	
	HBS Ag Test/RPR		10 minutes	
	Urinalysis		30 minutes	
	Pregnancy Test		30 minutes	
	Stool Exam		20 minutes	
	Gram Staining/Xray & ultrasound		40 minutes	
	Give results to patient and advise to proceed to MHO for assessment of result		40 minutes	
6. Proceed to the Municipal Health Officer and submit the laboratory/radiologic results required for medical certification.	Physician reviews laboratory results, performs medical evaluation if necessary, and prepares the medical certificate.	None	10 minutes	Leo T. Calonia, M.D. / Mylyn L. Mas, M.D./ Rackelle Beanne T. Pajares, M.D..
7. Proceed to the assigned RSI and submit the laboratory result for health card recording	RSI records the health certificate and updates the health card record when applicable.	None	10 minutes	Sarah L. Ladrera S.I. 1
8. Receive certification	Give health certificate to MHO for signature		3 minutes	Leo T. Calonia, M.D. , Mylyn L. Mas, M.D.
		TOTAL	**1 day, 6 hours and 53 minutes**	

D. Provision of Environmental Sanitation Certificate.

Environmental Sanitation Certificates and Sanitary Permits are issued to ensure that business establishments comply with sanitation and health standards required by the government. These certificates are commonly required for businesses involved in food handling, public services, and other establishments where public health and sanitation must be maintained.

The Office of the Municipal Health Officer, through the **Rural Sanitary Inspector (RSI)**, conducts sanitation inspections and verifies compliance with environmental health standards prior to the issuance of the Environmental Sanitation Certificate.

Office or Division:	Office of the Municipal Health Officer
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	Office of the Municipal Health Officer
2. Community Tax Certificates	Office of the Municipal Treasurer / Barangay
3. Result of Stool Examinations	Office of the Municipal Health Officer
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	None	10 minutes	Sarah L. Ladrera S.I. 1, Boichico Mari and Kiel Mhiko P. Malquisto
2. Submit required documents as enumerated above	2.1 Receive, review and assess documents.	based on assessment	10 minutes	
3. Wait for the scheduled inspection date	3.1 Schedule inspection and inform client the date of inspection.	None	10 minutes	
4. Be present during the inspection	4.1 Conduct physical inspection of the establishment to ensure compliance with sanitation standards.	None	10 minutes	
5. Wait for preparation of the Sanitary Permit.	5.1 Prepare Sanitary Permit based on inspection findings.	None	10 minutes	
6. Receive Sanitary Permit to operate and sign logbook.	6.1 Release the approved Sanitary Permit and require client to sign the logbook.	None	10 minutes	
		TOTAL	60 minutes	

E. Provision of Pre-Natal Care.

The Municipal Health Office provides comprehensive prenatal care services to ensure the health and well-being of pregnant women and their unborn children. Prenatal care includes regular monitoring of the mother's health and the growth and development of the fetus throughout pregnancy. Services include maternal assessment, monitoring of vital signs, obstetric examination, and risk assessment for high-risk pregnancies, provision of essential maternal supplements such as iron and folic acid, laboratory requests when necessary, and counseling on nutrition, birth preparedness, breastfeeding, and recognition of danger signs during pregnancy.

Pregnant women are also provided health education and guidance to promote safe pregnancy and delivery, as well as appropriate referrals to higher-level health facilities when complications or high-risk conditions are identified.

All prenatal findings and services rendered are recorded in the Home-Based Mother Record (HBMR) and maternal registry to ensure proper monitoring of pregnancy until delivery and the postpartum period.

Prenatal care services are provided by the Municipal Health Officer, Midwives, and other trained health personnel of the Municipal Health Office.

Office or Division:	Office of the Municipal Health Officer
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	None	10 minutes	BHWs assigned
2. Patient presents Home-Based Mother Record	**2.1** Verify patient information and maternal record.	None	10 minutes	
3. Submits for vital signs taking and data recording	**3.1** Record vital signs (Blood Pressure, Temperature, Pulse Rate, and Respiratory Rate) and update maternal registry.	None	10 minutes	
4. Wait for priority number to be called.	Queue management and preparation of patient records.	None	15 minutes	
5. When called by the Rural Health Midwife (RHM),	**5.1** RHM retrieves maternal record or family folder and prepares patient for prenatal	None	15 minutes	BHS MIDWIVES

submit for prenatal check-up and tetanus toxoid immunization.	consultation.			
6. Take note of the schedule of follow up visits	6.1 Issue HBMR to newly registered pregnant mothers and record next prenatal schedule.	None	10 minutes	BHS MIDWIVES
7. Undergo prenatal assessment and examination.	7.1 Assessment and pre-natal exam.	None	10 minutes	BHS MIDWIVES
8. Receive counseling and tetanus toxoid immunization if indicated.	8.1 Advice for laboratory exam to new pregnant mothers. Inject tetanus toxoid when indicated.	None	5 minutes	BHS MIDWIVES
9. Proceed to the laboratory when laboratory examination is required.	9.1 Medical Technologist receives specimen and performs laboratory examination.	None	1 hour	Emellie Grace Y. Adobas, RMT
10. Receive laboratory results	10.1 Release laboratory results and advise patient to proceed to the Municipal Health Officer for evaluation.	None	10 minutes	Laboratory Staff
11. Submits laboratory results to the physician	Physician reviews laboratory results, provides medical assessment, and prescribes medications when necessary.	None	10 minutes	Leo T. Calonia, M.D. / Mylyn L. Mas, M.D./ Rackelle Beanne T. Pajares, M.D.
		TOTAL	**3 Hours and 45 Minutes**	

F. Provision of Family Planning Services.

The Municipal Health Office provides family planning services to assist individuals and couples in making informed decisions regarding their reproductive health and family size. These services aim to promote responsible parenthood, maternal health, and child welfare through the provision of counseling, education, and access to various family planning methods.

Family planning services include counseling on available contraceptive methods, assessment of the client's medical eligibility, provision of appropriate contraceptive

methods, and monitoring of clients for follow-up visits. Clients are provided proper counseling regarding the advantages, possible side effects, and correct use of each contraceptive method to ensure safe and effective family planning practices.

Family planning services are provided by trained health personnel such as the Municipal Health Officer, Midwives, Nurses, and other authorized health workers of the Municipal Health Office.

Office or Division:	Office of the Municipal Health Officer
Classification:	Highly Technical
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	Provide the client with a short briefing on family planning services and available contraceptive methods.	None	10 minutes	BHS MIDWIVES
2. Register in the Family Planning Service Logbook.	Record client information in the Family Planning logbook	None	10 minutes	BHS MIDWIVES
3. Submit for an interview & physical exam, if required & health education	Conduct interview, counseling and physical examination of the client and provide health education.	None	10 minutes	BHS MIDWIVES
4. Comply with required examinations when indicated:	4.1. If Pap-Smear is required proceed to the recommended laboratory			Laboratory Staff
	4.2 If pregnancy test is required proceed to laboratory and submit to specimen collection		2 weeks (14 Days)	Emellie Grace Y. Adobas, RMT
5. Take note of the date lab result release. Return on the date to claim lab result and	Review laboratory results and provide appropriate counseling and family planning services.	None	10 minutes	BHS MIDWIVES/ Leo T. Calonia, M.D. / Mylyn L. Mas, M.D./ Rackelle Beanne T. Pajares, M.D.

attend counseling and treatment				
		TOTAL	**14 days and 40 minutes**	

G. Provision of Immunization Services:

The Municipal Health Office provides routine immunization services to protect infants, children, and pregnant women against vaccine-preventable diseases. This service aims to reduce childhood morbidity and mortality by ensuring timely administration of vaccines included in the Department of Health's National Immunization Program (NIP).

Routine immunization is provided to infants and children aged 0–59 months, as well as pregnant women requiring tetanus toxoid or tetanus-diphtheria vaccination to prevent maternal and neonatal tetanus.

Vaccines administered may include BCG, Hepatitis B, Pentavalent vaccine, Oral Polio Vaccine (OPV), Inactivated Polio Vaccine (IPV), Pneumococcal Conjugate Vaccine (PCV), Measles-Rubella (MR) vaccine, and Tetanus-Diphtheria (Td) for pregnant women, in accordance with Department of Health guidelines.

Prior to vaccination, health personnel conduct screening and assessment of the child or pregnant mother, review immunization history using the growth chart or immunization record, and provide health education to parents or guardians regarding possible side effects and follow-up schedules.

All immunization services are provided by trained midwives, nurses, and other authorized health personnel of the Municipal Health Office.

Office or Division:	Office of the Municipal Health Officer
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.	Office of the Municipal Health Officer

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.	None	10 minutes	BHS MIDWIVES
2. Present family folder or growth monitoring chart (for previously registered clients).	2.1 Retrieve family folder for previously registered clients or issue growth monitoring chart for new patients. Record basic information and vital signs.	None	15 minutes	BHS MIDWIVES
3. Submit	3.1 Fill up required	None	10 minutes	BHS MIDWIVES

family folder to the Rural Health Midwife (RHM).	data and perform initial assessment. Refer patient to the Municipal Health Officer if there are doubtful findings.			
4. Undergo assessment prior to immunization.	4.1 Conduct assessment of patient and determine eligibility for immunization. Provide post-immunization instructions including the schedule of the next dose.	None	15 minutes	Leo T. Calonia, M.D. / Mylyn L. Mas, M.D./ Rackelle Beanne T. Pajares, M.D.
5. Submit patient for immunization	5.1 Administer appropriate vaccine/antigen according to the National Immunization Program schedule.	None	10 minutes	BHS MIDWIVES
6. If referred due to contraindications, proceed for physician consultation.	6.1 Conduct medical evaluation and provide prescription or management if necessary.	None	15 minutes	Leo T. Calonia, M.D. / Mylyn L. Mas, M.D./ Rackelle Beanne T. Pajares, M.D.
7. Proceed to MHO Pharmacy if medicines are prescribed.	7.1 Dispense medicines if available.	None	15 minutes	Salvacion M. Cinco, Mary Joy L. Singh and Thea Isabella M. Cinco, RPh
		TOTAL:	**1 hour and 30 minutes**	

H. Provision of Nutrition Services.

The Municipal Health Office provides nutrition services aimed at promoting proper nutrition, preventing malnutrition, and addressing nutrition-related health concerns among vulnerable populations in the community. These services include nutrition assessment, counseling, advocacy, and management of nutrition-related conditions.

The program prioritizes infants, young children, pregnant and lactating mothers, and other vulnerable groups, ensuring proper growth and development through regular monitoring and nutrition education.

Services include growth monitoring, nutrition counseling, micronutrient supplementation, referral of malnourished individuals for appropriate management, and participation in the Local Government Unit's feeding and nutrition programs in coordination with the Municipal Nutrition Committee.

Through these interventions, the Municipal Health Office supports the LGU's goal of improving the nutritional status and overall health of the community.

Office or Division:	Office of the Municipal Health Officer
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.	None	10 minutes	Ederlyn V. Lagartos and Bon Rommel M. Quisay
2. Present family folder or register client for nutrition services.	2.1 Retrieve family folder for previously registered clients or register new clients and record basic information.	None	15 minutes	Ederlyn V. Lagartos and Bon Rommel M. Quisay
3. Proceed to the Physician-on-duty for assessment of nutrition-related concerns.	3.1 Conduct assessment and physical examination of the patient.	None	15 minutes	Leo T. Calonia, M.D. , Mylyn L. Mas, M.D.
4. Receive medical advice or prescription when necessary.	4.1 Prescribe medicines or appropriate management for any nutrition-related complications.	None	10 minutes	
5. Proceed to the MHO pharmacy if medicines are prescribed.	5.1Dispense medicines if available.	None	10 minutes	Salvacion M. Cinco, Mary Joy L. Singh and Thea Isabella M. Cinco, RPh
6. Proceed to the Municipal Nutrition Action Office (MNAO) for further assessment and counseling.	6.1 Conduct nutrition assessment and provide counseling on proper nutrition and dietary management.	None	1 hour	Abegael U. Gagarin, RN
		TOTAL:	**2 hours**	

I. Provision of Anti-Tuberculosis Treatment.

The Municipal Health Office implements the National Tuberculosis Control Program (NTP) of the Department of Health which aims to detect, diagnose, treat, and prevent tuberculosis (TB) in the community. This service provides free TB screening, diagnostic evaluation, treatment, and monitoring for individuals with signs and symptoms suggestive of tuberculosis.

Persons with persistent cough for two weeks or more and other TB-related symptoms are advised to undergo sputum examination and other diagnostic procedures as necessary. Patients diagnosed with tuberculosis are enrolled in the Directly Observed Treatment Short-course (DOTS) program to ensure proper treatment compliance and successful recovery.

The service also includes patient education, counseling, monitoring of treatment adherence, and coordination with Barangay Health Workers (BHWs) who serve as treatment partners to support patients throughout the course of treatment.

Through the implementation of the National Tuberculosis Program, the Municipal Health Office aims to reduce TB transmission, improve treatment outcomes, and protect the health of the community.

Office or Division:	Office of the Municipal Health Officer
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 sputum 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	Office of the Municipal Health Officer
3. Presence of Brgy. Health Worker if positive result and a treatment partner	Barangay Health Worker (BHW)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the triage area for symptom screening.	1.2. Provide the client with a short briefing on the service and its requirements 1.1. Conduct TB symptom screening (persistent cough ≥2 weeks, fever,	None	10 minutes	Nurse / Midwife on duty

	weight loss, hemoptysis, night sweats). Identify presumptive TB cases and advise sputum examination.			
2. Register at the frontline desk.	Register client in the TB Drug Dispensary logbook and prepare patient record.	None	10 minutes	Leslie Anne L. Pua, RN
3. Proceed to the physician for medical assessment.	Conduct physician assessment and determine if sputum examination is required.	None	10 minutes	Leo T. Calonia, M.D. / Mylyn L. Mas, M.D./ Rackelle Beanne T. Pajares, M.D.
4. Submit sputum specimen for examination.	Receive sputum specimen and prepare for laboratory testing.	None	10 minutes	Emellie Grace Y. Adobas, RMT
5. Wait for laboratory examination of sputum specimen.	Perform sputum microscopy / GeneXpert and release results.	None	2 hours	Emellie Grace Y. Adobas, RMT
6. Present laboratory results to the physician.	Evaluate results and confirm diagnosis of tuberculosis.	None	10 minutes	Leo T. Calonia, M.D. / Mylyn L. Mas, M.D./ Rackelle Beanne T. Pajares, M.D.
7. Enroll patient in the Directly Observed Treatment Short-course (DOTS) program.	Register patient in TB registry, and provide counseling	None	10 minutes	Leslie Anne L. Pua, RN
8. Receive anti-tuberculosis medications and instructions.	Dispense TB medications and explain dosage, treatment schedule, and monitoring.	None	10 minutes	Leslie Anne L. Pua, RN
		TOTAL:	**3 hours and 10 minutes**	

J. Provision of Leprosy Treatment.

The Municipal Health Office provides services for the early detection, diagnosis, treatment, and monitoring of persons affected by leprosy in coordination with the Department of Health's National Leprosy Control Program (NLCP). The service aims to prevent disability, reduce transmission, and ensure proper management of individuals diagnosed with Hansen's disease.

Clients with signs and symptoms suggestive of leprosy, such as skin lesions with loss of sensation, numbness, muscle weakness, or thickened peripheral nerves, are advised to undergo medical evaluation and diagnostic procedures as necessary.

Patients diagnosed with leprosy are enrolled in the Multi-Drug Therapy (MDT) program, which provides free medications and regular monitoring to ensure treatment compliance and successful recovery. Counseling, health education, and follow-up services are also provided to support patients and prevent complications or disability.

Through these services, the Municipal Health Office aims to promote early treatment, prevent disability, and eliminate stigma associated with leprosy in the community.

Office or Division:	Office of the Municipal Health Officer
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	Office of the Municipal Health Officer

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	None	10 minutes	Lorna A. Bonife, RN
2. Submit for triage screening and registration.	2.1 Conduct initial screening and register client in the leprosy service registry.	None	10 minutes	Lorna A. Bonife, RN
3. Submit for medical assessment and physical examination	3.1. Conduct assessment and physical examination to determine signs and symptoms suggestive of leprosy.	None	15 minutes	Leo T. Calonia, M.D. / Mylyn L. Mas, M.D./ Rackelle Beanne T. Pajares, M.D./Lorna A. Bonife, RN
4. Enroll patient in the Multi-Drug Therapy (MDT) program if diagnosed.	4.1 Register patient in the leprosy treatment registry and provide counseling on treatment adherence and follow-up schedule.	None	10 minutes	Lorna A. Bonife, RN and Thea Isabella M. Cinco, RPh
5. Receive initial medication and instructions.	Dispense MDT medicines and explain dosage, treatment duration, and possible side	None	10 minutes	Lorna A. Bonife, RN; Thea Isabella M. Cinco, RPh

	effects.			
		TOTAL:	**55 minutes**	

K. Provision of Treatment for Rabies/Animal Bites.

The Municipal Health Office provides initial management and treatment for victims of animal bites to prevent rabies infection and other related complications. This service includes wound assessment, medical evaluation, administration of tetanus toxoid or anti-tetanus serum when indicated, provision of necessary medications, and referral for anti-rabies vaccination.

Clients who have been bitten or scratched by animals such as dogs, cats, rats, or other mammals are advised to immediately seek medical consultation. Health personnel will assess the severity of the bite, provide proper wound management, and determine the need for tetanus prophylaxis and anti-rabies vaccination.

Patients requiring anti-rabies vaccination are referred to the nearest Animal Bite Treatment Center (ABTC) or hospital for further management in accordance with Department of Health guidelines.

Through this service, the Municipal Health Office aims to ensure prompt treatment of animal bite victims and prevent the occurrence of rabies in the community.

Office or Division:	Office of the Municipal Health Officer
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	Office of the Municipal Health Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about available services for animal bite treatment at the frontline desk.	Provide information regarding animal bite management services and program requirements.	None	10 minutes	Gina M. Linde
2. Proceed to the triage area for initial assessment.	Conduct triage assessment, record vital signs, and evaluate severity of the bite.	None	10 minutes	Nurse / Midwife on duty
3. Register at the frontline desk.	Register patient and prepare patient record or family folder.	None	10 minutes	Gina M. Linde
4. Proceed to the physician for medical evaluation.	Conduct physical examination and assess severity of the animal bite and	None	10 minutes	Leo T. Calonia, M.D. / Mylyn L. Mas, M.D./ Rackelle Beanne T. Pajares, M.D

	determine appropriate management.			
5. Receive prescription and medical instructions.	Prescribe necessary medications and provide instructions on wound care and rabies prevention.	None	10 minutes	Leo T. Calonia, M.D. / Mylyn L. Mas, M.D./ Rackelle Beanne T. Pajares, M.D
6. Proceed to MHO pharmacy if medicines are prescribed.	Dispense medicines if available.	None	10 minutes	Salvacion M. Cinco; Mary Joy L. Singh; Thea Isabella M. Cinco, RPh
7. Proceed for tetanus prophylaxis when indicated.	Administer anti-tetanus injection.	None	10 minutes	Lorna A. Bonife, RN
8. Proceed to hospital / Animal Bite Treatment Center if anti-rabies vaccination is required.	8.1 Referral to hospital for anti-rabies injection with referral slip if indicated	None	10 minutes	Leo T. Calonia, M.D. / Mylyn L. Mas, M.D./ Rackelle Beanne T. Pajares, M.D /Lorna A. Bonife, RN
		TOTAL:	**1 hour and 20 minutes**	

L. Provision of Anti-Tetanus Treatment Service.

This service provides assessment and administration of anti-tetanus prophylaxis for clients with wounds or injuries that may pose a risk for tetanus infection. The service includes triage assessment, physician evaluation of the wound and immunization status, administration of tetanus toxoid or anti-tetanus serum when indicated, and provision of appropriate advice and follow-up care in accordance with Department of Health guidelines.

Office or Division:	Office of the Municipal Health Officer
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. Inquire at the frontline desk	1.1 Provide the client with a short briefing on the service and its	None	10 minutes	Gina M. Linde

regarding anti-tetanus treatment service.	requirements.			
2. Proceed to the triage area for initial assessment	Conduct triage assessment, record vital signs, and assess wound condition.	None	10 minutes	Nurse / Midwife on duty
3. Register at the frontline desk and submit family folder if available.	2.1 Retrieve family folder for previously registered patients or create new record.	None	10 minutes	Analiza E. Dinglasa and Ana Rosario M. Onida
4. Proceed to the physician for medical assessment.	4.1. Conduct physical examination of the wound and assess need for anti-tetanus prophylaxis. Prescribe tetanus toxoid or anti-tetanus serum if indicated	None	10 minutes	Leo T. Calonia, M.D. / Mylyn L. Mas, M.D./ Rackelle Beanne T. Pajares, M.D
5. Proceed to the treatment area for vaccination.	5.1 Administer anti-tetanus injection and issue vaccination card and post-vaccination instructions.	None	10 minutes	Lorna A. Bonife, RN
		TOTAL:	**50 minutes**	

M. Provision of Dental Examination and Tooth Extraction Services.

This service provides oral health consultation, dental examination, and basic dental treatment including tooth extraction for clients with dental complaints or conditions requiring intervention. The service includes triage screening, dental examination, treatment planning, tooth extraction when indicated, and provision of post-procedure instructions and medications. Dental services are available on scheduled clinic days in accordance with the Rural Health Unit dental program.

Office or Division:	Office of the Municipal Health Officer
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	FEES	PROCESSING	PERSON

	ACTION	TO BE PAID	TIME	RESPONSIBLE
1. Inquire at the frontline desk regarding dental consultation or tooth extraction services.	1.1Provide the client with information about dental services and schedule.	None	10 minutes	Gina M. Linde
2. Proceed to the triage area for initial assessment .	Conduct triage screening and record vital signs.	None	10 minutes	Nurse / Midwife on duty
3. Register at the frontline desk and submit family folder if available.	Retrieve family folder for previously registered clients or create new record.	None	10 minutes	Gina M. Linde
4. Proceed to the dental clinic for examination	Conduct dental examination and assess oral health condition.	None	30 minutes	Dra. Cheryl T. Cabreros
5. Receive treatment plan and dental procedure when indicated.	Perform dental treatment including tooth extraction when necessary and provide chairside instructions.	None		
6. Receive prescription and post-procedure instructions.	Provide prescription for necessary medications and instructions for follow-up care.	None	10 minutes	
7. Proceed to the MHO pharmacy for dispensing of medicines.	Dispense prescribed medicines when available and provide medication instructions.	None	10 minutes	Salvacion M. Cinco; Mary Joy L. Singh; Thea Isabella M. Cinco, RPh
		TOTAL	**1 hour and 20 minutes**	

N. Provision of Pre-marriage Counseling Seminars.

The Pre-Marriage Counseling (PMC) Seminar is conducted for couples intending to get married as required under the Family Code of the Philippines and related government regulations. The seminar provides guidance on responsible parenthood, family planning, maternal and child health, and marital responsibilities.

Attendance to the Pre-Marriage Counseling Seminar is a prerequisite for the issuance of a marriage license by the Municipal Civil Registrar. The seminar is conducted by trained personnel from the Municipal Health Office in coordination with the Population Program Office, Municipal Social Welfare and Development Office (MSWD), and Municipal Nutrition Action Office (MNAO).

After completion of the seminar, participants are issued a Pre-Marriage Counseling Certificate, which is required for the processing of their marriage license.

Office or Division:	Office of the Municipal Health Officer
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	Office of the Municipal Civil Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at the frontline desk regarding the Pre-Marriage Counseling (PMC) seminar schedule and requirements.	Provide information regarding PMC schedule, requirements, and registration procedures.	None	10 minutes	Evelyn Gilang
2. Register for the Pre-Marriage Counseling seminar and accomplish the PMC registration form.	Receive and record couple's PMC registration form and schedule them for the seminar.	None	10 minutes	Evelyn Gilang
3. Attend the Pre-Marriage Counseling seminar.	Conduct lecture and counseling session on responsible parenthood, family planning, and marital responsibilities	None	2 hours	Evelyn Gilang

4. After the seminar, sign the attendance logbook and receive the Pre-Marriage Counseling Certificate.	Issue and sign the Pre-Marriage Counseling Certificate to participants.	None	10 minutes	Evelyn Gilang
TOTAL:			**2 hours and 30 minutes**	

O. Provision of Mental Health Services.

The Municipal Health Office provides basic mental health services for individuals experiencing psychological, emotional, or behavioral concerns. The service aims to promote mental well-being, provide early identification and management of mental health conditions, and offer appropriate counseling, support, and referral when necessary.

Mental health services include initial assessment, counseling, mental health education, and management of common mental health conditions in accordance with the Philippine Mental Health Act (Republic Act No. 11036). Patients requiring specialized care are referred to appropriate hospitals or mental health facilities for further evaluation and treatment.

The service is available to all residents of Palo, Leyte who may be experiencing mental health concerns and those seeking mental health support or consultation.

Office or Division:	Office of the Municipal Health Officer
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	All residents of Palo, Leyte experiencing psychological, emotional, or behavioral concern and those seeking mental health support or consultation.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at the frontline desk regarding mental health consultation services.	Provide information regarding available mental health services and consultation procedures..	None	10 minutes	Gina D. Linde
2. Proceed to the triage area for initial screening and vital signs recording.	Conduct triage assessment and record vital signs and other necessary information.	None	10 minutes	Nurse / Midwife on duty
3. Register at the frontline desk and provide patient record if available.	Register client in the Mental Health Registry and prepare necessary records.	None	10 minutes	Mental Health Navigator/ Gina D. Linde

4. Proceed to the Mental Health consultation area for assessment.	Conduct mental health assessment and evaluate patient's condition.	None	30 minutes	Lorna A. Bonife, RN
5. Receive counseling and mental health support.	Provide counseling to patient and family member or companion when appropriate.	None	30 minutes	Lorna A. Bonife, RN
6. Proceed to MHO pharmacy if medication is prescribed.	Dispense mental health medications and provide instructions and precautions.	None	10 minutes	Thea Isabella Cinco, RPh
7. If necessary, receive referral for further management.	Issue referral to appropriate hospital or mental health facility for further evaluation or management.	None	10 minutes	Leo T. Calonia, M.D. / Mylyn L. Mas, M.D./ Rackelle Beanne T. Pajares, M.D
For Violent or Emergency Mental Health Cases				
1. Proceed immediately to Emergency Room.	1.1 Provide urgent management and stabilize patient.	None	10 minutes	Leo T. Calonia, M.D./ Lorna A. Bonife, RN/ Mylyn L. Mas, M.D. Leo T. Calonia, M.D./ Lorna A. Bonife, RN/ Mylyn L. Mas, M.D.
	1.2 Administer emergency medication if indicated.	None	10 minutes	
	1.3 Prepare necessary documentation and referral.	None	10 minutes	
	1.4 Refer patient to appropriate hospital or mental health facility.	None	10 minutes	
TOTAL:			**2 hours and 30 minutes**	

PALO ONE STOP HEALTH SHOP
OFFICE OF THE MUNICIPAL HEALTH OFFICER

This process covers all patients in and outside Palo, Leyte that requires a laboratory/radiology test by the requesting physician.

A. Diagnostic Procedure Request for Pay Patient

This service facilitates the processing of laboratory and radiology requests for pay patients at the Palo One Stop Health Shop. Patients with a valid request form from a physician are assisted in verification, billing, and coordination of diagnostic procedures. The service ensures efficient handling of requests, proper documentation, and timely access to laboratory and radiologic examinations.

Office or Division:	Palo One Stop Health Shop – Laboratory/Radiology Section
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen
Who may avail:	All Patients Needing Laboratory/Radiology Procedures
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Laboratory/Radiology Request Form (1 original copy)	Requesting Physician
Charge slip (1 original copy)	Laboratory Clerk/ Radiology Clerk
Official Receipt (1 original copy)	Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interview	1.1 Receive and verify request form and client information.	None	10 minutes	Laboratory Clerk: (Elma Navarrosa) (Kraesha Barbosa) Radiology Clerk: (Maria Antonia Salangsang)
	1.2 Offer a brief overview of the available services along with specific preparation. requirements (e.g. fasting, etc)			
	1.3 Provide the patient with the appointment schedule for ultrasound.			
	1.4 Issue a charge slip and instruct patient to pay at the cashier.			
2. Payment	2.1 Accept payment	See Price List (Annex A)	10 minutes	Cashier
	2.2 Issue official receipt.			
3. Receiving	3.1 Receive official receipt with attached charge slip	None	10 minutes	Laboratory Clerk: (Elma Navarrosa)

	and log in the details in the receiving logbook. 3.2 Ask patient to fill out the Individual Treatment Record (ITR).			Radiology Clerk: (Maria Antonia Salangsang)
4. Processing	4.1 Verify laboratory/radiology request form and client information. 4.2 Specimen collection (if applicable). 4.3 Process specimen/ perform procedure based on protocols.	None	**Laboratory:** 3 hours (Clin. Chemistry) 2 hours (Hematology) 1 hour (Clin. Microscopy) 1 hour (Serology) **Radiology**: 1 day (X-ray) 30 minutes (Ultrasound)	Medical Technologist: (Emellie Grace Adobas) (Nathan Demegillo) (Felea Sevilla) Radiologic Technologist: (Noel Maraya)
5. Releasing of official results	5.1 Check and verify the official receipt of the patient. 5.2 Log the details in the releasing logbook and ask the patient to provide their signature as acknowledgment. 5.3 Release the result to patient.	None	10 minutes	Laboratory Clerk: (Elma Navarrosa) Radiology Clerk: (Jodelle Tutaan)
TOTAL			***Duration may vary depending on the type of service availed**	

B. Diagnostic Procedure Request for Indigent Patient

This service facilitates the processing of laboratory and radiology requests for indigent patients at the Palo One Stop Health Shop. Eligible patients presenting a valid request and medical certificate for financial assistance are assisted in verification, billing facilitation, and coordination of diagnostic procedures. The service ensures access to necessary laboratory and radiologic examinations with appropriate financial support and proper documentation.

Office or Division:	Palo One Stop Health Shop – Laboratory/Radiology Section
Classification:	Simple

Types of Transaction:	G2C – Government to Citizen
Who may avail:	All Patients Needing Laboratory/Radiology Procedures
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Laboratory/Radiology Request Form (1 original copy)	Requesting Physician
Medical Certificate for Financial Assistance (1 original copy)	Requesting Physician
Certificate of Indigency	Barangay Captain
Charge Slip (1 original copy)	Laboratory Clerk/ Radiology Clerk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interview	1.1 Receive and verify request form and client information. 1.2 Offer a brief overview of the available services along with specific preparation requirements (e.g. fasting, etc). 1.3 Provide the patient with the appointment schedule for ultrasound. 1.4 Issue charge slip and instruct patient to proceed to the MSWDO.	None	10 minutes	Laboratory Clerk: (Elma Navarrosa) (Kraesha Barbosa) Radiology Clerk: (Maria Antonia Salangsang)
2. Receiving	2.1 Receive charge slip and log in the details in the receiving logbook 2.2 Ask patient to fill out the Individual Treatment Record (ITR)	None	10 minutes	Laboratory Clerk: (Elma Navarrosa) Radiology Clerk: (Maria Antonia Salangsang)
3. Processing	3.1 Verify laboratory/radiology request form and client information. 3.2 Specimen collection (if applicable). 3.3 Process specimen/ perform procedure based on protocols.	None	**Laboratory:** 3 hours (Clin. Chemistry) 2 hours (Hematology) 1 hour (Clin. Microscopy) 1 hour (Serology) **Radiology**: 1 day (X-ray)	Medical Technologist: (Emellie Grace Y. Adobas) (Felea C. Sevilla) Radiologic Technologist: (Noel Maraya)

			30 minutes (Ultrasound)	
4. Releasing of official results	4.1 Check and verify the claim stub of the patient. 4.2 Log the details in the releasing logbook and ask the patient to provide their signature as acknowledgment. 4.3 Release the result to patient.	None	10 minutes	Laboratory Clerk: (Elma Navarrosa) Radiology Clerk: (Jodelle Tutaan)
TOTAL			***Duration may vary depending on the type of service availed**	

C. Diagnostic Procedure Request for Pay Patient from Partner LGUs

This service facilitates the processing of laboratory and radiology requests for pay patients referred from partner LGUs under existing MOA. Patients presenting a valid endorsement letter and laboratory request are assisted in verification, billing, and coordination of diagnostic procedures. The service ensures efficient handling of inter-LGU referrals, proper documentation, and timely access to laboratory and radiologic examinations.

Office or Division:	Palo One Stop Health Shop – Laboratory/Radiology Section
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen
Who may avail:	All Patients Needing Laboratory/Radiology Procedures
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Endorsement Letter from the LGU	LGU of Origin
Laboratory/Radiology Request Form (original copy)	Requesting Physician of LGU of Origin
Charge Slip (1 original copy)	Laboratory Clerk/ Radiology Clerk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interview	1.1 Receive and verify request form and client information	None	10 minutes	Laboratory Clerk: (Elma Navarrosa) (Kraesha Barbosa) Radiology Clerk: (Maria Antonia Salangsang)
2. Receiving	2.1 Receive charge slip and log in the details in the receiving logbook	None	10 minutes	Laboratory Clerk: (Elma Navarrosa) Radiology Clerk:

	2.2 Ask patient to fill out the Individual Treatment Record (ITR)			(Maria Antonia Salangsang)
3. Processing	3.1 Verify laboratory/radiology request form and client information. 3.2 Specimen collection (If applicable). 3.3 Process specimen/ perform procedure based on protocols.	None	**Laboratory:** 3 hours (Clin. Chemistry) 2 hours (Hematology) 1 hour (Clin. Microscopy) 1 hour (Serology) **Radiology**: 1 day (X-ray) 30 minutes (Ultrasound)	Medical Technologist: (Emellie Grace Adobas) (Felea Sevilla) Radiologic Technologist: (Noel Maraya)
4. Releasing of official results	4.1 Check and verify the claim stub of the patient. 4.2 Log the details in the releasing logbook and ask the patient to provide their signature as acknowledgment. 4.3 Release the result to patient.	None	10 minutes	Laboratory Clerk: (Elma Navarrosa) Radiology Clerk: (Jodelle Marie C. Tutaan)
TOTAL			***Duration may vary depending on the type of service availed**	

D.Diagnostic Procedure Request for Indigent Patient from Partner LGUs

This service facilitates the processing of laboratory and radiology requests for indigent patients referred from partner LGUs under existing MOA. Patients presenting a valid endorsement letter and laboratory request are assisted in verification, billing, and coordination of diagnostic procedures. The service ensures efficient handling of inter-LGU referrals, proper documentation, and timely access to laboratory and radiologic examinations.

Office or Division:	Palo One Stop Health Shop – Laboratory/Radiology Section
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen
Who may avail:	All Patients Needing Laboratory/Radiology Procedures
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Endorsement Letter from the LGU	LGU of Origin
Laboratory/Radiology Request Form (original copy)	Requesting Physician of LGU of Origin

Charge Slip (1 original copy)	Laboratory Clerk/ Radiology Clerk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interview	1.1 Receive and verify request form and client information	None	10 minutes	Laboratory Clerk: (Elma Navarrosa) (Kraesha Barbosa) Radiology Clerk: (Maria Antonia Salangsang)
2. Receiving	2.1 Receive charge slip and log in the details in the receiving logbook	None	10 minutes	Laboratory Clerk: (Elma Navarrosa) Radiology Clerk: (Maria Antonia Salangsang)
3. Processing	3.1 Verify laboratory/radiology request form and client information. 3.2 Specimen collection (If applicable). 3.3 Process specimen/ perform procedure based on protocols.	None	**Laboratory:** 3 hours (Clin. Chemistry) 2 hours (Hematology) 1 hour (Clin. Microscopy) 1 hour (Serology) **Radiology**: 1 day (X-ray) 30 minutes (Ultrasound)	Medical Technologist: (Emellie Grace Adobas) (Felea Sevilla) Radiologic Technologist: (Noel Maraya)
4. Releasing of official results	4.1 Check and verify the claim stub of the patient. 4.2 Log the details in the releasing logbook and ask the patient to provide their signature as acknowledgment. 4.3 Release the result to patient.	None	10 minutes	Laboratory Clerk: (Elma Navarrosa) Radiology Clerk: (Jodelle Tutaan)
TOTAL			***Duration may vary depending on the type of service availed**	

ANNEX A

COST OF PROCEDURES IN PURSUANT OF MUNICIPAL ORDINANCE 2022-09, TITLED "MUNICIPAL TAX AND REVENUE CODE OF 2022 OF THE MUNICIPALITY OF PALO, PROVINCE OF LEYTE"

A. LABORATORY TESTS PRICE LIST

SECTION	PROCEDURES	FEES
CLINICAL CHEMISTRY	Fasting Blood Sugar	₱ 200.00
	Cholesterol	₱ 200.00
	Triglyceride	₱ 200.00
	HDL	₱ 200.00
	LDL	₱ 200.00
	Creatinine	₱ 200.00
	Blood Urea Nitrogen	₱ 200.00
	Blood Uric Acid	₱ 200.00
	SGPT	₱ 200.00
	SGOT	₱ 200.00
HEMATOLOGY	WBC and its differential	₱ 250.00
	RBC	
	Hematocrit	
	Hemoglobin	
	Platelet	₱ 100.00
CLINICAL MICROSCOPY	Routine Urinalysis	₱ 100.00
	Routine Fecalysis	₱ 100.00
	Pregnancy Test/UCG	₱ 100.00
SEROLOGY	Blood type with RH Typing	₱ 200.00
	VDRL Syphilis	₱ 350.00
	HIV 1& 2	₱ 650.00
	Dengue Rapid Test	₱ 1,200.00
	Hbs Antigen	₱ 200.00
	Hepatitis B surface Antigen (HBs Ag)	₱ 250.00

B. RADIOLOGIC TESTS PRICE LIST

Area	X-Ray	Price	Area	X-Ray	Price	Ultrasound	Price
Head			Extremities/ Trunk/ Skeletal System	Ankle	₱ 300.00	Whole Abdomen	₱ 1200.00
				Arm	₱ 300.00	HBT	₱ 550.00
				Clavicle	₱ 300.00	KUB	₱ 550.00
	PNS (Paranasal Sinuses)	₱ 300.00		Elbow	₱ 300.00	Pelvic	₱ 550.00
	Skull (APL)	₱ 300.00		Femur	₱ 300.00	Prostate	₱ 550.00
				Foot	₱ 300.00		
				Forearm	₱ 300.00		
				Hand	₱ 300.00		
	Cervical (APL)	₱ 300.00		Hip joint	₱ 300.00		
Thoracic	Apicolord	₱ 300.00		Knee	₱ 300.00		

	otic Views						
	Chest Bucky	₱ 300.00		Leg	₱ 300.00		
	Chest Lateral Decubitus	₱ 300.00		Pelvis	₱ 300.00		
	Chest PA	₱ 300.00		Shoulder	₱ 300.00		
	Chest PAL (Adult)	₱ 300.00		Wrist	₱ 300.00		
	Chest PAL (Pedia)	₱ 300.00					

OFFICE OF THE MUNICIPAL PLANNING & DEVELOPMENT COORDINATOR

The Office of the Municipal Planning & Development Coordinator (MPDC) 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.

A. ISSUANCE OF ZONING CERTIFICATION.

Zoning Certification is a document issued by the Zoning Administrator/Zoning Officer citing the zoning classification of the land based on the Zoning Ordinance of the municipality.

Office or Division:	Office of the Municipal Planning & Development Coordinator
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. Duly accomplished and notarized Zoning Application Form	Office of the Municipal Planning & Development Coordinator
2. Vicinity Map indicating clearly and specifically the exact location of the proposed site and the existing land uses and/or landmarks within a radius of at least 500 meters and duly signed by a geodetic/civil engineer or architect. (1 Photocopy)	Office of the Municipal Engineer / Client will provide
3. Lot Plan with technical description duly signed by a licensed Geodetic Engineer (1 Photocopy)	Office of the Municipal Engineer / Client will provide
4. Transfer Certificate of Title (TCT), or any proof of ownership, or right over the property and/or latest Tax Declaration (1 Photocopy)	Office of the Municipal Assessor/Land Registration Authority (LRA)
5. Zoning Fee Payment	Office of the Municipal Treasurer
6. Long file folder with fastener	Client will provide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires on how to avail the service	1.1 Frontline staff refer client to the person in-charge 1.2 Person in-charge ask name of the applicant and the purpose of securing the zoning certification	None	3 minutes	Charlene Grace G. Labanta *Admin Aide I* Municipal Planning and Development Office Jessa P. Loyola, *Admin Aide* Municipal Planning and Development Office
2. Receives application form	2.1 Give application form to the client	None	3 minutes	Charlene Grace G.

	and give instructions on how to properly filled-up the form			Labanta *Admin Aide I* Municipal Planning and Development Office Jessa P. Loyola *Admin Aide* Municipal Planning and Development Office
3.Submit the notarized application form with the requirements	3.1. Receive the application and evaluate, validate the completeness of requirements and the project's conformity with Zoning Ordinance. 3.2. Conduct site inspection (if necessary) 3.3. Prepare Inspection Report 3.4. Evaluate the Inspection Report (if necessary)		10 minutes 4 hours 10 minutes 5 minutes	Jessa P. Loyola *Admin Aide* Municipal Planning and Development Office Joel Bienvenido I. Daga *Draftsman I* Zoning Inspector-Designate Municipal Assessor's Office Eumelia I. Creer *Administrative Officer II (Information Officer I)* Zoning Administrator-Designate Municipal Planning and Development Office
4. Pay the corresponding Fees at the Municipal Treasurer's Office and present the Official Receipt (OR)	4.1. Issue Assessment/ Order of Payment 4.2 Upon payment of all fees required, issue Official Receipt. 4.3. Receive Official Receipt 4.4. Issuance of Zoning Certification	P500.00/ Hectare (HLURB 2004 Schedule of Fees)	2 minutes 15 minutes 10 minutes	Eumelia I. Creer *Administrative Officer II (Information Officer I)* Zoning Administrator-Designate Municipal Planning and Development Office Windows 1-4 Municipal Treasurer's Office Eumelia I. Creer *Administrative Officer II (Information Officer I)* Zoning Administrator-Designate Municipal Planning and Development Office
5. Receives notice to claim the Zoning Certification	5.1 Notify client to claim the Zoning Certification	None	3 minutes	Jessa P. Loyola *Admin Aide* Municipal Planning and Development Office Charlene Grace G.

				Labanta *Admin Aide I* Municipal Planning and Development Office
6. Receives/Claim the Zoning Certification and affix signature in the logbook	6.1 Release the Zoning Certification	None	2 minutes	Jessa P. Loyola *Admin Aide* Municipal Planning and Development Office Charlene Grace G. Labanta *Admin Aide I* Municipal Planning and Development Office
TOTAL:			**5 hours and 3 minutes**	

B. ISSUANCE OF LOCATIONAL CLEARANCE.

Locational Clearance is a clearance issued by the Zoning Administrator/Zoning Officer to a project that is allowed under the provisions of the Zoning Ordinance as well as other standards, rules and regulations on land use.

Issuance of a Locational Clearance is a pre-requisite for Building Permits and other related permits before any development of a parcel of land be done.

Office or Division:	Office of the Municipal Planning & Development Coordinator
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Building Permit applicants in the municipality
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
sic Requirements: 1. Duly Accomplished and Notarized Locational Clearance Form • Authorization to use land, whichever is applicable	Office of the Municipal Planning & Development Coordinator
2. Any of the following requirements relative to the right over land: a.) Certificate of title, in case registered in the name of the applicant (1 photocopy) b.) In the absence of any existing certificate of title in the name of the applicant, submit: b.1) Certified true copy of the latest tax declaration b.2) Pro-forma affidavit (see attached form) to the effect that: • The applicant is the owner of the property subject of the application; • The reasons why the property is not titled; • That the property is situated within alienable and disposable lands and	Land Registration Authority (LRA) or Registry of Deeds Office of the Municipal Assessor Office of the Municipal Planning & Development Coordinator

outside lands reserved for the public domain; • That the property is free from liens and encumbrances of the property; • That the property is tenanted. c.) In case the property is not registered in the name of the applicant, submit a photocopy of the owner's certificate of title or in the absence of title, the tax declaration and pro-forma affidavit as described in item b and any of the following: • Duly notarized deed of sale or deed of donation • Contract of lease • Authorization to use land, whichever is applicable	Client will provide
3. Vicinity Map showing the existing land uses within the minimum of 100 meters and 1 kilometer radius from the lot boundary of the project site for projects of local and national significance respectively. (1 Photocopy)	Client will provide
4. Site Development Plan showing the project site lot area boundaries and proposed layout of improvement therein. (1 Photocopy)/1 set of building plan	Client will provide
5. Environmental Compliance Certificate/ Certificate of Non-Coverage (ECC/CNC) (1 Photocopy)	Environmental Management Bureau (EMB)
6. Long folder with fastener.	Client will provide
7. DPWH CLEARANCE/ CERTIFICATION if along national highway, coastal, riverbanks) (1 Photocopy)	Department of Public Works and Highways (DPWH) 1st Leyte Engineering District (1ST LED)
8. Mines & GeoSciences Bureau Clearance/Certification (if building is three-storey and above) (1 Photocopy)	Mines and Geosciences Bureau (MGB)
ADDITIONAL DOCUMENTS: (one copy per document) 1. For LGUs that have assumed HLURB devolved functions; Zoning Certification issued by the HLURB regional officer indicating that the project site is within the area zoned as non-agricultural per approved/ratified CLUPs and ZOs	Office of the Municipal Planning & Development Coordinator
2. For Manufacturing projects: DESCRIPTION OF INDUSTRY citing among others the following: 2.1 Types and volume of raw materials/chemicals used; 2.2 Products manufactured or stored; 2.3 Average production output/capacity per day/week/month	Client will provide

2.4 Industrial wastes and plans for pollution control; 2.5 Description of process flow or manufacturing processes; 2.6 Manpower requirements	
3. Bill of Materials and Cost of Equipment (where applicable)	Client will provide
4. For applications filed by authorized representative: Sworn Special Power of Attorney for the representative to file/follow-up application, and to claim decision on the application.	Client will provide
5. Other additional documents as may be needed for projects of national significance which require a more exhaustive evaluation. 5.1 For Industrial/Commercial Projects • Barangay Clearance (Giving Consent/No Objection) • Affidavit of No Objection • Barangay Resolution Interposing No Objection to the proposed project. 5.2 For rice mills, a document showing that the rice mill does not exceed one ton per hour input capacity	Office of the Punong Barangay where the project is located Client will provide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires on how to avail the service	1.1 Frontline staff refer client to the person in-charge 1.2 Person in-charge ask the name of the applicant and the purpose of securing the Locational Clearance	None	2 minutes	Charlene Grace G. Labanta *Admin Aide I* Municipal Planning and Development Office Jessa P. Loyola, *Admin Aide* Municipal Planning and Development Office
2. Receives application form	2.1 Give application form to the client and give instructions on how to	None	5 minutes	Jessa P. Loyola, *Admin Aide* Municipal Planning and Development Office Charlene Grace G. Labanta

	properly filled-up the form			*Admin Aide I* Municipal Planning and Development Office
3. Submit the notarized application form with the requirements	3.1. Receive the application and evaluate, validate the completeness of requirements and the project's conformity with Zoning Ordinance. 3.2. Conduct site inspection (if necessary) 3.3. Prepare Inspection Report 3.4. Evaluate the Inspection Report (if necessary)	None	5 minutes 4 hours 10 minutes 5 minutes	Jessa P. Loyola, *Admin Aide* Municipal Planning and Development Office Eumelia I. Creer *Administrative Officer II* *(Information Officer I)* Zoning Administrator-Designate Municipal Planning and Development Office Joel Bienvenido I. Daga *Draftsman I* Municipal Assessor's Office Jimma Concepcion S. Molino *Admin Aide I* Municipal Planning and Development Office Eumelia I. Creer *Administrative Officer II* *(Information Officer I)* Zoning Administrator-Designate Municipal Planning and Development Office
4. Pay the corresponding Fees at the Treasurer's Office and present the Official Receipt (OR)	4.1. Issue Assessment/ Order of Payment 4.2 Upon payment of all fees required, issue Official Receipt. 4.3. Receive Official Receipt 4.4. Issuance of Locational Clearance	HLURB 2004 Schedule of Fees	2 minutes 15 minutes 10 minutes	Eumelia I. Creer *Administrative Officer II* *(Information Officer I)* Zoning Administrator-Designate Municipal Planning and Development Office Windows 1-4 Municipal Treasurer's Office Eumelia I. Creer *Administrative Officer II* *(Information Officer I)* Zoning Administrator-Designate Municipal Planning and Development Office

5. Receives notice to claim the Locational Clearance	5.1 Notify client to claim the Locational Clearance	None	3 minutes	Jessa P. Loyola *Admin Aide* Municipal Planning and Development Office Charlene Grace G. Labanta *Admin Aide I* Municipal Planning and Development Office
6. Receives/Claim the Locational Clearance and affix signature in the logbook	6.1 Release the Locational Clearance	None	2 minutes	
TOTAL:			**4 hours and 59 minutes**	

HOUSING AND LAND USE REGULATORY BOARD (HLURB) 2004 SCHEDULE OF FEES

A. Single residential structure attached or detached	
1. PHP 100,000 and below	PHP 200
2. Over PHP 100,000 to PHP 200,000	PHP 400
3. Over PHP 200,000	PHP 500+1/10 of 1% in excess of PHP 200,000
B. Apartments/Townhouses	
1. PHP 500,000 and below	PHP 1,000
2. Over PHP 500,000 to PHP 2 Million	PHP 1,500
3. Over PHP 2 Million	PHP 2,500+ 1/10 of 1% of cost in excess of PHP 2M regardless the number of doors/floors
C. Dormitories	
1. PHP 2 Million and below	PHP 2,500
2. Over PHP 2 Million	PHP 2,500 + 1/10 of 1% of cost in excess of PHP 2M regardless the number of doors/floors
D. Institutional - Project Cost of which is:	
1. Below PHP 2 Million	PHP 2,000
2. Over PHP 2 Million	PHP 2,000 + 1/10 of 1% of cost in excess of PHP 2M
E. Commercial, Industrial and Agro-Industrial Project Cost of which is:	
1. Below PHP 100,000	PHP 1,000
2. Over PHP 100,000 to PHP 500,000	PHP 1,500
3. Over PHP 500,000 – PHP 1Million	PHP 2,000
4. Over PHP 1 Million to PHP 2 Million	PHP 3,000
5. Over PHP 2 Million	PHP 5,000 + 1/10 of 1% of cost in excess of PHP 2M
F. Special Uses/ Special Projects	
(Gasoline Station, Cell Sites, Slaughter House, Treatment Plants, etc.)	
1. Below PHP 2 Million	PHP 5,000
2. Over PHP 2 Million	PHP 5,000 + 1/10 of 1% of cost in excess of PHP 2M
G. Alteration/ Expansion (affected areas/cost only)	Same as the original application

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

Development Permit is a requirement in subdivision (residential, commercial, industrial, farm lot and memorial park/cemetery) project development.

Development Permit (DP) is the final permit issued or granted to any subdivision owner/developer already issued with Preliminary Subdivision Development Plan (PSDP) which will allow the development activities as reflected in the approved plans.

Alteration of Plan (AP) is the permit being granted to subdivision owner/developer to change or alter the approved plans subject to the existing provisions of laws and guidelines.

Office or Division:	Office of the Municipal Planning & Development Coordinator
Classification:	Highly Technical
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Any individual/group of individuals who desires to establish a subdivision/building permit applicants in the municipality.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Application For Preliminary Subdivision and Development Plan of Project Under B. P. No. 220.	Office of the Municipal Planning & Development Coordinator (MPDO)
1. Three (3) sets of the Site Development Plan (Schematic Plan) showing the proposed layout duly signed by a Licensed Architect or Civil Engineer-Planner or Geodetic Engineer – Planner. (original	Client will provide
2. Three (3) sets of the following duly signed by a Licensed Geodetic Engineer. a. Vicinity map with a minimum of 1-km. Radius from the periphery of the project showing the relationship of the proposed project to existing community facilities and infrastructures. b. Survey plans of lot(s) as described in Transfer Certificate of Title (s) c. Topographic Map/Plan	Client will provide
3. Certified true copy of Title(s) and current Tax receipt(s) (1 Photocopy)	Registry of Deeds
4. Other (drainage/road right of way document, court/mortgage clearance re liens in Transfer Certificate of Title (TCT), etc.) (1 Photocopy)	Client will provide
Application For Approval For Simple Subdivision Project.	Office of the Municipal Planning & Development Coordinator (MPDO)
1. Three (3) sets of the following documents duly signed and sealed by a Licensed Architect/Engineer: *a. Site Development Plan or Subdivision Plan showing the propose layout (schematic plan.)* *b. Topographic Plan* *c. Vicinity Map drawn to scale showing the adjoining land use circulation network as well as existing facilities and utilities at least within 100 meters from project boundaries.*	Client will provide
2. Certified True Copy of Title(s) and Tax Declaration(s) Deed of Sale/Memorandum of agreement if the Title is not registered in the name of the applicant.	Registry of Deeds
3. Purpose/intent: *( ) For Sale* *( ) Subdivision among heirs/co-owners* *( ) Others (Please specify)*	

Application For Development Permit for Subdivision Projects	Office of the Municipal Planning & Development Coordinator (MPDO)
1. Subdivision Development Plan consisting of the site development plan at any of the following scales: 1:200; 1:1,000; or any scale not exceeding 1:2,000; showing all proposals including the following: a. Roads, easements or right-of-way and roadway width, alignment, gradient, and similar data for alleys, if any b. Lot numbers, lines and areas and block numbers; and c. Site data such as number of residential and saleable lots, typical lot size, parks and playgrounds and open spaces.	Client will provide
2. Subdivision Development Plan at a scale, ranging from 1:200 to 1:2000 prepared, signed and sealed by any Licensed, and Registered Architect, Environmental Planner, Civil Engineer or Geodetic Engineer. .	Client will provide
3. Plans, specifications and bill of materials, and cost estimates duly signed and sealed by the appropriate licensed civil engineer or architect;	Client will provide
4. Three (3) sets of the following documents duly signed and sealed by a licensed geodetic engineer: a. Vicinity map indicating the adjoining land uses, access, as well as existing facilities and utilities at least within 500 meters from the property boundaries of the project, drawn to any convenient scale; b. Topographic plan; and c. Survey plan of the Lot/s as described in the TCT/s.	Client will provide
5. At least three (3) copies of Certified true copy of Title(s), latest Real Property Tax (RPT) receipt, and Certified true copy of Tax declaration covering the property/ies subject of the application;	Client will provide
6. Right to use or deed of sale of right of	Client will provide

way for access road and other utilities when applicable, subject to just compensation for private land;	
7. Civil and Sanitary Works Design Engineering Plans Engineering plans/construction drawings based on applicable engineering code and design criteria to include the following: a. At least 3 copies of road (geometric and structural) design/plan duly signed and sealed by a Licensed Civil Engineer. 1. Profile derived from existing topographic map, showing the vertical control, designed grade, curve elements and all information needed for construction. 2. Typical roadway sections showing relative dimensions of pavement sub-base and base preparation, curbs and gutters, sidewalks, shoulders benching and others. 3. Details of miscellaneous structures such as curb and gutter (barrier, mountable and drop), slope protection wall, rip rapping and retaining wall. b. At least 3 copies of storm drainage and sanitary sewer system duly signed and sealed by a Licensed Sanitary Engineer or Civil Engineer. 1. Profile showing the hydraulic gradients and properties of sanitary and storm drainage lines including structures in relation with the road grade line. 2. Details of sanitary and storm drainage lines and miscellaneous structures such as various types of manholes, catch basins, inlets (curb, gutter and drop), culverts and channel linings c. At least 3 copies of site grading plan with the finished contour lines superimposed on the existing	Client will provide

ground the limits of earthwork embankment slopes, cut slopes, surface drainage, drainage outfalls and others, duly signed and sealed by a Licensed Civil Engineer.	
8. At least 3 copies of water system layout and details duly signed and sealed by a Licensed Sanitary Engineer or Civil Engineer. Should a pump motor have a horsepower (HP) rating of 50HP or more, its pump rating and specifications shall be signed and sealed by a Professional Mechanical Engineer.	Client will provide
9. Certified true copy of Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC) duly issued by the DENR, whichever is applicable.	Department of Environment and Natural Resources - Environmental Management Bureau (DENR-EMB)
10. Earthquake hazard assessment from PHIVOLCS;	PHIVOLCS
11. Zoning Certificate	Office of the Municipal Planning & development Coordinator
12. At least 3 copies of project description for projects having an area of 1 hectare and above to include the following: a. Project profile indicating the cost of raw land and its development (total project cost), amortization schedule, sources of financing cash flow, architectural plan, if any, and work program; b. Audited financial statement for the last 3 preceding years; c. Income tax return for the last 3 preceding years; d. Certificate of Registration from Securities and Exchange Commission (SEC); e. Articles of incorporation or partnership; f. Corporation by-laws and all implementing amendments; and g. For new corporations (3 years and below) statement of capitalization and sources of income and cash flow to support work program.	Client will provide

13. Water distribution system plan and Certificate of coverage from the Local Water District or Local Franchise holder for water supply, whichever is applicable, or a Permit to drill duly approved by the NWRB.	Prime Water Leyte Metro
14. Electrical plan duly certified by a professional electrical engineer and Certification of Service coverage from local power distribution utility company, or electric cooperative.	LEYECO II
15. Traffic Impact Assessment for subdivision projects pursuant to existing guidelines; and	Client will provide
16. Barangay Resolution Interposing No Objection to the Proposed Project	Office of the Punong Barangay where the Project is located.
17. List of names of duly licensed professionals who signed the plans and other similar documents in connection with applicable filed indicating the following information. a. Full Name; b. Professional License number, Date of Issue and Expiration of its validity; c. Professional Tax Receipt and Date of Issue; and d. Taxpayer's Identification Number (TIN)	Client will provide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Client inquires how to avail the service	1.1. Frontline staff refer client to the person in-charge 1.2. Person in-charge ask the name of the applicant and the purpose of securing the Preliminary Subdivision Development Plan (PSDP)/ Development Permit (DP)/ Alteration of Plan (AP).	None None	2 minutes 3 minutes	Jimma Concepcion S. Molino *Admin Aide I* Municipal Planning and Development Office Jessa P. Loyola, *Admin Aide* Municipal Planning and Development Office
2. Receives application form	2.1 Give application form to the client and give instructions on how to properly filled-up the form	None	5 minutes	Jessa P. Loyola, *Admin Aide* Municipal Planning and Development Office Jimma Concepcion S. Molino *Admin Aide I* Municipal Planning and Development Office

3. Submit the notarized application form with the requirements	3.1. Receive the application and evaluate, validate the completeness of requirements and the project's conformity with Zoning Ordinance.	None	5 minutes	Eumelia I. Creer *Administrative Officer II (Information Officer I)* Zoning Administrator-Designate Municipal Planning and Development Office
4. Pay the corresponding Fees at the Treasurer's Office and present the Official Receipt (OR)	4.1. Issue Order of Payment for Inspection Fee 4.2 Upon payment of all fees required, issue Official Receipt. 4.3. Endorse the application to the Building Official for Inspection 4.4. Conduct site inspection	HLURB 2004 Schedule of Fees None None	2 minutes 15 minutes 5 minutes 3 days	Eumelia I. Creer *Administrative Officer II (Information Officer I)* Zoning Administrator-Designate Municipal Planning and Development Office Windows 1-4 Municipal Treasurer's Office Eumelia I. Creer *Administrative Officer II (Information Officer I)* Zoning Administrator-Designate Municipal Planning and Development Office Engr. Jadd Meyrick Agner *Municipal Engineer* Municipal Engineering Office
5.Client wait for the notification of update	5.1. Endorse Application with Inspection Report of the Municipal Engineer to the Office of the Mayor for endorsement to the Sangguninag Bayan Office for deliberation in the appropriate Sangguniang Bayan Committee	None	2 days	Engr. Jadd Meyrick Agner *Municipal Engineer* Municipal Engineering Office Eumelia I. Creer *Administrative Officer II (Information Officer I)* Zoning Administrator-Designate Municipal Planning and Development Office
6. Attend Committee Meeting called for by the Sangguniang Bayan Office	6.1. The Zoning Administrator, Building Official and the applicant, attend committee meeting called for by the Sangguniang Bayan to review, assess and validate the application	None	2 hours	Eumelia I. Creer *Administrative Officer II (Information Officer I)* Zoning Administrator-Designate Municipal Planning and Development Office Engr. Jadd Meyrick Agner

				Municipal Engineer
7. Pay the corresponding Fees at the Treasurer's Office and present the Official Receipt (OR)	7.1. Receive endorsement/ approval of the application from the Sangguniang Bayan 7.2. Issue Order of Payment for Preliminary Subdivision Development Plan (PSDP)/ Development Permit (DP)/ Alteration of Plan (AP) 7.3 Upon payment of all fees required, issue Official Receipt. 7.4. Accept the Official Receipt 7.5. Prepare, review and Approve Preliminary Subdivision Development Plan (PSDP)/ Development Permit (DP)/ Alteration of Plan (AP) and indorse the same to the Local Chief Executive for final approval 7.6. Receive and record the approved application for Pre-liminary Subdivision Development Plan (PSDP)/ Development Permit (DP)/ Alteration of Plan (AP)	None HLURB 2004 Schedule of Fees None None None	14 days 20 minutes 2 minutes 2 days 5 minutes	Eumelia I. Creer *Administrative Officer II (Information Officer I)* Zoning Administrator-Designate Municipal Planning and Development Office Windows 1-4 Municipal Treasurer's Office Jessa P. Loyola, *Clerk* Municipal Planning and Development Office Eumelia I. Creer *Administrative Officer II (Information Officer I)* Zoning Administrator-Designate Municipal Planning and Development Office Local Chief Executive Jimma Concepcion S. Molino *Admin Aide I* Municipal Planning and Development Office Jessa P. Loyola, *Clerk* Municipal Planning and Development Office
8. Receives notice to claim the Preliminary Subdivision Development Plan (PSDP)/ Development Permit (DP)/ Alteration of Plan (AP)	8.1. Notify client to claim the Preliminary Subdivision Development Plan (PSDP)/DevelopmentPermit (DP)/ Alteration of Plan (AP)	None	2 minutes	Jessa P. Loyola, *Clerk* Municipal Planning and Development Office Jimma Concepcion S. Molino *Admin Aide I* Municipal Planning and Development Office

9. Receives /Claim Preliminary Subdivision Development Plan (PSDP)/ Development Permit (DP)/ Alteration of Plan (AP) and affix signature in the logbook	9.1. Release the Preliminary Subdivision Development Plan (PSDP)/DevelopmentPermit (DP)/ Alteration of Plan (AP)	None	2 minutes	Jessa P. Loyola, *Clerk* Municipal Planning and Development Office
TOTAL:			**20 days, 3hours and 8 minutes**	

HOUSING AND LAND USE REGULATORY BOARD 2004 SCHEDULE OF FEES	
I. SUBDIVISION AND CONDOMINIUM PROJECTS (under P.D. 957)	
A. Approval of Subdivision Plan (including Town Houses)	
1. Preliminary Subdivision Development Plan (PSDP) • Inspection Fee	PHP 250/ha. or fraction thereof PHP 1,000/ha. regardless of density
2. Final Approval & Development Permit • Additional Fee on Floor Area of houses and building sold with lot • Inspection Fee *(not applicable for projects already inspected for Preliminary Approval and Locational Clearance (PALC)/ Preliminary Subdivision Development Plan (PSDP) application)*	 PHP 2,000/ha. regardless of density PHP 2/sq. m. PHP 1,000/ha. regardless of density
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
4. Certificate of Registration Processing Fee	PHP 2,000
5. License to Sell (per saleable lot) • Additional Fee on Floor Area of houses and building sold with lot • Inspection Fee * (**Application for Certificate of Registration/ License to Sell with Development Permit issued by LGUs shall be charged inspection fee)*	 PHP 150 PHP 10/sq. m. PHP 1,000/ha. regardless of density
6. Certificate of Completion • Certificate Fee • Processing Fee	 PHP 150 PHP 2,000/ha. regardless of density
7. Extension of Time to Develop • Inspection Fee (affected/unfinished area only)	PHP 350 PHP 1,000/ha. regardless of density
B. Approval of Condominium Project	
Final Approval and Development Permit	
1. Processing Fee a) Land Area b) No. of Floors *Inspection Fee	 PHP 5/sq. m. PHP 200/floor PHP 12/ sq. m. of Ground Floor Area (GFA)
2. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
3. Conversion (affected areas only)	Same as Final Approval and Development Permit
4. Certificate of Registration • Processing Fee	 PHP 2,000
5. License to Sell a) Residential (saleable areas)	 PHP 12/sq. m.

b) Commercial/Office (saleable areas)	PHP 25/sq. m.
6. Extension of Time Develop • Processing Fee • Inspection Fee (affected/unfinished areas only)	 PHP 350 PHP 12/sq. m. of Ground Floor Area (GFA)
7. Certificate of Completion • Certificate Fee • Processing Fee	 PHP 150 PHP 12/sq. m. of Ground Floor Area (GFA)
C. Projects under BP 220	
A. Subdivision	
1. Preliminary Approval and Locational Clearance a) Socialized Housing b) Economic Housing • Inspection Fee ➢ Socialized Housing ➢ Economic Housing	 PHP 75/ha. PHP 150/ha. PHP 200/ha PHP 500/ha.
2. Final Approval and Development Permit • Processing Fee a) Socialized Housing b) Economic Housing • Inspection Fee a) Socialized Housing b) Economic Housing *(Projects already inspected for Preliminary Approval and Locational Clearance (PALC)/ Preliminary Subdivision Development Plan (PSDP) application may not be charged inspection fee)*	 PHP 500/ha. PHP 1,000/ha. PHP 200/ha. PHP 500/ha.
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
4. Building Permit (Floor area of housing unit)	PHP 5/sq. m.
5. Certificate of Registration • Application Fee a) Socialized Housing b) Economic Housing	 PHP 350 PHP 500
6. License to Sell (per saleable lot) a) Socialized Housing b) Economic Housing *(Additional Fee on floor area of houses/building sold with lot)* • Inspection Fee a) Socialized Housing b) Economic Housing	 PHP 20/lot PHP 50/lot PHP 2/sq. m. PHP 200/ha. PHP 500/ha.
7. Extension of Time to Develop • Filing Fee a) Socialized Housing b) Economic Housing • Inspection Fee a) Socialized Housing b) Economic Housing	 PHP 350 PHP 350 PHP 200/ha. PHP 500/ha.
8. Certificate of Completion • Certificate Fee a) Socialized Housing b) Economic Housing • Processing Fee a) Socialized Housing b) Economic Housing	 PHP 150 PHP 150 PHP 200/ha. PHP 500/ha.
9. Occupancy Permit • Inspection Fee (saleable floor area of the housing unit) a) Socialized Housing	PHP 2/sq. m. PHP 5 /sq. m.

b) Economic Housing	PHP 5/ sq. m.
B. Condominium	
1. Preliminary Approval and Locational Clearance	PHP 500
2. Final Approval and Development Permit a) Total Land Area b) Number of Floor c) Building Area • Inspection Fee	 PHP 5 /sq. m. PHP 100/ floor PHP 2/sq. m. of Ground Floor Area (GFA) PHP 2/sq. m. of Ground Floor Area (GFA)
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
4. Certificate of Registration	PHP 500
5. License to sell	PHP 5 /sq. m
6. Extension of Time to Develop • Inspection Fee (Floor Area x PHP 2 x % of remaining development. cost)	PHP 350 PHP 2/sq. m. of saleable unit
7. Certificate of Completion • Certificate Fee • Processing Fee	 PHP 150 PHP 3/sq. m. of Ground Floor Area (GFA)
D. Approval of Industrial/Commercial Subdivision	
1. Preliminary Approval and Locational Clearance • Inspection Fee	PHP 300/ha. PHP 1,000/ha. regardless of location
2. Final Approval and Development Permit • Inspection Fee *(Projects already inspected for Preliminary Approval and Locational Clearance (PALC)/ Preliminary Subdivision Development Plan (PSDP) application may not be charged inspection fee)*	 PHP 5,000/ha. regardless of location PHP 1,000/ha. regardless of location
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
4. Certificate of Registration	PHP 2,000
5. License to sell • Inspection Fee	PHP 2/sq. m. of the land area PHP 1,000/ha. regardless of location
6. Extension of Time to Develop • Inspection Fee (affected/unfinished areas only)	PHP 350 PHP 1,000/ha.
7. Certificate of Completion a) Industrial b) Commercial	 PHP 350/ha. regardless of location PHP 500/ha. regardless of location
E. Approval of Farmlot Subdivision	
1. Preliminary Approval and Locational Clearance • Inspection Fee	 PHP 200/ha. PHP 500/ha.
2. Final Approval and Development Permit • Inspection Fee *(Projects already inspected for Preliminary Approval and Locational Clearance (PALC)/ Preliminary Subdivision Development Plan (PSDP) application may not be charged inspection fee)*	 PHP 1,000/ha. PHP 500/ha.
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
4. Certificate of Registration	PHP 2,000
5. License to sell • Inspection Fee *(Projects already inspected for Preliminary Approval and Locational Clearance (PALC)/ Preliminary Subdivision Development Plan (PSDP) application may not be charged inspection fee)*	 PHP 500/lot PHP 1,000/lot
6. Extension of Time to Develop • Inspection Fee (affected/unfinished areas)	PHP 350 PHP 1,000/ha.
7. Certificate of Completion • Certificate Fee • Processing Fee	 PHP 150 PHP 1,000/ha.
F. Approval of Memorial Park/Cemetery Project/Columbarium	

1. Preliminary Approval and Locational Clearance a) Memorial Projects b) Cemeteries c) Columbarium • Inspection Fee a) Memorial Projects b) Cemeteries c) Columbarium	 PHP 500/ha. PHP 200/ha. PHP 2,500/ha. PHP 1,000/ha. PHP 500/ha. PHP 12 /sq. m. of Ground Floor Area (GFA)
2. Final Approval and Development Permit a) Memorial Projects b) Cemeteries c) Columbarium • Inspection Fee a) Memorial Projects b) Cemeteries c) Columbarium *(Projects already inspected for Preliminary Approval and Locational Clearance (PALC) application may not be charged inspection fee)*	 PHP 2 /sq. m. PHP 1 /sq. m. PHP 200 /floor PHP 1,000/ha. PHP 500/ha. PHP 12 /sq.m. of Ground Floor Area (GFA)
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
4. Certificate of Registration	PHP 2,000
5. Licenses to Sell a) Memorial Projects - Apartment Type b) Cemeteries c) Columbarium • Inspection Fee a) Memorial Projects b) Cemeteries c) Columbarium	 PHP 50 /2.5 sq.m. PHP 20 /per unit PHP 20 /tomb PHP 50 /vault PHP 1,000/ha. PHP 500/ha.
6. Extension of Time to Develop • Inspection Fee (affected/unfinished areas only) a) Memorial Projects b) Cemeteries c) Columbarium	 PHP 350 PHP 1,000/ha. PHP 500/ha. PHP 12 /sq. m. of Ground Floor Area (GFA)
7. Certificate of Completion • Certificate Fee • Processing Fee a) Memorial Projects b) Cemeteries c) Columbarium	 PHP 150 PHP 1,000/ha. PHP 500/ha. PHP 4 /sq. m. of Ground Floor Area (GFA)

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:	Office of the Municipal Planning & Development Coordinator
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. Letter request addressed to the Municipal Mayor	Client will provide

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 MPDC/ Assistant 1.2. Ask client the purpose of securing documents 1.3. Inform client to secure Letter of Request for the needed documents	None	2 minutes 2 minutes 2 minutes	Jimma Concepcion S. Molino *Admin Aide I* Municipal Planning and Development Office Ma. Cecile S. Acebedo *Planning Officer I* Municipal Planning and Development Office Nikel D. Acebedo *Statistician Aide* Municipal Planning and Development Office Andres C. Ida III, *Admin Aide* Municipal Planning and Development Office
2. Submit the Letter Request 2.1.Secure the needed documents	2.1. Receive the Letter Request 2.2. Prepare the needed/requested documents 2.3.Reproduction/ Photocopying of documents requested	None	2 minutes 10 minutes 5 minutes	Nikel D. Acebedo *Statistician Aide* Municipal Planning and Development Office Andres C. Ida III, *Admin Aide* Municipal Planning and Development Office
	TOTAL:		**23 minutes**	

E. Issuance of Barangay Certification.

Issuance of certification as to the proposed Program/Project/Activity (PPAs) in the Barangay Annual Investment Program (BAIP) with inclusion of corresponding fund allocation.

Office or Division:	Office of the Municipal Planning & Development Coordinator
Classification:	Simple
Types of Transaction:	G2C – Government to the transacting public
Who may avail:	All Barangay Council/Sangguniang Kabataan (SK)/all individuals of LGU-Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Program of Work for the Proposed PPAs (1 Photocopy) 2. Approved Barangay AIP (1 Photocopy) 3. Documentary Stamp (1 piece) 4. Official Receipt (OR) of Certification Fee	Office of the Municipal Engineer Office of the Punong Barangay Concerned Office of the Municipal Treasurer (MTO), Bureau of Internal Revenue (BIR) Office of the Municipal Treasurer (MTO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires how to avail the service	1.1. Inform and give the client a checklist of requirement	None		Nikel D. Acebedo, *Statistician Aide* Municipal Planning and Development Office

	s		3 Minutes	Andres C. Ida III, *Admin Aide* Municipal Planning and Development Office
2. Client submits the documents needed/required	2.1. Frontline staff receives the required documents 2.2 Evaluates and checks for completeness of the documents. 2.2 Issue Order of Payment if required documents are complete.	None	3 Minutes 5 Minutes 5 minutes	Nikel D. Acebedo *Statistician Aide* Municipal Planning and Development Office Andres C. Ida III, *Admin Aide* Municipal Planning and Development Office Joshua M. Ladrera, *Admin Aide* Municipal Planning and Development Office Engr. Armand C. Cabaltera *Municipal Planning and Development Coordinator*
3. Pay required fee at the Municipal Treasurer's Office (Window 1-4) by showing the order of payment	3.1 Upon payment of all fees required at the Municipal Treasurer's Office, issue Official Receipt	PHP 100	15 minutes	Windows 1-4 Municipal Treasurer's Office
4. Submit/present the Official Receipt and for the processing of certification.	4.1 Receive the Official Receipt and Prepare the certification 4.2. Endorse the document to the MPDC for approval	None	5 minutes 5 minutes	Nikel D. Acebedo, *Statistician Aide* Municipal Planning and Development Office Andres C. Ida III, *Admin Aide* Municipal Planning and Development Office Joshua M. Ladrera, *Admin Aide* Municipal Planning and Development Office Engr. Armand C.

				Cabaltera *Municipal Planning and Development Coordinator*
5. The client claims the certification and affix signature in the logbook	5.1 Release the Brgy. Certification and let the client sign in the log book	None	3 minutes	Nikel D. Acebedo, *Statistician Aide* Municipal Planning and Development Office Andres C. Ida III, *Admin Aide* Municipal Planning and Development Office Joshua M. Ladrera, *Admin Aide* Municipal Planning and Development Office
	TOTAL:	**PHP 100**	**44 minutes**	

F. Issuance of Municipal Planning and Development Coordinator (MPDC) Certification

MPDC certification is a document issued by Municipal Planning and Development Coordinator (MPDC) as a pre-requisite for land titling.

Office or Division:	Office of the Municipal Planning & Development Coordinator
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. Latest Zoning Certification	Office of the Municipal Planning & Development Coordinator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires on how to avail the service	1.1 Frontline staff refer client to the person in-charge 1.2 Person in-charge ask name of the applicant and the purpose of securing the MPDC certification	None	3 minutes	Charlene Grace G. Labanta *Clerk* Municipal Planning and Development Office Jessa P. Loyola, *Admin Aide* Municipal Planning and Development Office
2. Submit the Latest	2.1 Receive the Latest Zoning	None	3 minutes	Jessa P. Loyola *Admin Aide*

Zoning Certification	Certification and evaluate and validate			Municipal Planning and Development Office
3. Pay the corresponding Fees at the Municipal Treasurer's Office and present the Official Receipt (OR)	3.1. Issue Assessment/ Order of Payment 3.2 Upon payment of all fees required, issue Official Receipt. 3.3. Receive Official Receipt 3.4. Issuance of MPDC Certification	P150.00	2 minutes 15 minutes 10 minutes	Eumelia I. Creer *Administrative Officer II (Information Officer I)* Zoning Administrator-Designate Municipal Planning and Development Office Windows 1-4 Municipal Treasurer's Office Eumelia I. Creer *Administrative Officer II (Information Officer I)* Zoning Administrator-Designate Municipal Planning and Development Office
4. Receives notice to claim the MPDC Certification	4.1 Notify client to claim the MPDC Certification	None	3 minutes	Jessa P. Loyola *Admin Aide* Municipal Planning and Development Office Charlene Grace G. Labanta *Clerk* Municipal Planning and Development Office
5. Receives/ Claim the MPDC Certification and affix signature in the logbook	5.1 Release the MPDC Certification	None	2 minutes	Jessa P. Loyola *Admin Aide* Municipal Planning and Development Office Charlene Grace G. Labanta *Admin Aide I* Municipal Planning and Development Office
	TOTAL:	**PHP 150**	**38 minutes**	

OFFICE OF THE MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICER

The Office of the Municipal Social Welfare & Development Officer 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:	Office of the Municipal Social Welfare & Development Officer (MSWDO)
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 photocopies. • Prescriptions – 1 original & 2 photocopies • 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 1 original & 2 photocopies • Death certificate of the deceased family member – 3 photocopies • Funeral Contract • Nearest kin of deceased member must come personally to the office for intake/interview to determine one's eligibility for assistance.	Barangay/ Applicant MCR Funeral Service
3. **Transportation Assistance** • Brgy. Indigency & Valid ID 1 original & 2 photocopies • Intake/Interview of strandees/women and children victims of abuse who need to go back to their respective home place or who need to submit for medical examination in hospitals or attend court hearings.	Barangay/ Applicant MSWDO
4**. Food Assistance** • Brgy. Indigency & Valid ID 1 original & 2 photocopies • Intake/Interview of clients suffering from starvation to determine	Barangay/ Applicant MSWDO

eligibility for assistance.	
5. **Emergency Shelter Assistance** • Barangay Indency (3) photocopies ● 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, Philippine National Police (PNP), Bureau of Fire Protection (BFP) Applicant Applicant

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	5 minutes	Jericho Campo/Cresilda Cornejo/ Ivy Madonna Maraya/Clenia Rosales/ Kelsey Lala Cabanas, Jiah Sualog, Jasmine C. Estrada *Staff, MSWDO*
2. Client presents problem	2.1. Assess the case thru intake/interview. 2.2. Provide client with list of requirements.	None	30 minutes	Jericho Campo/Cresilda Cornejo/ Ivy Madonna Maraya/Clenia Rosales/ Kelsey Lala Cabanas, Jiah Sualog, Jasmine C. Estrada *Staff, MSWDO*
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	None	15 minutes	Jericho Campo/Cresilda Cornejo/ Ivy Madonna Maraya/Clenia Rosales/ Kelsey Lala Cabanas, Jiah Sualog, Jasmine C. Estrada, Jodel Ladrera *Staff, MSWDO*
4.	4.1.Review documents and affix signature	None	5 minutes	Anabelle A. Agner, *MSWDO*

5. Processing and Releasing of Financial Assistance	5.1.Record documents in logbook and submit disbursement voucher with supporting documents attached Vouchers signed by signatories	None	2 minutes 1 week (7 days) (if no lacking documents)	Clenia Rosales/Cresilda Cornejo *Staff, MSWDO* Rose Egsoc (Municipal Treasurer's Office)
TOTAL:		**None**	**1 week and 57 minutes**	

B. Referrals to Schools, Philippine Charity Sweepstakes Office (PCSO), Hospitals, PhilHealth and Higher Centers.

To provide access health care services and scholarship program outside of Palo for the needy and disadvantaged sector of our municipality.

Office or Division:	Office of the Municipal Social Welfare & Development Officer
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 2 photocopies)	Physician
2. Certification of Punong Barangay as to family income (if not a filer of Income Tax) 1 original copy	Barangay
3. 1 Photocopy of latest payslip (if employed)	Employer
4. Certification of Municipal Assessor as to property holdings – 1 original copy	Office of the Municipal Assessor
5. Certification of Municipal Treasurer that client/family has no business registered in his name (for National Kidney Institute & Philippine Heart Center) – 1 original copy	Office of the Municipal Treasurer
6. Statement of Account (if confined in a private hospital) – 1 photocopy	Hospital
7. Doctors recommendation to higher center - 1 original copy	Physician
8. 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. 1.1 Get initial information and refer client to staff in-charge	NONE	3 minutes	Jericho Campo/ Kaze Chiquillo/Jodel Ladrera *Staff, MSWDO*
2. Submits for intake/interview	2.1. Assess the case thru intake/interview . 2.2. Provide client with list of requirements.		30 minutes	Jericho Campo/ Kaze Chiquillo/Jodel Ladrera *Staff, MSWDO*
3. Client submits the required documents	3.1. Receive required documents and prepare the following social case study report and referral letter.		30 minutes	Jericho Campo/ Kaze Chiquillo/Jodel Ladrera *Staff, MSWDO*
4. Social Case study Report	4.1 Prepare Social Case Study Report		3 days except for unpaid hospital bill processed on the day requested	Jasmine C. Estrada/Jiah Sualog/Kelsey Lala A. Cabanas *Staff, MSWDO*
	4.2. Review, approve and sign social case study report and referral letter.		10 minutes	Anabelle A. Agner *MSWDO*
5. Client receives social case study report, referral letter and other documents.	5.1. Record, segregate and release documents.		5 minutes	Jericho Campo/ Kaze Chiquillo/Jodel Ladrera *Staff, MSWDO*
TOTAL:			**3 days, 1 hour and 18 minutes**	

C. Referrals for Free Legal Assistance and other Social Services.

Referral for free legal assistance and accessible to the underprivileged and illiterate clients especially to 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:	Office of the Municipal Social Welfare & Development Officer
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	Barangay

payslip – 1 original copy	
2. Certification of Municipal Assessor, re: property holdings - 1 original copy	Office of the Municipal Assessor
3. Certification of Municipal Treasurer that client/family has no business registered in their name - 1 original copy	Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests for the service	1. 1.1 Get initial information and refer client to staff in-charge.	NONE	3 minutes	Jasmine Estrada/ Kelsey Lala Cabañas/ Jiah Sualog *Staff, MSWDO*
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/ Kelsey Lala Cabañas/ Jiah Sualog *Staff, MSWDO*
3. Client submits the required documents	3.1. Receive required documents and prepare certificate of indigency or Certification to avail Social Services		1 hour	Jasmine Estrada/ Kelsey Lala Cabañas/ Jiah Sualog *Staff, MSWDO*
4.	4.1. Review, approve and sign certificate of indigency.		10 minutes	Anabelle A. Agner
5. Client receives certificate of indigency.	5.1. Record, segregate and release documents.		5 minutes	Jasmine Estrada/ Kelsey Lala Cabañas/ Jiah Sualog *Staff, MSWDO*
TOTAL:			**1 hour and 48 minutes**	

D. Referrals to School

Referral to schools seeking certification for scholarships and school subsisdy.

Office or Division:	Office of the Municipal Social Welfare & Development Officer
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Citizen
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Barangay Certificate of Indigency	Barangay
2. Loadslip/Certificate of Registration	School

3. School Assessment	School
4. School ID	School
5. Certificate of Indigency	MSWDO

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

A parent who provides sole parental care and support of the child or children due to birth as a consequence of rape, even without final conviction: Provided, that the mother has the sole parental care and support of the child or children, death of spouse, Detention of the spouse for at least three (3) months or service of sentence for a criminal conviction; Physical or mental incapacity of the spouse as certified by a public or private medical practitioner; Legal separation or de facto separation for at least six (6) months, and the solo parent is entrusted with the sole parental care and support of the child or children, Declaration of nullity or annulment of marriage, as decreed by a court recognized by law, or due to divorce, subject to existing laws, and the solo parent is entrusted with the sole parental care and support of the child or children.

It aims to provide assistance to solo parents in various services such as health, education, housing and parental leave.

Office or Division:	Office of the Municipal Social Welfare & Development Officer
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 parent and state the reason of being a solo parent - 1 original copy	Barangay
3. Photocopy of Latest Income Tax Return (if a tax filer) – 1 copy	Bureau of Internal Revenue
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 22 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 - 1 original copy	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	Jasmine C. Estrada *Staff, MSWDO*

2. Submits for intake/interview and fills-up registration form.	2.1. Request client to fill up registration form & validate information through personal interview.	None	15 minutes	Jasmine C. Estrada *Staff, MSWDO*
	2.2 Request client to submit required documents and conduct home visit to gather collateral information and further validation of client's eligibility	None	20 days	Jasmine C. Estrada *Staff, MSWDO*
3. Client submit required documents	3.1. Prepare social case study report.		2 weeks (14 days)	Jasmine C. Estrada *Staff, MSWDO*
	3.2. Review, approve and sign social case study report.	None None	10 minutes	Anabelle A. Agner *MSWDO*
	3.3. Prepare solo parent ID		15 minutes	Jodel Ladrera *Staff, MSWDO*
4. Client receives solo parent ID	4.1. Release solo parent IDs signed by LCE to solo parent applicants		5 minutes	Jodel Ladrera *Staff, MSWDO*
5 Request for Certifica-tion pending issuance of Solo Parent ID	5.1 Interviewed client and verify his/her requirements submitted.		5 minutes	Anabelle A. Agner *MSWDO*
6. Prepare solo parent certification	6.1 Solo Parent Focal submitted to MSWDO the required documents		5 minutes	Jasmine C. Estrada

	needed			
7 Issuance and acceptance of Certification as Solo Parent	7.1 Client accepts the certification		5 minutes	Anabelle A. Agner *MSWDO*
	Total		**34 days, 1 hour & 5 minutes**	

F. Referral of Clients for Adoption at Regional Alternative Child Care Office VIII

To provide and ensure that a child without parental care, or at risk of losing it, is provided with alternative care options such as adoption and foster care; establish alternative care standards to ensure that the quality of life and living conditions set are conducive to the child's development.

Office or Division:	Office of the Municipal Social Welfare & Development Officer
Classification:	Highly Technical
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Citizen
CHECKLIST OF REQUIREMENTS FOR DOMESTIC ADMINISTRATIVE ADOPTION	**WHERE TO SECURE**
1. Application and Undertaking Form	RACCO VIII
2. Authenticated or SECPA copy of the birth records of the applicants – 1 original copy & 1 photocopy	PSA
3. Authenticated or SECPA of the Marriage Certificate; CENOMAR in SECPA form, Authenticated Divorce Papers with a copy of the court decision; Certificate of Finality by their Consulate if Foreign applicant; Annulment Decree with Certificate of Finality, Declaration of Nullity, or legal Separation Documents for Filipino - 1 original copy & 1 photocopy	PSA, Embassy of the Foreign National, Court
4. Written consent from the appropriate person/s;- 1 original copy & 1 photocopy	Applicant
5. Medical evaluation form with test results and Medical Certificate by a duly licensed physician - 1 original copy & 1 photocopy	Hospitals
6. Psychological evaluation report on the applicant/s as recommended - 1 original copy & 1 photocopy	WCPU-EVMC

7. NBI or Police Clearance or Court Clearances - 1 original copy & 1 photocopy	Police/NBI
8. Latest Income Tax Return (ITR) or any documents showing financial capacity; - 1 original copy & 1 photocopy	BIR
9. Letters attesting to the character and general reputation of the PAP/s from at least three non-related character references - 1 original copy & 1 photocopy	Applicant
10. Recent Photograph of the applicant his/her immediate family members, & their home, taken within the last six months - 1 original copy & 1 photocop	Applicant
11. Certificate of Finality (if with a previously adopted child) - 1 original copy & 1 photocopy	RACCO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Adopter guardian or parent request for help	1. Get initial information and refer to assigned staff.		5 minutes	Jasmine C. Estrada *Staff, MSWDO* Anabelle A. Agner *MSWDO*
2.Submits for intake/interview	2. Assess the case thru intake/interview. Provide the applicant for the possible courses of action.		30 minutes	Jasmine C. Estrada *Staff, MSWDO* Anabelle A. Agner *MSWDO*
3.Secure and submits other needed documents	3. R 3. Receive and prepare social case study report. Prepare referral to RACCO VIII		6 months	Jasmine C. Estrada *Staff, MSWDO* Anabelle A. Agner *MSWDO*
4.	6.1. 4. Review, approve and sign social case study report.		10 minutes	Anabelle A. Agner *MSWDO*
5. Filing of Petition for	Fill		1 day	Jasmine C. Estrada *Staff, MSWDO*

Adoption				Anabelle A. Agner *MSWDO*
6. LSWDO examines the petition for adoption	9.1.		7 days	Jasmine C. Estrada *Staff, MSWDO* Anabelle A. Agner *MSWDO*
7. LSWDO endorses to RACCO			3 days	Jasmine C. Estrada *Staff, MSWDO* Anabelle A. Agner *MSWDO*
TOTAL:			**194 days and 45 minutes**	

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

The PWD ID issuance is pursuant to the Republic ACT No. 9442 as amendment to Republic Act 7277, otherwise known to Magna Carta for Disabled Persons and For Other Purposes, these foregoing guidelines shall serve as mechanism for the issuance of Persons with Disability Identification Card.

It aims to provide PWDs the opportunity to take part in society by granting them 20% discount and exemption from the value-added commodities.

Office or Division:	Office of the Municipal Social Welfare & Development Officer
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	None	5 minutes	Carlito del Rosario/ Rey Alnovar Julkarnain/ Floresa Pulga *Staff, MSWDO*
	1.2. Request client to fill up registration form & validate information through personal interview.	None	15 minutes	Carlito del Rosario/ Rey Alnovar Julkarnain/ Floresa Pulga *Staff, MSWDO*
	1.3. Request client to submit required documents	None	1 day	Carlito del Rosario/ Rey Alnovar Julkarnain/Floresa Pulga *Staff, MSWDO*
	1.4. Prepare ID for signature of	None	1 week (7 days)	Carlito del Rosario/ Rey Alnovar

	MSWDO.			Julkarnain/Floresa Pulga *Staff, MSWDO*
	1.5. MSWDO signs PWD ID	None	2 minutes	Anabelle A. Agner *MSWDO*
	1.6. Signed PWD ID for recording in out-going logbook and submit for barcoding and signature of Local Chief Eexecutive (LCE).	None	5 minutes	Carlito del Rosario/ Floresa Pulga/ Rey Alnovar Julkarnain *Staff, MSWDO*
	1.7. PWD ID signed by LCE received by DTS in-charge	None	5 minutes	Carlito del Rosario/ Floresa Pulga
	1.8. Forward PWD IDs to Persons with Disability Affairs Office (PDAO) Focal Person for release to PWD applicants	None	5 minutes	Carlito del Rosario/ Floresa Pulga *Staff, MSWDO*
2. Client receives PWD ID	2.1.Release PWD ID to PWD applicants	None	5 minutes	Carlito del Rosario/ Floresa Pulga/ Rey Alnovar Julkarnain *Staff, MSWDO*
3 Issuance of PWD Certification	3.1 Request and issuance of PWD Certification	None	5 minutes	Anabelle A. Agner *MSWDO*
	Total		**8 days ,1 hour and 24 minutes**	

H. Referral of Clients for Residential Care.

Referral for temporary residential care at Department of Social Welfare and Development institutions of women and female children aged 7 but below 18 years at Home for Girls and 18 above for women victim survivors who have become victims of abuse, assault, exploitation, molestation, and acts of lasciviousness.

Office or Division:	Office of the Municipal Social Welfare & Development Officer
Classification:	Highly Technical
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 with Laboratory results	 Hospital

(Urinalysis, Fecalysis, Chest X-ray and Ultrasound if pregnant) - 1 original copy & 1 photocopy ● Certificate of Live Birth or Baptismal Certificate - 1 original copy & 1 photocopy ● School records (Form 138 and/or Certificate of Good Moral Character of children of the victim) - 1 original copy & 1 photocopy ● Court Related documents – complaint - affidavit of woman victim – survivor filed in court, police blotter, medico-legal & other court related documents. - 1 original copy & 1 photocopy ● Whole body picture of victim survivor (1 copy) - 1 original copy & 1 photocopy ● Personal interview to determine one's eligibility for assistance	Municipal Civil Registrar/ Church School Court Applicant Jasmine C. Estrada, Kelsey Lala Cabanas, Anabelle Agner *Staff, 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. ● Referral Letter of Referring Social Worker - 1 original copy & 1 photocopy ● Social Case Study Report - 1 original copy & 1 photocopy ● Medico-legal Report/Certificate - 1 original copy & 1 photocopy ● Medical Certificate with Laboratory results (fecalysis, urinalysis, chest x-ray) - 1 original copy & 1 photocopy ● Sworn Statement/Affidavit of client and witness - 1 original copy & 1 photocopy ● Police Blotter Excerpt - 1 original copy & 1 photocopy ● Complaint - 1 original copy & 1 photocopy ● Resolution of the Case if available - 1 original copy & 1 photocopy ● Live birth and/or Baptismal Certificate- 1 original copy & 1 photocopy ● Psychological Evaluation Report (upon availability) - 1 original copy & 1 photocopy ● Minor's whole body picture - 1 original copy & 1 photocopy **b**. Residential Care at Pope Francis Complex Center for the Poor of Older Persons ● Referral from MSWDO/CSWDO - 1 original copy & 1 file copy ● Social Case Study Report - 1 original copy & 1 file copy ● Medical Certificate with Laboratory results (x-ray, IPTCR, Anti-gen swab test, Urinalysis) - 1 original copy & 1 photocopy ● Brgy. Residency - 1 original copy & 1 photocopy ● Certification from the Parish (if	MSWDO Social Workers Hospital Hospital PNP PNP Applicant Provincial Prosecutors Office MCR/ Church/ Philippine Statistics Authority (PSA) Applicant MSWDO Social Workers Hospital Barangay Church

Parishoner) - 1 original copy & 1 photocopy ● Senior Citizen ID - 1 original copy & 1 photocopy ● Livebirth /Baptismal (if available) - 1 original copy & 1 photocopy	MCR/Church/PSA
c. Residential Care at Regional Rehabilitation Center for Youth Target Clients: c.1 Aged above 15 and below 18 years old upon commission of the offense. c.2 On suspended sentence and was ordered by the court to be committed to RRCY to undergo his rehabilitation. ● Commitment Order - 1 original copy & 1 photocopy ● Comprehensive Social Case Study Report - 1 original copy & 1 photocopy ● Certificate of Live Birth - 1 original copy & 1 photocopy ● Medical Records with attached Laboratory Test (Urinalysis, Blood Test, X-Ray, Drug Test, HIV Test, Covid-19 RTPCR Result) - 1 original copy & 1 photocopy ● Psychological Evaluation Results - 1 original copy & 1 photocopy ● School Records - 1 original copy & 1 photocopy ● Whole Body Picture (Latest) – 2 copies	Family Court Social Worker PSA Hospital Eastern Visayas Medical Center (EVMC) -Psychiatric Department School Applicant
d. Residential Care at SOS Children's Village ● Updated Social Case Study Report - 1 original copy & 1 file copy ● PSA Livebirth Certificate - 1 original copy & 1 photocopy ● Baptismal Certificate - 1 original copy & 1 photocopy ● Death Certificate of Parents (deceased) - 2 photocopies ● Marriage Contract of Parents – 2 photocopies ● School Records - 1 original copy & 1 photocopy ● Medical Certificate and Laboratory Results - 1 original copy & 1 photocopy ● Neuro-Psychological Evaluation Report - 1 original copy & 1 photocopy ● Certificate of No Facility - 1 original copy & 1 photocopy	Social Worker PSA Church PSA School Hospital EVMC MSWD
e. Residential Care at Leyte-Samar Center for Change Target clients: Aged 5-10 years old (Female and Male) ● Referral Letter - 1 original copy & 1 photocopy ● Social Case Study Report - 1 original	Social Worker

copy & 1 photocopy ● Medical Certificate with Laboratory Result (X-ray, Urinalysis, CBC) - 1 original copy & 1 photocopy ● School Records - 1 original copy & 1 photocopy ● Live Birth - 1 original copy & 1 photocopy	Hospital School PSA

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/ Kelsey Lala A. Cabañas
2. Submits for intake/interview	2. Assess the case thru intake/interview. Provide victim with possible courses of action.		30 minutes	Jasmine C. Estrada/ Kelsey Lala A. Cabañas
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.		5 days	Jasmine C. Estrada/ Kelsey Lala A. Cabañas
4.	4.1. If referral to institution is needed, social worker request the client to comply other needed documents		10 minutes	Jasmine C. Estrada/ Kelsey Lala A. Cabañas
5. Secure and submits other needed documents	5.1. Receive and prepare social case study report. Prepare referral to DSWD Home for Girls.		8 hours	Jasmine C. Estrada/ Kelsey Lala A. Cabañas
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		4 hours	Jasmine C. Estrada/ Kelsey Lala A. Cabañas

	for Girls.			
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.	9.1. Conduct family assessment.		3 days	Anabelle A. Agner Jasmine C. Estrada / Kelsey Lala A. Cabañas
	TOTAL:		**8 days,12 hours & 55 minutes**	

I. Registration and Granting of Permit and Recognition of Public and Private Child Development Centers.

R.A 10410, otherwise known as the Early Years Act of 2013, declares that is the policy of the state to promote the rights of children to survival, development and special protection with full recognition of the nature of childhood as well as the need to provide developmentally appropriate experiences to address their need; and to support parents in their roles as primary caregivers and as their children's first teachers.

The Law mandates the institutionalization of the National System for Early Childhood Care and Development (ECCD) that is comprehensive, integrated and sustainable.

Office or Division:	Office of the Municipal Social Welfare & Development Officer
Classification:	Highly Technical
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Citizen
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Photocopy of Securities and Exchange Commission (SEC) Registration. 3 copies 2. Profile of the Center that describes its location, ownership and the goals and objectives and the programs to be offered. - 3 copies 3. Descriptions with pictures of the lot size, indoor and outdoor area, numbers of buildings/ classrooms, faciltities, equipment and instructional materials available for effective instructions. - 3 copies 4. Conduct of ocular inspection 5. Letter of Intent - 3 copies 6. Assessment Process a. Internal assessment b. External assessment 7. Assessment tool for granting	LGU-Palo, Leyte (Treasurer's Office)

recognition 8. Fees (Application Fee (₱250.00) 9. Assessment Fee (₱500.00)	LGU-Palo, Leyte (Treasurer's Office)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Public CDC through Barangay Captain, Private CDC through Administrator, Prinicipal or Director and Authorized Person designated by the agency for NGA or GOCC applies for registration, permit and recognition of the learning centers for 0-4 years old through Letter of Intent	Acceptance of the Letter of Intent with the corresponding application and assessment fees	(₱250) Application (₱500) Assessment	5 days 1 year	
2. Registration, Pemit and Recognition granted	Released of registration, permit and recognition		1 day	LGU-Palo, Leyte
		Total	**1 year and 6 days**	

J. National Child Development Center for Early Childhood Care Development.

The NCDC is venue for the convergence, nutrition, social services and early learning on the local level. (1) a learning center to introduce best practices of the integrated early childhood development services; (2) a laboratory for researches and innovations in ECCD at will promote the continuing education of ECCD service providers (3) a resource center for the community to enhance parenting skills and capabilities.

Office or Division:	Office of the Municipal Social Welfare & Development Officer
Classification:	Highly Technical
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Citizen
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Children who aged 3-4 years old ● Certificate of Live Birth or Baptismal Certificate of children (1 copy each) ● Immunization Card ● 1pc 2x2 picture ● Registration Fee (₱100.00) ● Monthly Fee (₱50.00) ● ECCD Checklist Booklet (₱50.00)	MCR/PSA Hospital

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

1. Parents walk-in at NCDC for the enrollment of Day Care Children	Child Development Workers interview the Parents and provide them the list of requirements	(Registration) ₱100	10 minutes	MSWD Staff/Child Development Workers (Amelita Canaleja and Ana Marie Abad)
2. Parents are advised to complete the requirements (ASAP)	Child Development Workers verified the required documents and enrolled the children	(Monthly) ₱50	10 minutes	Child Development Workers (Amelita Canaleja and Ana Marie Abad)
3. Conduct monthly meetings with parents	Orientation of the Day Care Service Program		1 hour	Child Development Workers (Amelita Canaleja and Ana Marie Abad)
4. Child Development Workers conducts Day Care Sessions	LRP's 1-10 implementation for 10 months		2 hours	Child Development Workers (Amelita Canaleja and Ana Marie Abad)
5. Recognition of the 5 year old children	Moving-up Ceremony and Distribution of Certificates		4 hours	All Child Development Workers
		Total	**7 hours & 20 minutes**	

OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICER
Office of the Senior Citizens Affairs (OSCA)

Assistance to senior citizens in terms of issuance and replacement of OSCA ID as well as in the processing of Social Pension and Philhealth and other related support and services intended for the senior citizens in the Municipality of Palo, Leyte.

A. Application of Senior Citizens (SC) ID's and Booklets for Discount & other Privileges (NEW).

To provide Senior Citizens Identification cards and booklets for discounts and other services.

Office or Division:	Office of the Senior Citizens Affairs (OSCA)
Classification:	Complex
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Senior Citizens in Palo, Leyte (60 years old and above).
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Application/ Senior Citizens Registration and Information System (SCRIS) Intake Sheet	OSCA/Barangay Senior Citizen President
2. BASCA Membership Registration	Barangay Senior Citizens Association (BASCA)
3. 3 pcs. of 1x1 pictures	Applicant
4. Certificate of Residency	Office of the Barangay
5. Proof of Age: Live Birth / Baptismal or any Valid ID	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the Application/SCRIS Intake Form	1.1 The president of the Senior Citizen Barangay Chapter will review and sign the SCRIS form	None	20 minutes	OSCA and President of the Senior Citizen Barangay Chapter
2. Barangay Senior Citizens Association (BASCA) Membership Registration	2.1 Register Senior Citizens in the Association	PHP70.00	15 minutes	BASCA President
3. Submit the needed requirements to OSCA	3.1 Requirements will be checked and reviewed	None	5 minutes	Manuel A. Castillo III/Sannifer Natulla *OSCA Staff*
4. Record the data to the record book	4.1 Data Encoded in the computer	None	15 minutes	Manuel A. Castillo III *OSCA Staff*
5. Printing of Senior Citizen ID and Purchase Booklet	5.1 Processing of Senior Citizens ID and Purchase Booklet	None	10 minutes	Manuel A. Castillo III *OSCA Staff*
6. Senior Citizen ID signed by the	6.1 Approved/ Signed by the	None	5 minutes	Sannifer Natulla *OSCA Staff*

applicant	applicant			
7. Submit the Senior Citizen ID and Purchase Booklet to OSCA Head for approval	7.1 Approved/ Signed by the OSCA Head	None	1 day	Teresita B. Tupaz, *OSCA Head*
8. Submit the Senior Citizen ID and Purchase Booklet to the Mayor's Office for approval	8.1 Approved/ Signed by the Municipal Mayor	None	1day	Manuel A. Castillo III/Sannifer Natulla *OSCA Staff*
9. Informed senior citizen on the released of the Senior Citizen ID and Purchase Booklet	9.1 Processing the released of the Senior Citizen ID and Purchase Booklet	None	1 day	Manuel A. Castillo III *OSCA Staff*
TOTAL:		**PHP70.00**	**3 days, 1 hour, & 10 minutes**	

B. Replacement of SC ID/OSCA Card for loss, damage, or transferred Senior Citizens

The OSCA replaces Senior Citizen's ID that needs correction or updating, damage, misplaced card and transfer from another area (city/municipality).

Office or Division:	Office of the Senior Citizens Affairs (OSCA)
Classification:	Complex
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Senior Citizen ID with Dips dated, Faded Print, Erroneous Entry, Change Address, Change Signature
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
B.1 Replacement	
• Application/Registration form	OSCA
• Old OSCA ID	Applicant
• 2 pcs. of 1x1 picture	Applicant
• Barangay Certificate at least 6 months residency	Office of the Barangay
• Proof of Age: Live Birth or Any valid ID	Applicant
• Official Receipt	Office of the Municipal Treasurer(Windows 1-4_
B.2 Lost ID	
• Application/Registration Form	OSCA
• 2 pcs. of 1x1 picture	Applicant
• Affidavit of Loss	Applicant
• Barangay Certificate at least 6 months residency	Office of the Barangay

• Proof of age: any valid ID/Live Birth	Applicant
B.3 Transferee	
1. Application/SCRIS Intake Sheet Form	OSCA/BASCA President
2. Original OSCA ID	Applicant
3. 2pcs. of 1x1 picture	Applicant
4. Barangay Certificate at least 6 months residency	Office of the Barangay
5. Certificate of Transfer	From the previous OSCA where the applicant came from

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B.1 Replacement				
1. Submit needed requirements on the Replacement ID to OSCA.	1. Requirements will be checked/ reviewed.	None	5 minutes	Sannifer Natulla *OSCA Staff*
2. The applicant will go the Treasury Office for the payment of the replacement ID	2. Issued Official Receipt	PHP100.00	5 minutes	Office of the Municipal Treasurer (Windows 1-4)
3. Record the data to the record book	3. Data Encoded in the computer	None	15 minutes	Manuel A. Castillo III *OSCA Staff*
4. Printing of Senior Citizen ID	4. Processing of Senior Citizens ID	None	10 minutes	Manuel A. Castillo III *OSCA Staff*
5. Senior Citizen ID signed by the applicant	5. Approved/Signed by the applicant	None	5 minutes	Ritchell Lantajo/ Sannifer Natulla *OSCA Staff*
6. Submit the Senior Citizen ID to OSCA Head for approval	6. Approved/Signed by the OSCA Head	None	1 day	Teresita B. Tupaz, *OSCA Head*
7. Submit the Senior Citizen ID and Purchase Booklet to the Mayor's Office for approval	7. Approved/Signed by the Municipal Mayor	None	1day	Manuel A. Castillo III/Sannifer Natulla *OSCA Staff*
8. Informed senior citizen on the released of the Senior Citizen ID	8. Processing the released of the Senior Citizen ID	None	1 day	Manuel A. Castillo III/Sannifer Natulla *OSCA Staff*
TOTAL:		**PHP100.00**	**3 days & 40 minutes**	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B.2 Lost ID				
1. Submit needed requirements on the Lost ID to OSCA.	1. Requirements will be checked/ reviewed.	None	5 minutes	Sannifer Natulla *OSCA Staff*
2. The applicant will go the Treasury Office for the payment of the replacement ID	2. Issued Official Receipt	PHP100.00	5 minutes	Office of the Municipal Treasurer (Windows 1-4)
3. Record the data to the record book	3. Data Encoded in the computer	None	15 minutes	Manuel A. Castillo III *OSCA Staff*
4. Printing of Senior Citizen ID	4. Processing of Senior Citizens ID	None	10 minutes	Manuel A. Castillo III *OSCA Staff*
5. Senior Citizen ID signed by the applicant	5. Approved/Signed by the applicant	None	5 minutes	Sannifer Natulla *OSCA Staff*
6. Submit the Senior Citizen ID to OSCA Head for approval	6. Approved/Signed by the OSCA Head	None	1 day	Teresita B. Tupaz, *OSCA Head*
7. Submit the Senior Citizen ID and Purchase Booklet to the Mayor's Office for approval	7. Approved/ Signed by the Municipal Mayor	None	1 day	Sannifer Natulla *OSCA Staff*
8. Informed senior citizen on the released of the Senior Citizen ID	8. Processing the released of the Senior Citizen ID	None	1 day	Sannifer Natulla *OSCA Staff*
TOTAL:		**PHP100.00**	**3 days & 40 minutes**	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B.3 Transferee				
1. Submit needed requirements on the Transferee ID to OSCA	1. Requirements will be checked/ reviewed.	None	5 minutes	Sannifer Natulla *OSCA Staff*
2. Record the data to the record book	2. Data encoded in the computer	None	15 minutes	Manuel A. Castillo III *OSCA Staff*
3. Printing of Senior Citizen ID	3. Processing of Senior Citizens ID	None	10 minutes	Manuel A. Castillo III *OSCA Staff*
4. Senior Citizen	4. Approved/	None	5 minutes	OSCA Staff/

ID signed by the applicant	Signed by the applicant			Front Desk
5. Submit the Senior Citizen ID to OSCA Head for approval	5. Approved/Signed by the OSCA Head	None	1 day	Teresita B. Tupaz, *OSCA Head*
6. Submit the Senior Citizen ID and Purchase Booklet to the Mayor's Office for approval	6. Approved/Signed by the Municipal Mayor	None	1day	Sannifer Natulla *OSCA Staff*
7. Informed senior citizen on the released of the Senior Citizen ID	7. Processing the released of the Senior Citizen ID	None	1 day	Ritchell Lantajo/ Sannifer Natulla OSCA Staff
TOTAL:		**None**	**3 days & 35 minutes**	

C. Social Pension Application

It is a national government program implemented by the Department of Social Welfare and Development (DSWD) intended to assist and support the indigent Senior Citizens. The local government unit thru the Office of the Senior Citizens Affairs (OSCA) and Office of the Municipal Social Welfare & Development Officer merely coordinate and assist the implementing agency (DSWD) in the application process and payout activity of the program.

Office or Division:	Office of the Senior Citizens Affairs (OSCA)
Classification:	Highly Technical
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Senior Citizens in Palo, Leyte (60 years old and above).
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Social Pension Application Form	OSCA
2. Social Pension Intake Sheet Form	OSCA
3. 1 pc. Photocopy of Senior Citizen ID	Applicant
4. 1 pc. of 2x2 picture	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the application form and have it certified by the BASCA President	1. Check and validate the accomplished form submitted by the applicant	None	10 minutes	Sannifer Natulla *OSCA Staff* /BASCA President
2. Submit application form to the OSCA with signature of the	2. Interview the applicant and explain the eligibility criteria	None	20 minutes	BASCA/Federation Leader

Federation				
3. Record the data to the record book	3. Data encoded in the computer	None	10 minutes	Manuel A. Castillo III *OSCA Staff*
4. Submit list of applicant to the MSWDO	4. List of applicant endorsed to the MSWDO subject for validation	None	1 day	Sannifer Natulla *OSCA Staff*
5. Informed the applicant on the schedule of validation	5. Interviewed applicant through the use of Intake Sheet Form	None	2 weeks	MSWDO Staff
6. Receive a message/information from OSCA if eligible and qualified to avail the Social Pension program	6. Informed the applicant if included in the list of Certificate of Eligibility issued by the DSWD Regional Office 8.	None	3 months	Teresita B. Tupaz, *OSCA Head*
7. Notified by OSCA or association presidents for the requirements during payout	7. Informed the qualified applicant on the schedule and venue of payout	None	3 months	Teresita B. Tupaz, *OSCA Head* / BASCA President
8. Receiving the amount of social pension on the appropriate schedule	8. Release/payment of grant by the DSWD F.O 8 Disbursing Staff/Officer and assisted by the LGU	None	1 day	DSWD Disbursing Personnel, Teresita B. Tupaz, *OSCA Head and Staff, MSWDO*
TOTAL:		**None**	**6 months, 2 weeks, 2 days, and 40 minutes**	

D. PhilHealth Application

All Senior Citizens shall be covered by the National Health Insurance Program of PhilHealth to secure the health and medical needs of the senior citizens. The Local Government Unit thru the Office of the Senior Citizens Affairs (OSCA) with the coordination of PhilHealth to assist in the application and the processing/released of PhilHealth ID for the senior citizens.

Office or Division:	Office of the Senior Citizens Affairs (OSCA)
Classification:	Highly Technical
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Senior Citizens in Palo, Leyte (60 years old and above).

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. PhilHealth Application Form	OSCA
2. 1 pc of Photocopy of Senior Citizen ID	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the PhilHealth application form and a copy of the Senior Citizen ID	1. Requirements will be checked and reviewed	None	5 minutes	Manuel A. Castillo III *OSCA Staff*
2. Record Philhealth application form to the record book	2. Data encoded in the computer	None	1 day	Manuel A. Castillo III *OSCA Staff*
3. Submit Philhealth application form to the LGU	3. Processing the Philhealth application form to the Philhealth Office	None	2 weeks (14 days)	Manuel A. Castillo III *OSCA Staff*
4. Prepare the printing of Philhealth ID	4. Processing of Philhealth ID	None	1 week (7 days)	Philhealth Office
5. Informed the senior citizens on the schedule of release of Philhealth ID	5. Processing the release of the Philhealth ID	None	1 day	Manuel A. Castillo III *OSCA Staff*
TOTAL:		**None**	**23 days & 5 minutes**	

E. Senior Citizens Helpdesk

The Office of the Senior Citizens Affairs (OSCA) will assist on filling complaints of the senior citizens through the support of the senior citizens' helpdesk who will take in charge to document and take actions on the said concerns of the senior citizens.

Office or Division:	Office of the Senior Citizens Affairs (OSCA)
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Senior Citizens in Palo, Leyte (60 years old and above).
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Citizens Charter	
1. Complaint/Feedback Form/Record Book	OSCA
2. Perpetrator Form	OSCA
3. Referral Form	OSCA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complaints to OSCA	1. Interview the complainants	None	10 minutes	Manuel A. Castillo III *OSCA Staff*
2. Record the complaints on the record book	2. Data encoded in the computer	None	10 minutes	Manuel A. Castillo III *OSCA Staff*
3. OSCA review and validate on the raised concerns of the complainants	3. If the case is unresolved, provide referral report on the said concern	None	15 minutes	Teresita B. Tupaz, *OSCA Head*
4. Submit referral to the concerned agencies	4. Informed the agencies on the raised concern of the complainants	None	1 day	Sannifer Natulla *OSCA Staff*
5. Provide feedback to the complainants on the solution to the problem	5. Informed complainants on the solution to the problem.	None	1 day	Sannifer Natulla *OSCA Staff*
TOTAL:		**None**	**2 days & 35 minutes**	

OFFICE OF THE MUNICIPAL TREASURER

The Office of the Municipal Treasurer is committed to effectively meet the target collection yearly thru innovative strategies and methods in Financial Management and continually improve the Quality Management System to ensure taxpayers satisfaction.

A. ISSUANCE OF COMMUNITY TAX CERTIFICATE (CEDULA).

One valid document which serve as one's proof of residence is the Community Tax Certificate (CTC) for which an individual pays the corresponding dues arising from his/her income derived from business, exercise of profession and/or ownership of real properties in the area. Profit and non-profit corporations and other entities operating in the Municipality must also secure CTC.

A CTC is one of the requirements in the most of government and private transactions. It is paid during the beginning of the year and shall be paid to the Municipal Treasurer not later than the last day of February of each year.

Corporations established and organized on or before the last day of June shall be liable for the payment of community tax for the year, while corporations organized before the last day of March shall have 20 days to pay the community tax. Corporations established and organized on or after the first day of July shall not be subject to community tax for the year.

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen; G2B – Government to Business
Who may avail:	Individuals and duly authorized representatives of corporations.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For Individual Community Tax (CTC) 1. Any government-issued ID	- Bureau of Internal Revenue (BIR), Post Office, Department of Foreign Affairs (DFA)-Passport, Social Security System (SSS), Government Service Insurance System (GSIS), Land Transportation Office (LTO), Pag-IBIG, Commission on Elections (COMELEC), or Philippine Statistics Authority (PSA)-Philippine ID
For Corporation-Renewal of Business 1. Tax Declaration of the property/ies owned by the corporation – 1 photocopy	- Office of the Municipal Assessor
2. Updated Financial Statement with BIR receipt stamp	- Bureau of Internal Revenue (BIR)
3. Any government-issued ID card of the authorized representative	- BIR, Post Office, DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC, or PSA (Phil ID/PSN)
4. Notarized Special Power of Attorney (SPA) of the authorized representative	- Notary Public
For Corporation-For New Business 1. Securities and Exchange Commission (SEC) Registration.	- Securities and Exchange Commission

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the Municipal Treasurer's Office. 1.1 None	1. Receive the requirements. 1.1 Fill out the CTC and compute the amount to be paid by the client.	None	3 minutes	MTO (Window 1) Dominic Fumar Revenue Collection Clerk 1 MTO (Window 2) Eleonor Longjas Ticket Checker MTO (Window 3) Jessa Mae Cuesta Revenue Collection Clerk 1 MTO (Window 4) Ariel Lora Revenue Collection Clerk 1
2. Pay the amount of the computed Community Tax indicated in the CTC. 2.1 Sign the CTC and affix right thumbmark on the three (3) copies of the CTC 2.2 Secure the original copy of the CTC.	2. Accept payment based on the computation and issue Official Receipt (OR). 1.1 Ask the client to affix signature and right thumbmark on the 3 copies of the CTC. 2.2 Issue the original copy of the CTC.	Refer to Community Tax Base below	5 minutes	MTO (Window 1) Alma Sampilo Revenue Collection Clerk 1 MTO (Window 2) Eleonor Longjas Ticker Checker MTO (Window 3) Susana Daga Revenue Collection Clerk 1 MTO (Window 4) Ariel Lora Revenue Collection Clerk 1
TOTAL:		**Refer to Community Tax Base below**	**8 minutes**	

COMMUNITY TAX BASE

Individual:

- Basic Community Tax – PHP 5.00
- Additional tax of One Peso (PHP 1.00) for every One Thousand Pesos (PHP 1,000.00) of income from business, exercise of profession, or property but which in no case shall exceed Five Thousand Pesos (PHP 5,000.00)

Corporation:

- Basic Community Tax – PHP 500.00
- Additional Community Tax (not to exceed PHP 10,000.00)
- Gross Receipts/Sales – Two Pesos (PHP 2.00) for every Five Thousand Pesos (PHP 5,000.00) of gross sales/receipts.
- Assessed Value of property owned by the corporation – Two Pesos (PHP 2.00) for every Five Thousand Pesos (PHP 5,000.00) of Assessed Value per Tax Declaration.

B. Collection of Real Property Taxes.

Owner of land, house and lots, machineries and buildings are required to pay property taxes annually. Taxable value is based on the Municipal Assessor's schedule of fair market values. Discounts are given to those who pay in advance.

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen; G2B – Government to Business G2G – Government to Government
Who may avail:	All owner of land, house and lots, machineries and buildings within the jurisdiction of the municipality
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Latest Real Property Tax (RPT) Receipts – Owner's copy or any documents related to the property for payment.	- Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present either one of the requirements stated.	1. Verification 1.1 Check the last payment in the system. 1.2 Compute tax due.	None	5 minutes per copy	MTO (Window 1) Alma Sampilo Revenue Collection Clerk 1 MTO (Window 2) Eleonor Longjas Ticket Checker MTO (Window 3) Susana Daga Revenue Collection Clerk 1 MTO (Window 4) Ariel Lora Revenue Collection Clerk 1
2. Pay the RPT		Refer to	3 minutes per	MTO (Window 1)

due. 2.1 Secure Official Receipt.	2. Accept Payment and Issue OR	Tax Base below.	copy	Dominic Fumar Revenue Collection Clerk 1 MTO (Window 2) Eleonor Longjas Ticket Checker MTO (Window 3) Jessa Mae Cuesta Revenue Collection Clerk 1 MTO (Window 4) Ariel Lora Revenue Collection Clerk 1
TOTAL:		Refer to Tax Base below.	**8 minutes**	

Formula:
Assessed Value X Discounts / Penalties = Value X 2(Basic & SEF) = Total Tax Due For Updated

Payments:
Discounts to Avail:
From December 01-30 – 20%
From January 01 – March 31 - 10%

Interest on unpaid RPT:
2% per month after March 31

C. 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 Office of the Municipal Treasurer (MTO) facilitates the process any time during office hours.

Office or Division:	Office of the Municipal Treasurer
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 (DST) / Constructive Affixture of DST* 4. Barangay Certification 5. Tax Declaration 6. Consent from Land Owner if	 MTO (Window 1-4)/Barangay MTO (Window 1-4) BIR/MTO (Window 1-4) Barangay Office of the Municipal Assessor (Window 13-15) Land Owner

the applicant is not the owner	
For Land Transfer 1. Cedula 2. Current Real Property Tax Payments 3. DST/ Constructive Affixture of DST 4. Photocopy of Deed of Sale or Adjudication 5. Barangay Certification 6. Tax Declaration	 MTO (Window 1-4)/Barangay MTO (Window 1-4)/Barangay BIR/MTO (Window 1-4) Applicant Barangay Office of the Municipal Assessor (Window 13-15)
For any other purposes 1. Cedula 2. Current Real Property Tax Payments 3. DST/ Constructive Affixture of Documentary Stamp 4. Barangay Certification 5. Tax Declaration	 MTO(Window 1-4)/Barangay MTO(Window 1-4) BIR/MTO (Window 1-4) Barangay Office of the Municipal Assessor (Window 13-15)
For Certification 1. Cedula 2. Documentary Stamp 3. Barangay Certification 4. Tax Declaration	 MTO(Window 1-4)/Barangay BIR/MTO (Window 1-4) Barangay Office of the Municipal Assessor (Window 13-15)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make clarificatory inquiries.	1. Provide the client with a short briefing on the service and its requirements	None	2 minutes	MTO (Window 08) Robelyn Lazar Admin Aide III
2. Proceed to the teller/RCC to pay for the Fees & Charges	2. Issue OR	P100.00 per Copy	5 minutes	MTO (Window 1) Dominic Fumar Revenue Collection Clerk 1 MTO (Window 2) Eleonor Longjas Ticket Checker MTO (Window 3) Jessa Mae Cuesta Revenue Collection Clerk 1 MTO (Window 4) Ariel Lora Revenue Collection Clerk 1

3. Present OR to Window 7, 8 or 10 of MTO	3. Prepare Tax Clearance/ Certification	None	5 minutes	MTO (Window 8) Robelyn Lazar Admin Aide III
4. Receive approved clearances.	4. Segregate file copy, record date, release client's copy to the applicant	None	2 minutes	
TOTAL:			**14 minutes**	

*****Acceptance of payment for the DST and usage of Constructive Affixture of DST as proof of payment of DST for certificates issued by Government Agencies or Instrumentalities based of Revenue Regulation no. 2-2023 dated March 29, 2023**.**

D. Issuance of Certified Xerox Copy of Tax Clearance, Official Receipt and Certification of Transfer.

Any individual or his/her representative who wishes to secure a certified xerox copy of Real Property Tax Clearance, Official Receipt and Certification of Transfer for whatever purpose it may serve him/her. The Municipal Treasurer's Office (MTO) facilitates the process any time during office hours.

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Types of Transaction:	G2C – government to the transacting public
Who may avail:	Any individual or his/her representative who wishes to secure a Certified Xerox Copy of Real Property Tax Clearance Official Receipt and Certificate of Transfer.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For Tax Clearance: 1. One (1) Issued Original Copy 2. Photocopy 3. Official Receipt	Applicant Applicant MTO (Window 1-4)
For Official Receipt: 1. One (1) Issued Original Copy 2. Photocopy 3. Official Receipt	Applicant Applicant MTO (Window 1-4)
For Certification: 1. One (1) Issued Original Copy 2. Photocopy 3. Official Receipt	Applicant Applicant MTO (Window 1-4)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to window 5 or 7 of MTO.	1. Receive the requirements. 1.1 Check the authenticity of	None	5 minutes	MTO (Window 5) Josefa Martillo Admin Aide I MTO (Window 8) Robelyn Lazar

	the photocopy of the Tax Clearance, Official Receipt and Certification versus the record on file			Admin Aide III
2. Proceed to the teller/RCC to pay for the Fees & Charges	2. Issue OR	P50.00 per Copy	5 minutes	MTO (Window 1) Dominic Fumar Revenue Collection Clerk 1 MTO (Window 2) Eleonor Longjas Ticket Checker MTO (Window 3) Jessa Mae Cuesta Revenue Collection Clerk 1 MTO (Window 4) Ariel Lora Revenue Collection Clerk 1
3. Return to Window 5 or 10 and show the Official Receipt	3. Check the OR and prepare the certified xerox copy of the needed document	None	5 minutes	MTO (Window 5) Josefa Martillo Admin Aide I MTO (Window 8) Robelyn Lazar Admin Aide III
4. Receive Certified Xerox Copy of either of the following: 1. Tax Clearance 2. Official Receipt 3. Certification	4. Issue the Certified Xerox Copy of either of the following: 1. Tax Clearance 2. Official Receipt 3. Certification	None	2 minutes	MTO (Window 5) Josefa Martillo Admin Aide I MTO (Window 8) Robelyn Lazar Admin Aide III
		TOTAL:	**17 minutes**	

E. 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:	Office of the Municipal Treasurer
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	Office of the Municipal Civil Registrar
For Engineering Services 1. Assessment from the MEO	Office of the Municipal Engineer
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	Office of the Municipal Planning and Development Coordinator
For Palo Public Rentals and Services 1. Assessment from Market Supervisor	Palo Public Market Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for Priority Number from the Information Desk Staff	1. Wait until the priority number will be called based on the queuing system.	None	2 minutes	Ritchelle Lantajo Information Staff
2. Present the assessment	2. Issue OR	Based on the assessment	5 minutes	MTO (Window 1) Dominic Fumar Revenue Collection Clerk 1 MTO (Window 2) Eleonor Longjas Ticket Checker MTO (Window 3) Jessa Mae Cuesta Revenue Collection Clerk 1 MTO (Window 4) Ariel Lora

				Revenue Collection Clerk 1
3. Receives official receipt.	3. Advises client to present OR to the office concerned .	None	2 minutes	MTO (Window 1) Dominic Fumar Revenue Collection Clerk 1 MTO (Window 2) Eleonor Longjas Ticket Checker MTO (Window 3) Jessa Mae Cuesta Revenue Collection Clerk 1 MTO (Window 4) Ariel Lora Revenue Collection Clerk 1
TOTAL:			**9 minutes**	

II. Internal Services

OFFICE OF THE MAYOR
Administrative and Human Resource Management Section

The Administrative and Human Resource Management Section efficiently and effectively manage all personnel actions in the Municipality of Palo that would complement the directives of the Office of the President and other agencies governed by such actions particularly the Civil Service Commission.

A. Application for Leave

Leave of absence is generally a right granted to official and employees not to report for work with or without pay as provided by Civil Service Commission law and rules.

1. **Vacation Leave**
2. **Mandatory Leave**
3. **Sick Leave**
4. **Maternity Leave (105 days)**
5. **Paternity Leave (7 days)**
6. **Special Privilege Leave (3 days)**
7. **Solo Parent Leave (7 days)**
8. **Study Leave – up to 6 months**
9. **VAWC Leave – 10 days**
10. **Rehabilitation Leave – up to 6 months**
11. **Special Leave Benefits for Women – up to 2 months**
12. **Special Emergency (Calamity) Leave – up to 5 days**
13. **Monetization of Leave Credits**
14. **Terminal Leave**
15. **Adoption Leave**

Office or Division:	Administrative and Human Resource Management Section
Classification:	Simple
Types of Transaction:	G2G/Government to Government
Who may avail:	Officials and Employees of the Municipality of Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly accomplished Leave Application Form, Civil Service Form No. 6, Revised 2020	Administrative/ Human Resource (HR) Section
Sick Leave - Medical Certificate (if sick leave is more than 5 days), one original and 2 certified photocopies to secured from the physician.	Administrative and HR Section
Vacation Leave – a. Clearance (if vacation leave is more than 30 days) original copies b. Authority to travel (in case vacation is spent abroad) to be issued from Human Resource Section, 3 original copies.	Administrative and HR Section

Maternity Leave – a. Proof of pregnancy, e.g. ultra sound, doctor's certificate on the expected date of delivery (one original and 2 certified photocopies) to be secured from the OB Gyne/Physician. b. Clearance (to be secured from the Human Resource Section), 3 original copies	Administrative and HR Section
Paternity Leave – a. Proof of child's delivery, e.g. birth certificate (to be secured from Philippine Statistics Authority), 3 photocopies of medical certificate (to be secured from the Physician), one original copy and 2 photocopies; and marriage contract (to be secured from the Philippine Statistics Authority (PSA) one original copy and 2 certified photocopies.	Administrative and HR Section
Solo Parent Leave – a. Updated Solo Parent Identification Card (to be secured from the Municipal Social Welfare Development office), 3 certified photocopies	Administrative and HR Section
Study Leave – a. Notarized Contract of Study Leave (3 original copies) from the applicant. b. The official/employee must have a **bachelor's degree** that requires the passing of the bar or a board licensure examination for the practice of profession. c. The profession or field of study to be pursued **must be relevant to the agency's mandate, or to the duties and responsibilities of the concerned official or employee, as determined by the agency head.** d. The employee must **have rendered at least two (2) years of service with at least very satisfactory performance for the last two rating periods** immediately preceding the application. e. The employee must have **no pending administrative and/ or criminal charges.** f. The employee must not have any current foreign or local scholarship grant.	Administrative and HR Section

g. The employee must have fulfilled the service obligation of any previous training/ scholarship/ study leave grand. h. The employee must have a permanent appointment. However, as the purpose of granting a study leave is to develop a critical mass of competent and efficient employees which will redound to the improvement of the agency's delivery of public services, employees with coterminous appointment may be allowed to avail of the study leave provided they: i. Meet the requirements under items 1-6. ii. Would be able to fulfill the required service obligation; and ii. Are not related to the head of agency or to any member of a collegial body or board, in case of constitutional offices and similar agencies, within the 4th degree of affinity or consanguinity. * The leave shall be covered by a **contract** between the agency head and the employee concerned. * For leave of absence for thirty (30) or more, application shall be accompanied by a **clearance from money, properties and work related accountabilities.**	
VAWC Leave - a.) Brgy. Protection Order obtained from the barangay (1 original, 2 certified photocopies) b.) Temporary/Permanent Protection obtained from the court (1 original, 2 certified photocopies) c.) If the protection order is not yet issued by the barangay or the court: c.1. a certification issued by the Punong Barangay, Kagawad or Prosecutor or the Clerk of Court that the application for the Barangay Protection Order (BPO), Temporary/Permanent Protection Order (TPO/PPO) has been filed with the said office shall be sufficient to support the application for the ten-day leave; or d.) In the absence of the BPO/TPO/PPO or the certification, a	Administrative and HR Section

police report specifying the details of the occurrence of violence on the victim (to be secured from the Police Station in 1 original and 2 certified photocopies) and a medical certificate may be considered (to be secured from the Physician in 1 original copy and 2 certified photocopies), at the discretion of the immediate supervisor of the woman employee concerned.	
Rehabilitation Leave –up to 6 months a. Letter request supported by relevant reports such as the police report, if any (report to be secured from Police Station - 1 original copy and 2 certified photocopies). b. Medical certificate on the nature of the injuries, the course of treatment involved, and the need to undergo rest, recuperation, and rehabilitation, as the case may be (to be secured from the Physician - 1 original copy and 2 certified photocopies). **c.** Written concurrence of a government physician should be obtained relative to the recommendation for rehabilitation if the attending physician is a private practitioner, particularly on the duration of the period of rehabilitation (1 original and 2 certified photocopies)	Administrative and HR Section
Rehabilitation Leave Benefits for Women –up to 2 months a. The application shall be accompanied by a medical certificate filled out by the proper medical authorities, e.g. the attending surgeon accompanied by a clinical summary reflecting the gynecological disorder which shall be addressed or was addressed by the said surgery, the histopathological report, the operative technique used for the surgery; the duration of the surgery including the pre-operative period (period of confinement around surgery), as well as the employees estimated period of recuperation for the same (1 original copy and 2	Administrative and HR Section

certified photocopies).	
Special Emergency (Calamity) Leave –up to 5 days **b.** Declaration of calamity area by the proper government agency (if calamity is within the local government unit, declaration comes from the LGU. If calamity is within the Province, declaration comes from the Province of Leyte).	Administrative and HR Section
Monetization of Leave Credits a. Application for monetization of fifty percent (50%) or more of the accumulated leave credits shall be accompanied by letter request to the head of the agency stating the valid and justifiable reasons (3 copies of the letter approved by the Local Executive)	Administrative and HR Section
Terminal Leave 1. Proof of employee's resignation or retirement of separation from the service letter comes from the applicant (1 original copy and 2 certified photocopies). 2. Letter of Intent to retire from the applicant (1 original copy and 2 certified photocopies)	Administrative and HR Section
Adoption Leave 1. Application for adoption leave shall be filed with an authenticated copy of the Pre-Adoptive Placement Authority issued by the DSWD (3 Certified Photocopies).	Administrative and HR Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished leave application (complete requirements)	1. Receive duly accomplished retirement application	None	5 minutes	Chelsa C. Perez *AA VI* Allan P. Chavero *HRMO*
	2. Route the request to personnel in-charge	None	5 minutes	Chelsa C. Perez *AA VI* Allan P. Chavero *HRMO*
	3. Record and process Leave Application	None	1 hour	Chelsa C. Perez *AA VI* Allan P. Chavero *HRMO*
	3. Route the request to personnel in-charge/ department head concerned of the employee, for his/her recommendation	None	5 minutes	*Department Head/ Supervisor concerned*
	4. Approved/Signed Leave Application	None	1 day	Hon. Remedios "Matin" L. Petilla *Municipal Mayor*
	5. Release Application for Leave	None	5 minutes	Chelsa C. Perez *AA VI* Allan P. Chavero *HRMO*
TOTAL:		**None**	**1 day, 1 hour, 20 minutes**	

B. Claim for Terminal Leave Benefits

The application for Terminal Leave Benefits refers to the money value of the total accumulated leave credits of an employee on the highest rate received prior to or upon retirement date/ voluntary separation from government service.

Office or Division:	Administrative and Human Resource Management Section
Classification:	Simple
Types of Transaction:	G2G/Government to Government
Who may avail:	Officials and employees of the Municipality of Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Agency clearance from money, property and legal accountability (1 original copy and 2 photocopies).	Administrative/ HR Section

2. Ombudsman Clearance (1 original copy and 2 photocopies).	Office of the Ombudsman Visayas
3. Certified photocopy of employees leave card with computed leave credits as at last date of service by the Human Resource Management Officer (2 photocopies).	Administrative/ HR Section
4. Approved leave application (3 original copy).	Administrative/ HR Section
5. Complete service record (3 original copy).	Administrative/ HR Section
6. Statement of Assets, Liabilities and Networth (SALNA) (3 photocopies).	Administrative/ HR Section
7. Certified photocopy of appointment/ Notice of Salary Adjustment (NOSA) showing the highest salary received if the salary under the last appointment is not the highest (3 Certified Photocopies)	Administrative/ HR Section
8. Computation of terminal benefits duly signed/ certified by the Municipal Accountant (1 original copy and 2 photocopies).	Administrative/ HR Section Office of the Municipal Accountant
9. Applicant's authorization (in affidavit form) to deduct all financial obligation with the LGU (3 original copies).	Employee concerned
10. In case of resignation, employee's letter of resignation duly accepted by the Municipal Mayor/ Agency Head (1 original copy and 2 certified photocopies).	Employee concerned
Additional requirements in case of death:	
• Death certificate issued by Philippines Statistics Authority (PSA) (3 Certified photocopies)	Philippine Statistics Authority (PSA)
• Marriage certificate issued by PSA (3 certified photocopies)	PSA
• Birth certificate of all surviving legal heirs issued by PSA (3 Certified photocopies)	PSA
• Designation of next-of-kin from the applicant (one original copy and 2 certified photocopies).	Employee concerned
• Waiver of rights of children 18 years old and above, if applicable from the applicant (1 original copy and 2 certified photocopies)	Employee concerned

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved application for terminal leave (complete requirements)	1. Receive approved application for terminal leave and complete requirements	None	5 minutes	Chelsa C. Perez *AA VI* Allan P. Chavero *HRMO*
	2. Prepare voucher and OBR for terminal leave benefits	None	1 hour	Chelsa C. Perez *AA VI* Allan P. Chavero *HRMO*
	3. Route the voucher to concerned department for signature (source of funds)	None	1 hour	*Department Head concerned*
TOTAL:		**None**	**2 hours, 5 minutes**	

C. Request for Certification of Employment and Compensation, Service Record and Leave Credits

The Administrative/ Human Resource Management Section Holds the employment data of every employee be it resigned, Retired or currently employed in the agency. Requesting for Employment records for any legal purposes of the requestor.

Office or Division:	Administrative and Human Resource Management Section
Classification:	Simple
Types of Transaction:	G2G/Government to Government
Who may avail:	Officials and employees of the Municipality of Palo, Leyte
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	Administrative/ Human Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and Submit Request Slip	1. Receive duly accomplished request slip Route the request to personnel in-charge	None	5 minutes	Chelsa C. Perez *AA VI* Allan P. Chavero *HRMO*
	2. Prepare and release request document	None	2 hours for employed personnel and for resigned/ retired personnel	Chelsa C. Perez *AA VI* Allan P. Chavero *HRMO*
TOTAL:			**2 hours and 5 minutes**	

OFFICE OF THE MUNICIPAL ACCOUNTANT

By virtue of Section 474 of the Local Government Code of 1991, the municipal accounting office shall take charge both the accounting and internal audit services of the local government unit.

Towards this mandate, the office warrants the proper accounting of all financial transactions of the Local Government Unit (Municipal and 33 Barangay) and guarantees the observance of generally accepted accounting principles and practices, as well as sound financial management and fiscal administration.

A. PROCESSING OF CLEARANCE FORM

In accordance with Civil Service Commission Memorandum Circular No. 24, s. 2017 otherwise known as Omnibus Rules on Appointments and other Human Resource Actions, in case of retirement, separation, transfer to other agencies, leaving the Philippines and going on maternity leave of absence, clearance from money, property and work-related accountabilities is required.

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Types of Transaction:	Office to Office
Who may avail:	All Local Government Unit (LGU) of Palo Employees
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Property Acknowledgement Receipt/Inventory Custodian Slip (2 photocopies)	Office of the Municipal Accountant / General Services Section / Applicant
2. Statement of no unliquidated Cash Advance (2 original copies)	Office of the Municipal Accountant
3. Certification from financial institution relative to the balance of his/her loan, if any (1 original 1 photocopy)	Client
4. Clearance Form, Civil Service Commission Form No. 7, Revised 2018 (3 original copies)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires how to avail the service and submit the required documents needed.	1. Inform client of the required documents and receive such documents.	None	5 minutes	Glenda P. Repasa *Accounting Clerk* Municipal Accounting Office
	2. Verify and check from the accounting records if there is any outstanding loan obligation from the financial institution	None	5 minutes	Dona Rica M. Onida *Accounting Clerk I* Municipal Accounting Office

	3. Verify and check from the accounting records if there is any unliquidated cash advance.	None	5 minutes	Sundy Adrian S. Cobacha *Accounting Clerk* Municipal Accounting Office
	4. Verify and check from the accounting records if there is any property accountability.	None	5 minutes	Mary Hazel M. Mooney *Administrative Aide I* Municipal Accounting Office
	5. Review and sign the clearance form	None	5 minutes	Luis Antonio M. Napoles *Municipal Accountant* Municipal Accounting Office
	6. Release the clearance form	None	5 minutes	Glenda P. Repasa *Accounting Clerk* Municipal Accounting Office
	TOTAL:		**30 minutes**	

B. ISSUANCE OF CERTIFICATE OF COMPENSATIONPAYMENT/TAX WITHHELD (BUREAU OF INTERNAL REVENUE/ BIR FORM NO. 2316)

Pursuant to Revenue Regulation 3-2002, every employer who is required to deduct and withhold the tax on compensation, shall furnish every employee whose compensation taxes have been withheld the Certificate of Income Tax Withheld on Compensation or commonly known as BIR Form No. 2316.

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Types of Transaction:	Office to Office
Who may avail:	Regular and Casual Employees of LGU Palo
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Bureau of Internal Revenue Form No. 2316 (2 original copies	Office of the Municipal Accountant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires how to avail the service	1.Inform client that the requested document will be prepared.	None	5 minutes	Dona Rica M. Onida *Accounting Clerk I* Municipal Accounting Office

	2. Extract and Print the BIR Form No. 2316 from the BIR's Data Validation Entry.	None	30 minutes	Dona Rica M. Onida *Accounting Clerk I* Municipal Accounting Office
	2. Release the document to the client	None	5 minutes	Dona Rica M. Onida *Accounting Clerk I* Municipal Accounting Office
	TOTAL:		**40 Minutes**	

OFFICE OF THE MUNICIPAL BUDGET OFFICER

A. BUDGET MANAGEMENT SERVICE – PREPARATION OF ANNUAL BUDGET

Office or Division:	Office of the Municipal Budget Officer
Classification:	Highly Technical
Types of Transaction:	G2G – Government to Government
Who may avail:	Department Heads and Unit Heads
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Complete Local Budget Preparation Forms	Office of the Municipal Budget Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Each Department and Unit Head prepares and submits the budget proposal	1.1 Receive and check the requirements.	None	4 months	Ma. Aleli Plazuela (Municipal Budget Officer) / Amelita Fumar (Administrative Assistant II) / Ma. Corina Antonette Ilagan (Administrative Aide III) / Rhuel Malquisto (Administrative Aide III)
	1.2 The MBO & staff review / evaluate and consolidate the budget proposal.	None		Ma. Aleli Plazuela (Municipal Budget Officer) / Amelita Fumar (Administrative Assistant II) / Ma. Corina Antonette Ilagan (Administrative Aide III) / Rhuel Malquisto (Administrative Aide III)
	1.3 Conduct Budget Hearing together with the Department & Unit Heads and LFC.	None		Ma. Aleli Plazuela (Municipal Budget Officer) / Amelita Fumar (Administrative Assistant II) / Ma. Corina Antonette Ilagan (Administrative Aide III) / Rhuel Malquisto (Administrative Aide III)

	2. Finalize the recommended budget of the ensuing year.	None		Ma. Aleli Plazuela (Municipal Budget Officer) / Amelita Fumar (Administrative Assistant II) / Ma. Corina Antonette Ilagan (Administrative Aide III) / Rhuel Malquisto (Administrative Aide III)
	3. Submit Executive Budget to the SB Secretariat	None		Ma. Aleli Plazuela (Municipal Budget Officer)
		TOTAL:	4 months	

B. BUDGET MANAGEMENT SERVICE – PROCESSING OF CERTIFICATION ON APPROPRIATIONS, FUNDS AND OBLIGATION OF ALLOTMENTS (CAFOA)

Office or Division:	Office of the Municipal Budget Officer
Classification:	Simple
Types of Transaction:	G2G – Government to Government
Who may avail:	Department and Units of the Municipality of Pal
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. For Personal Services (PS) • Disbursement Voucher, Payroll (verified by the HRMO), DTR, Authorization and Certification (for overtime services), Plantilla of Appointment (for newly hired), Service Record (for Loyalty Awardees)	- Department / Office concerned
2. For Purchase – Supplies, Materials, Equipment • Disbursement Voucher, Inspection and Acceptance Report / Inventory Custodian Slip (for equipment), Purchase Request (numbered, dated and signed), request for Price Quotation, Abstract of Quotation, Sales Invoice, Official Receipt (for bidded / reimbursement), PhilGEPS Award Notice Abstract /	- Department / Office concerned

Certification / Invitation	
3. For Gasoline • Disbursement Voucher, Statement of Account, duly accomplished / signed trip tickets, GSO Certification • For reimbursement – additional requirements – Purchase Request (approved) Official Receipt	- Department / Office concerned
4. For Repair / Maintenance of Motor Vehicles / Office Equipment • Disbursement Voucher, IAR, Sales Invoice, Request for Price Quotation, Purchase Request / Purchase Order (approved), Pre – inspection Report, Abstract of Quotation, Report of Waste Materials, Certificate of repair, Post – Inspection Report, Official Receipt (for reimbursement), PhilGEPS Award Notice Abstract / Certification / Bid Notice	- Department / Office concerned
5. For Cash Advance (CA) / Travelling / Training Expenses Disbursement Voucher, Invitation, Itinerary of Travel, certificate of Appearance, Certificate of Travel Completed, Travel Order / Appearance and Official Receipt (for reimbursement)	- Department / Office concerned
6. For Electricity / Water / Telephone Expenses • Disbursement Voucher, Bill / Statement of Account	- Department / Office concerned
7. For Meals / Catering Services • Disbursement Voucher, IAR, Purchase Request / Purchase Order (numbered, dated and signed), Canvass Sheet, Abstract of Canvass, Request for Quotation, Sales Invoice / Official Receipt), Attendance Sheet (original and certified copy), PhilGEPS Award Notice Abstract / Certification / Invitation, Approved Activity Proposal	- Department / Office concerned

8. For Drugs and Medicines • Disbursement Voucher, IAR, Purchase Request / Purchase Order (numbered, dated and signed), Canvass Sheet, Abstract of Canvass, Request for Quotation, Sales Invoice / Official Receipt), PhilGEPS Award Notice Abstract / Certification / Invitation, Certificate of Product Registration / Good Manufacturing Practice from FDA, Certification from CHO that the Drugs / Medicines are Allowed to Purchase as per Philippine Retail Drug Formulary	- Department / Office concerned
9. For Emergency Purchase • Disbursement Voucher, Certificate of Emergency Purchase / Justification, Canvass Sheet, Purchase Request (approved), Official Receipt (for reimbursement)	- Department / Office concerned
10. For Civil Works • Disbursement Voucher, Duly signed and Notarized Contract supported by Notice of Award and Notice to Proceed and other supporting documents provided under R.A. 9184	- Department / Office concerned
11. For Capital Outlay • Purchase Request and Program of Work (approved), Duly signed Purchase Order and in cases of bidding, supported by Notice of Award and Notice to Proceed and other supporting documents provided under R.A. 9184	- Department / Office concerned

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the MBO	1.1 Receive the requirements and check as to completeness and return to the client his / her receiving copy.	None None	2 minutes 2 minutes	Sheena Mae Querubin (Clerk) Sheena Mae

	1.2 Record the document in the registry.			Querubin (Clerk)
	1.3 Record and check if the amount is covered by existing appropriation.	None	2 minutes	Sheena Mae Querubin (Clerk) / Rhuel Malquisto (Administrative Aide I)
	1.4 Certify as to the availability of appropriation.	None	2 minutes	Ma. Aleli Plazuela (Municipal Budget Officer)
	1.5 Post CAFOA / Purchase Request in the Customized Government Financial Management System.	None	5 minutes	Sheena Mae Querubin (Clerk) / Rhuel Malquisto (Administrative Aide I)
	1.6 Control and obligate the Obligation Requests in the Customized Government Financial Management System.	None	1 minute	Sheena Mae Querubin (Clerk) / Rhuel Malquisto (Administrative Aide I)
	1.7 Countersign the CAFOA / Obligation Request.	None	2 minutes	Sheena Mae Querubin (Clerk) / Rhuel Malquisto (Administrative Aide I)
	1.8 Review / Check / Validate & Sign the CAFOA / Obligation Request (OBR) / Fund Utilization Request (FUR).	None	10 minutes	Ma. Aleli Plazuela (Municipal Budget Officer)
	1.9 Record the duly signed	None	2 minutes	Sheena Mae Querubin (Clerk) /

	CAFOA / Obligation Request (OBR) / Fund Utilization Request (FUR) in the outgoing registry and retain one (1) copy of the said document. 1.10 Forward the approved CAFOA / OBR / FUR together with the supporting documents to the Accounting Office.			Ma. Corina Antonette Ilagan (Administrative Aide III) Sheena Mae Querubin (Clerk) / Rhuel Malquisto (Administrative Aide III)
TOTAL		**None**	**30 minutes**	

Purchase of goods and services shall be consistent to the rules and regulations of Republic Act No. 9184 (Government Procurement Reform Act)

FEEDBACK 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 Municipal Accountant	LGU Palo	0963-691-2605
Office of the Municipal Agriculturist	LGU Palo	0963-949-9854
Office of the Municipal Assessor	LGU Palo	0975-852-9392
Office of the Municipal Budget Officer	LGU Palo	0993-490-0601
Office of the Municipal Civil Registrar	LGU Palo	0967-139-6601
Office of the Municipal Disaster Risk Reduction & Management Officer	LGU Palo	0910-042-6565
Office of the Municipal Engineer	LGU Palo	0915-909-3786
Office of the Municipal Health Officer	LGU Palo	0909-810-9308
Office of the Municipal Health Officer (Palo One Stop Health Shop)	LGU Palo	0909-810-9308
Office of the Municipal Planning & Development Coordinator	LGU Palo	0998-953-5546
Office of the Municipal Social Welfare & Development Officer	LGU Palo	0918-209-3819
Office of the Municipal Treasurer	LGU Palo	0955-301-6416
Administrative & Human Resource Management Section	LGU Palo	0906-561-0464
Business Permits & Licensing Office	LGU Palo	0961-750-2858
Economic Development & Investment Promotion Unit	LGU Palo	0965-599-0075
General Services Section	LGU Palo	0962-963-8705
Information Technology & Sound System Management Section	LGU Palo	0936-412-2152
Livelihood & Cooperatives Development Section	LGU Palo	0906-748-0765
Economic Enterprise Management Unit – Palo Public Market	LGU Palo	0951-852-7748
Public Employment Service Office	LGU Palo	0953-377-7838
Environment & Solid Waste Management Office	LGU Palo	0992-681-3065
Tourism, Culture, Arts and Media Office	LGU Palo	0962-109-3652
Traffic & Security Management Unit	LGU Palo	0930-091-7799
Population Office	LGU Palo	0907-546-5715