



CABATUAN CITIZEN'S CHARTER
LOCAL GOVERNMENT UNIT OF CABATUAN
Cabatuan, Iloilo, Philippines



I. Municipal Profile

Available historical records say that Cabatuan was founded in 1732. The town's founding in 1732 is further corroborated by a huge cross-made of hard thick "murawon" (molave) the base of which still stands on Pamul-ogan Hill. On the cross was carved "1732". Although what remains of the Cross now is only its base, old residents of the town recall that the Cross was more than four meters high, lording it over Tigum River and the plains towards the town. It is presumed that the early founding Spaniards, following their procedure of establishing a new town by first dedicating the place to Christ, had made the Cross and carved the date on it.

Cabatuan was believed originally planned by Tono, its conceded tribal leader, together with two other leaders Gomoc and Amihan. The site of the early settlement was on a level tract of land near the northern bank of the Tigum River where the poblacion is now located.

In 1733, Cabatuan was officially organized upon the installation of Rev. Fr. Antonio Lopez as its first priest and Tono as its first "gobernadorcillo".

The town hall and the Roman Catholic Church were simultaneously built. The town was placed by the priest under the spiritual protection of Saint Nicolas de Tolentino whom Cabatuananons venerate as their Patron Saint whose feast is celebrated on September 10 every year.

How Cabatuan Got Its Name

The name **CABATUAN** is suggestive of the character of its people and the nature of the locality. It may be derived from the Hiligaynon word "**kabatuhan**," meaning full of stones or "**bato**"; from "**batuan**", meaning to resist, defy, oppose, fight, or challenge. Some old folks believed that the name was derived from "**batuan**", a tree whose sour fruits are used in seasoning vegetables.

An interesting version of how Cabatuan was named has been generally accepted. There was a creek running right through the heart of the poblacion. It was considered unique because its water flowed from the east to the west, "**nagabatu**", in direct contrast to the usual course of creeks and rivers in town. Along the bed of the creek were plenty of stones and along the banks and their vicinity were big "**batuan**" trees growing among clusters of stones. When the Spaniards came to settle in town, the natives headed by Tono and other leaders suggested that the town be named **CABATUAN**.



II. Mandate

The Local Government Unit of Cabatuan, Iloilo, Philippines delivers basic services and facilities for promotion of general welfare of its constituents and for its efficient and effective governance. Ensures and supports the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant, scientific and technological capabilities, improve public morale, enhance economic prosperity and social justice, promote full employment among the residents, maintain peace and order and preserve the comfort and convenience of Cabatuananons.

III. Vision

“The gateway of Western Visayas to the World, a Progressive Municipality with Diversified and Robust Economy whose Resilient and Empowered Citizenry Live in a Balanced Environment Served by Pro-active Local Government.”

IV. Mission

Serve pro-actively by delivering efficient and effective Social Services such as **h**health, **e**ducation, **l**ocal **p**rotective services and **S**ocial welfare and development services (HELPS) to the constituents;

- ✓ Develop a diversified and robust economy by improving farmers' capacity to increase yield and income for food security and 100% rice self-sufficiency;
- ✓ Introduce an adaptive measures against climate change to ensure sustainability on agricultural produce;
- ✓ Develop and expand agricultural and commercial sub-sectors of local economic development by facilitating the establishment of sustainable industries that cater the processing of Cabatuan's products;
- ✓ Promote the diversified growth of commerce, trade, industry and tourism activities to increase employment/income;
- ✓ Ensure a balance environment by implementing environmental laws, rules and regulations for the safety of an empowered and resilient citizenry;



IV. Service Pledge

We the Local Government Officials and Employees are:

- C** -Committed to serve you in accordance with the herein Cabatuan Citizen's Charter;
- A** -Always ready to deliver and provide basic services in accordance with Republic Act 11032 otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018;
- B** -Believing that you can accept our deficiencies as we are ready to entertain/resolve complaints in accordance with prescribe guidelines, laws, rules and regulations;
- A** -Ardent and Enthusiastic to deliver the services you need, even during lunch break and beyond office hours to those who are within the premises of the office;
- T** -Tasked to deliver basic government services and facilities as provided under section 16 of the Local Government Code (RA 7160);
- U** -Upholding integrity, honor, morality, transparency and excellence service;
- A** -Advocate for continuous re-engineering of government systems and procedures to ensure efficient government service delivery;
- N** -Nurturing a resilient environment amidst the global pandemic.



LIST OF SERVICES



LIST OF SERVICES

	Page Number		Page Number
I. Administrative and Fiscal Services	8	III. Frontline Services	22
1. Administrative Services		1. Agricultural Services	
1.1. Issuance of Unified I.D. System	9	1.1. Certification	23
1.2. Mayor's Clearance, Certification, Recommendation Issuance	10	1.2. Provision of Technical Assistance to Walk-In Farmers	24
2. Fiscal Services		1.3. Veterinary Health Certificate Issuance	25
2.1. Issuance of Certified True Copy (CTC) of Tax Declaration	11	2. Health Services	
2.2. Subdivision/Consolidation of Land's Tax Declaration	12	2.1. Dental Consultation	26
2.3. Payment of taxes, fees, and charges	13	2.2. Health Card and Sanitary Permit Issuance	27
2.4. Tax Clearance Issuance	14	2.3. Laboratory Services	28
II. Civil Registration Services	15	2.4. Medical Consultation	29
1. Application for Registration of Certificate of Death	16	3. Municipal Social Welfare & Development Office	
2. Application for Registration of Certificate of Live Birth (Delayed Registration)	17	3.1. Assistance to Individual in Crisis Situation (AICS)	30
3. Application for Registration of Certificate of Live Birth (Timely Registration)	18	3.2. Issuance of the Senior Citizens Affairs (OSCA) ID Cards	31
4. Application for Marriage License	19	3.3. Issuance of Person's with Disability (PWD) I.D.	32
Application for Security Paper (SECPA) of the following: Certificate of Death, Live Birth, Marriage and Certificate of No Marriage (CENOMAR)	20	3.4. Pre-Marriage Counseling to Would-Be-Couple	33
6. Issuance of Certification of Birth, Death and Marriage	21	3.5. Social Case Study Report (SCTR)/Social Case Findings (SCF)	34
		3.6. Handling Violence Against Women and Children (VAW-C) Cases	35
		3.7. Handling Children-In-Conflict with Law (CICL)	36
		IV. Permits and Licenses	38
		1 Business Permit	39
		2. Building Permit	47
		3. Franchise of Motorized Tricycle	50
		V. Feedback and Complaints Mechanisms	52



ANNEXES

	Page Number
1. Certificate of Compliance	53
2. Client Feedback/Complaint For	54
3. Order of Payment Form	55



ADMINISTRATIVE AND FISCAL SERVICES

EXTERNAL

1. ADMINISTRATIVE SERVICES

Mayor's Office

2. FISCAL SERVICES

Assessor's Office

3. FISCAL SERVICES

Treasury Office



1. ADMINISTRATIVE SERVICES

Mayor's Office

1.1. ISSUANCE OF A UNIFIED MUNICIPAL ID SYSTEM

To have a unified Municipal ID System.

OFFICE: Office of the Municipal Mayor			CLASSIFICATION: Simple	
WHO MAY AVAIL : Registered Voter of the Municipality, Senior Citizens, PWDs, Solo Parent			TYPE OF TRANSACTION: G2C	
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Precinct Number; 2. For Senior Citizens, PWDs and Solo Parent –Application Form with supporting documents (refer to 3.2.)			1. COMELEC Field Office, Cabatuan, Iloilo; 2. MSWDO, Cabatuan, Iloilo	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in logbook located at the lobby , presents Precinct Number, fills out Information Form and submit to staff	Instructs client to log on the log-book, evaluate documents presented and encode data	NONE	5 minutes	Administrative Aide VI (Clerk III) Mayor’s Office
2. Poses for picture taking and signs for specimen signature	Takes picture and guide in signing for specimen signature		10 minutes	
3. Receives ID	Releases ID		5 minutes	
	TOTAL PROCESSING TIME		20 Minutes	



1. ADMINISTRATIVE SERVICES, continued.....

1.2. MAYOR'S CLEARANCE, Certification, Recommendation Issuance

The Mayor' Clearance if issued to individuals needing this document stating that he/she has no pending case filed with the Office of the Mayor. Certifications are issued to affirm the validity of information. Job recommendations are issued for job seekers.

OFFICE: Mayor's Office			CLASSIFICATION: Simple	
WHO MAY AVAIL: Students, Job Seekers,			TYPE OF TRANSACTION: G2C –Government to Client	
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs logbook at the lobby, states requests and purpose of request	Instructs client to sign in the log-book, get details of the request and prepare documents		5 minutes	Administrative Aide VI (Clerk III) <i>Mayor's Office</i>
2. Reviews the prepared documents and conforms with its contents.	Presents documents for conformity and issues order of payment		10 minutes	
3. Pays corresponding fee	Issues Official Receipt	P50.00	5 minutes	Cashier II <i>Treasury Office</i>
4. Receives requested documents	Releases documents		5 minutes	Adm. Aide VI (Clerk III) <i>Mayor's Office</i>
	TOTAL		25 Minutes	



2. FISCAL SERVICES

Assessor's Office

2.1. ISSUANCE OF CERTIFIED TRUE COPY (CTC) OF TAX DECLARATION

The Tax Declaration is issued to taxpayer needing this document to determine the face value/market value of his/her property.

OFFICE: Assessor's Office			CLASSIFICATION: Complex	
WHO MAY AVAIL: Real Property Owners			TYPE OF TRANSACTION: G2C/G2G –Government to Client/Government to Government	
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Lot Number, Name of declared owner, Sworn Statement; 2. Current Real Property Tax Receipt;			1. Assessor's Office; 2. Treasurer's Office;	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Signs logbook at the lobby, presents required documents	Instructs client to sign in the logbook, gets required documents, verifies tax declaration, and issues order of payment		5 minutes	Assessment Clerk III\ Assessment Clerk II Assessor's Office
2. Presents Order of Payment and Pays Corresponding Fee	Receives Payment & Issues Official Receipt	P57.00	10 minutes	Cashier II Treasury Office
2. Presents Official Receipts	Prepares CTC of Tax Declaration. Annotate, O.R. No. on the document, reviews and initials prepared CTC, forward to Municipal Assessor for signature		10 minutes	Assessment Clerk III\ Assessment Clerk Municipal Assessor Assessor's Office
3. Receives CTC of Tax Declaration	Issues CTC of Tax Declaration		5 minutes	Assessment Clerk III\ Assessment Clerk II Assessor's Office
	TOTAL PROCESSING TIME		25 Minutes	



2. FISCAL SERVICES

Assessor's Office

2.1. SUBDIVISION/CONSOLIDATION OF LAND's TAX DECLARATION

The Subdivision/Consolidation of Tax Declaration is issued to lot owners needing this document to subdivide/consolidate parcel of their land to have a separate/consolidated tax declaration for tax purposes.

OFFICE: Assessor's Office		CLASSIFICATION: Highly Technical		
WHO MAY AVAIL: Real Property Owners		TYPE OF TRANSACTION: G2C/G2G –Government to Client/ Government to Govern		
CHECKLIST OF REQUIREMENT: <ol style="list-style-type: none"> 1. Approved Subdivision Plan; 2. Deed of Conveyance; 3. Real Property Tax Receipts' 		WHERE TO SECURE: <ol style="list-style-type: none"> 1. Geodetic Engineer who surveyed the lot; 2. Executed by the lot owner, duly notarized by a notary public; 3. Treasury Office; 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Signs logbook at the lobby, presents documents	Instructs client to sign in the logbook, evaluates documents		5 minutes	Assessment Clerk III\ Assessment Clerk II Assessor's Office
2. Accompany/Assists in the field inspection of the lot.	Conducts site inspection, prepares Field Appraisal and Assessment Sheet (FAAS) and the supporting documents, forwards for approval, signs and approves subdivision/consolidation of lot/lots. Issues Order of payment	150/sub lot/ 1/2 of 1% of the Assessed value + 50.00 minimum of 100 not more than 2,000.00	15 days	Assessment Clerk II Assessment Clerk III Local Assessment Operations Officer I Municipal Assessor Assessor's Office
3. Presents Order of Payment, Pays corresponding fee	Receives payment and Issues Official Receipts	Transfer of Ownership Fee– P100.00	10 minutes	Cashier II Treasury Office
4. Receives requested documents	Releases documents		5 minutes	Assessment Clerk III\ Assessment Clerk II Assessor's Office
	TOTAL		15 days & 25 Minutes	



3. FISCAL SERVICES

Treasury Office

2.1. PAYMENT OF TAXES, FEES, AND CHARGES.

Accepting Cash or Check as payment of taxes, fees and charges for the services a client availed and Issuing Official Receipt/s thereof.

OFFICE: Treasury Office			CLASSIFICATION: Simple	
WHO MAY AVAIL: Taxpayers			TYPE OF TRANSACTION: G2C/G2G–Government to Client/ Government to Government	
CHECKLIST OF REQUIREMENT 1. Order of Payment			WHERE TO SECURE 1. Office where the service/s is availed	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO- CESSING TIME	PERSON RESPONSIBLE
1. Presents Order of pay- ment	Acknowledges/evaluated Or- der of Payment	As indicated in the Order of payment	5 minutes	Cashier II <i>Treasury Office</i>
2. Pays Corresponding Fee	Receives Payment/Issues Of- ficial Receipts		10 minutes	
3. Receives Official Receipts	Gives/Releases Official Re- ceipts and instructs client to present OR to concern office/ person responsible		5 minutes	
	TOTAL		20 Minutes	



3. FISCAL SERVICES

Treasury Office

2.1. TAX CLEARANCE ISSUANCE

The Tax Clearance is issued to individuals/tax payers needing this document stating that he/she has been cleared of his/her taxes.

OFFICE: Treasury Office			CLASSIFICATION: Simple	
WHO MAY AVAIL: Taxpayers			TYPE OF TRANSACTION: G2C/G2G–Government to Client/ Government to Government	
CHECKLIST OF REQUIREMENT 1. Official Receipt			WHERE TO SECURE 1. Treasury Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO- CESSING TIME	PERSON RESPONBILE
1. Signs logbook at the lobby, presents official receipts	Instructs client to sign in the logbook, assesses officials receipts, prepares tax clearance and issues order of payment		15 minutes	Local Revenue Collection Officer II/ Local Revenue Collection Office I <i>Treasury Office</i>
2. Pays Service Fee	Receives Payment/Issues Official Receipts	P80.00	10 minutes	Cashier II <i>Treasury Office</i>
3. Receives requested Tax Clearance	Releases Tax Clearance		5 minutes	Local Revenue Collection Officer II/ Local Revenue Collection Office I <i>Treasury Office</i>
	TOTAL		20 Minutes	



CIVIL REGISTRATION SERVICES (EXTERNAL)

- 1. Application for Registration of Certificate of Death**
- 2. Application for Registration of Certificate of Live Birth (Delayed Registration)**
- 3. Application for Registration of Certificate of Live Birth (Timely Registration)**
- 4. Application for Marriage License**
- 5. Application for Security Paper (SECPA) thru BREQS of the following:**
 - 5.1. Certificate of Live Birth;**
 - 5.2. Certificate of Marriage;**
 - 5.3. Certificate of Death; and**
 - 5.4. Certificate of No Marriage (CENOMAR) thru BREQS**
- 6. Issuance of Certification of Birth, Death and Marriage**



1. Application for Registration of Certificate of Death

To establish death record of every person who died in the Municipality

OFFICE: Municipal Civil Registrar		CLASSIFICATION: Simple		
WHO MAY AVAIL: Immediate Family of the Decease		TYPE OF TRANSACTION: G2C		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
♦ Certification of Death issued by the Punong Barangay		♦ Office of the Punong Barangay where the deceased died		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Logs in logbook at the lobby, Se-cures Forms (Certificate of Death)	Interviews informant and give instruc-tions on how to fill-out the forms		5 minutes	Administrative Aide III (Clerk II) Municipal Civil Registrar's Office
2. Fills-out forms completely and correctly	Assist in filling-out the given forms		5 minutes	
3. Submits duly accomplished and signed Certificate of Death	Receives & evaluate Information Sheet, guide informant where to sign in the Death Certificate, prepares Certificate of Death and issues order of payment		10 minutes	Registration Officer I Municipal Civil Registrar's Office
4. Reviews entries, pays corre-sponding fee and return for regis-tration	Check correctness of entries, verify offi-cial receipt and register Certificate of Death	P50.00	5 minutes	Municipal Civil Registrar, Municipal Civil Registrar's Office
5. Present Official receipt and receives Certificate of Death	Releases Certificate of Death		5 minutes	Administrative Aide III (Clerk II) Municipal Civil Registrar's Office
	TOTAL PROCESSING TIME		30 minutes	



1. Application for Registration of Certificate of Live Birth (Delayed Registration)

Every child born in the municipality of Cabatuan must be registered to establish the identity. Delayed Registration happens when a child is not registered within thirty (30) days from birth.

OFFICE : Municipal Civil Registrar's Office		CLASSIFICATION: Simple		
WHO MAY AVAIL: Parent of the child		TYPE OF TRANSACTION: G2C		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> ♦ Marriage Contract of Parents (For Legitimate Child) ♦ Negative Certification from Philippine Statistics Office (PSA) ♦ Baptismal Certificate or any documents of which the Date and Place of Birth are indicated ♦ Presence of Father/Mother with valid ID for Admission of Paternity (For Illegitimate Child) 		<ul style="list-style-type: none"> ♦ PSA/Registrar's Office where the Marriage took place; ♦ PSA Office ♦ Church where the child was baptized; ♦ Municipal Civil Registrar 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Sign in the Logbook at the lobby, ask for Information Sheet and Certificate of Live Birth (CLB) Form	Gives logbook, interview clients, and instruct client how to fill out given documents	Basic Pay-100.00 5.00/year of delay	5 minutes	Administrative Aide III (Clerk II) <i>Municipal Civil Registrar's Office</i>
2. Fills-out Information Sheet completely and correctly	Assist in filling-out the given forms		5 minutes	
3. Submits duly accomplished information sheet and signed Certificate of Live Birth	Receives & evaluate Information Sheet, Instruct where to sign in the CLB form/ Prepares CLB		10 minutes	Registration Officer I <i>Municipal Civil Registrar's Office</i>
4. Reviews CLB and forward to for Registration	Check correctness of entries, register CLB		5 minutes	Municipal Civil Registrar, <i>Municipal Civil Registrar's Office</i>
5. Receives CLB	Releases CLB			Administrative Aide III (Clerk II) <i>Municipal Civil Registrar's Office</i>
TOTAL PROCESSING TIME		25minutes		



CIVIL REGISTRATION SERVICES

1. Application for Registration of Certificate of Live Birth (Timely Registration)

Every child born in the municipality of Cabatuan must be registered to establish the identity.

Timely registration is 0 to 30 days, otherwise it is considered as delayed registration. (refer to CRS-1.2)

OFFICE: Municipal Civil Registrar's Office

CLASSIFICATION: Simple

WHO MAY AVAIL: Parent of the child

TYPE OF TRANSACTION: Government to Client-G2C

CHECKLIST OF REQUIREMENT

WHERE TO SECURE

- ♦ Marriage Contract of Parents (For Legitimate Child);
- ♦ Valid I.D. of Parents;
- ♦ Presence of Father to execute Admission of Paternity (For Illegitimate Child);
- ♦ Present f mother to execute AUSF

- ♦ PSA/Registrar's Office where the Marriage took place;
- ♦ Office I.D. or Any Govt. Issued I.D.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO- CESSING TIME	PERSON RESPONBILE
1. Sign in the Logbook at the lobby, ask for Information Sheet and Certificate of Live Birth (CLB)Form	Gives logbook, interview clients, and instruct client how to fill out given documents	Illegitimate- 150.00 for AUSF Legitimate- NONE	5 minutes	Administrative Aide III (Clerk II) <i>Municipal Civil Registrar's Office</i>
2. Fills-out Information Sheet completely and correctly	Assist in filling-out the given forms		5 minutes	
3. Submits duly accomplished information sheet and signed Certificate of Live Birth	Receives & evaluate Information Sheet, Instruct where to sign in the CLB form/ Prepares CLB		15 minutes	Registration Officer I <i>Municipal Civil Registrar's Office</i>
4. Reviews CLB and forward to for Registration	Check correctness of entries, register CLB		5 minutes	Municipal Civil Registrar, <i>Municipal Civil Registrar's Office</i>
5. Receives CLB	Releases CLB			Administrative Aide III (Clerk II) <i>Municipal Civil Registrar's Office</i>
	TOTAL PROCESSING TIME		30 minutes	



1. APPLICATION FOR MARRIAGE LICENSE

Male and Female couple (would be couple) who intend to contract marriage

OFFICE: Municipal Civil Registrar’s Office		CLASSIFICATION : Highly Technical		
WHO MAY AVAIL: Would be couple		TYPE OF TRANSACTION: G2C		
CHECKLIST OF REQUIREMENT : 1. Certificate of Live Birth; 2. Certificate of No Marriage 3. Current Community Tax Certificate 4. Application/Information Sheet; 5. Pre-Marriage Counselling Certificate		WHERE TO SECURE: 1. PSA/MCR Office where the applicant was born 2. MCR Office where the applicant resides; 3. Treasury Office; 4. MCR Office, Cabatuan, Iloilo; 5. MSWD Office, Cabatuan, Iloilo		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Signs on the logbook at the lobby, Signifies their intention to apply for Marriage License, secure Information Sheet	Interviews applicants and instructs in fill-ing-out the Information Sheet and other statutory requirements	NONE	10 minutes	Registration Officer I <i>Municipal Civil Registrar’s Office</i>
2. Fill-out Information Sheet completely and correctly and submits accom-plished forms and other statutory requirements	Reviews filled-out application form and other statutory requirements and instruct applicants to proceed to MSWD to fill-out Marriage Expectation Inventory Form and advice client to MCR’s Office after attend-ing the Pre-Marriage Counselling.		10 minutes	
3. Submits Certificate of Pre-Marriage Counselling (CPMC)	Receives (CPMC), prepares and posts application for Marriage License and is-sues Order of Payment.		10 days	Administrative Aide III (Clerk II) <i>Municipal Civil Registrar’s Office</i>
4. Reviews Marriage License, pre-sents order of payment and pay corresponding fee	Issues official receipts; Receive and register Application for Mar-riage License		5 minutes	Cashier II, <i>Treasury Office</i> Municipal Civil Registrar <i>Municipal Civil Registrar’s Office</i>
5. Receives Marriage License	Releases Marriage License			Administrative Aide III (Clerk II) <i>Municipal Civil Registrar’s Office</i>
	TOTAL PROCESSING TIME		10 day and 35 minutes	



5. Application for Security Paper (SECPA) thru BREQS of the following:

- 5.1. Certificate of Live Birth;
- 5.2. Certificate of Marriage;
- 5.3. Certificate of Death; and
- 5.4. Certificate of No Marriage (CENOMAR) thru BREQS

SECPA thru BREQS is a document from PSA facilitated by the MCR Office for clients needing this document but could not personally go to PSA.

OFFICE : Municipal Civil Registrar		CLASSIFICATION : Highly Technical		
WHO MAY AVAIL: Client who need this document for claims		TYPE OF TRANSACTION: G2C		
CHECKLIST OF REQUIREMENT : 1. Request applied for; 2. Valid I.D.		WHERE TO SECURE: 1. Requesting party; 2. Office I.D. or any government valid I.D.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Sign in the Logbook at the lobby, states the requests and asks for application form	Gives logbook, interview clients, and instruct client how to fill out given documents		5 minutes	Administrative Aide III (Clerk II) Municipal Civil Registrar's Office
2. Fills-out application completely and correctly	Assist in filling-out the given forms		5 minutes	
3. Submits duly accomplished application form	Receives & evaluate application form issue order of payment		15 minutes	Registration Officer I Municipal Civil Registrar's Office
4. Presents order of payment and pay corresponding fees,	Receives order of Payment and Issues Official Receipts	Service Fee-P100.00	10 minutes	Cashier II, <i>Treasury Office</i>
	Submits to Philippines Statistics Office for SECPA, pays corresponding fee to PSA	Certificate of Live Birth, Death & Marriage-155.00 CENOMAR-210	7 days	<i>Cashier, Philippine Statistics Authority</i>
5. Receives documents in SECPA	Releases Document		5 minutes	Administrative Aide III (Clerk II) Municipal Civil Registrar's Office
	TOTAL PROCESSING TIME		7 days 30 minutes	



6. Issuance of Certification of Birth, Death and Marriage

Requested by clients/clients immediate family whose place of birth, marriage and death was registered in the Municipality .

OFFICE : Municipal Civil Registrar’s Office		CLASSIFICATION: Simple		
WHO MAY AVAIL:		TYPE OF TRANSACTION: G2C		
CHECKLIST OF REQUIREMENT : 1. Application Form; 2. Valid I.D. of Document’s owner/authorized person (Authorization letter if the requesting party is not the owner of the document being requested;		WHERE TO SECURE: 1. MCR Office; 2. Office I.D./Any government Issued I.D. from Office/ Government Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Signs in the Logbook at the lobby, fill-out Application	Interviews clients, gives application form	50.00 per copy	5 minutes	Administrative Aide III (Clerk II) <i>Municipal Civil Registrar’s Office</i>
2. Fills-out application form completely and correctly, submits form	Assist in filling-out the given form, receives/evaluates form, prepares Certification and gives Order of Payment to client		5 minutes	
3. Acknowledges Order of Payment. Presents to Cashier and pays corresponding fee Acknowledges OR, proceed to MCR, presents OR	Receives payment and Issues Official Receipts (OR) Checks Certification, attached OR		15 minutes	Cashier, <i>Treasury Office</i> Administrative Aide III (Clerk II) <i>Municipal Civil Registrar’s Office</i>
4. Receives Certification	Releases Certification		5 minutes	Administrative Aide III (Clerk II) <i>Municipal Civil Registrar’s Office</i>
	TOTAL PROCESSING TIME		30 minutes	



FRONTLINE SERVICES

1. AGRICULTURAL SERVICES

Municipal Agricultural Office

2. HEALTH SERVICES

Rural Health Unit

3. SOCIAL WELFARE & DEVELOPMENT SERVICES

Municipal Social Welfare & Development Office



1. AGRICULTURAL SERVICES

1.1. CERTIFICATION

Certification from the Municipal Agricultural Office is issued to individual needing this documents as a requirement for Department of Agrarian Reform, Insurance claims for crops and livestock damages and as dog vaccination record for transport purposes, Agricultural Loan...checklist of requirements.

CLASSIFICATION			CLASSIFICATION: Simple	
TYPE OF TRANSACTION: G2C			WHO MAY AVAIL : Farmer	
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
⇒ Certification from Barangay Agrarian Reform Council (BARC) (DAR ⇒ PCUC Document (Documents from PCIC; denial letter; wrong spelling; ⇒ Masterlist of vaccinited dogs ⇒ Bank loans application			⇒ Barangay where the land is located/ ⇒ PCIC; denial letter ⇒ MAO Office ⇒ Banks where to avail the loan	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents documents	Evaluates documents presented and prepares certification/Issues Order of Payment		5 minutes	Administrative Aide IV (Clerk II), <i>Municipal Agricultural Office</i> Agricultural Technologist (AT) assigned in the area, <i>Municipal Agricultural Office</i>
2. Presents Order of payment/ Pay service Fee	Issues Official Receipt (OR)	P100.00	15 minutes	Cashier II <i>Treasury Office</i>
3. Presents OR	Annotates OR No. on the Certification, Signs/Approves Certification		5 minutes	Administrative Aide IV (Clerk II), Municipal Agriculturist <i>Municipal Agricultural Office</i>
3. Receives certification	Releases certification		5 minutes	Officer of the day/ Agricultural Technologist (AT) assigned in the area, <i>Municipal Agricultural Office</i>
	TOTAL		30 Minutes	


1.2. PROVISION OF TECHNICAL ASSISTANCE TO WALK-IN FARMERS

Technical Assistance is provided to walk-in farmers who avails seeds, for treatment, deworming of livestock poultry, consultation, artificial insemination, field verification and surveillance on pest and diseases.

OFFICE: Municipal Agricultural Office		CLASSIFICATION: Simple		
TYPE OF TRANSACTION: G2C		WHO MAY AVAIL: Farmers		
CHECKLIST OF REQUIREMENT Physical Presence of Farmer/Farmer’s Representative		WHERE TO SECURE Not Applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the visitors’ logbook at the lobby	Requests client to sign on the visitors’ logbook at the lobby	None	5 minutes	Administrative Aide IV (Clerk II) <i>Municipal Agricultural Office</i> Agricultural Technologist (AT) as- signed in the area, <i>Municipal Agri- cultural Office</i>
2. Approach technician-on-duty, and consult technical problems	Evaluate technical prob- lems and prescribe solution		15 minutes	Officer of the day / AT assigned in the area, <i>Municipal Agricultural Office</i>
3. Received applicable assistance, prescription medicines for live- stock, poultry	Issues/Releases applicable assistance, gives		5 minutes	Administrative Aide IV (Clerk II) <i>Municipal Agricultural Office</i> Agricultural Technologist (AT) as- signed in the area, <i>Municipal Agri- cultural Office</i>
	Total Processing Time		20 minutes	

1. AGRICULTURAL SERVICES, continued



1.3. VETERINARY HEALTH CERTIFICATE

Veterinary Health Certificate from the Municipal Agricultural Office is issued to individual needing this documents as a requirement for transport of Poultry and Livestock.

OFFICE: Municipal Agricultural Office			CLASSIFICATION: Simple	
TYPE OF TRANSACTION-G2C			WHO MAY AVAIL: Farmers, Pet Lover	
CHECKLIST OF REQUIREMENT Proof of Vaccination of Poultry or Livestock to be transported			WHERE TO SECURE Veterinarian/A.T. In charge, Municipal Agricultural Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present proof of vaccination	Evaluate documents presented, assess animals state of health and prepares certification/Issues Order of Payment		15 minutes	Administrative Aide IV (Clerk II) <i>Municipal Agricultural Office</i> Agricultural Technologist (AT) assigned in the area, <i>Municipal Agricultural Office</i>
2. Present Order of Payment /Pay service Fee	Issues Official Receipt	P50.00	10 minutes	Cashier II <i>Treasury Office</i>
3. Received Veterinary Health Certificate	Release Veterinary Health Cert.		5 minutes	Officer of the day
	TOTAL PROCESSING TIME:		30 minutes	Administrative Aide IV (Clerk II) <i>Municipal Agricultural Office</i> Agricultural Technologist (AT) assigned in the area, <i>Municipal Agricultural Office</i>



2. HEALTH SERVICES

2.1. DENTAL CONSULTATION

Dental Consultation is provided to walk-in clients with dental health problems for assessment, diagnosis, management and provision of medicines.

OFFICE: Rural Health Unit		CLASSIFICATION: Simple		
TYPE OF TRANSACTION: G2C		WHO MAY AVAIL: Resident with Dental Problems		
CHECKLIST OF REQUIREMENT: Physical Presence of patients with Dental problem		WHERE TO AVAIL: Not Applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Priority Number and sign in the patients' logbook	Issues/Gives priority number/visitors' logbook	None	5minutes	Ma. Luna G. Tiron/Officer of the day
2. Present priority number to Assessment Clerk	Pull out dental record; Check vital signs/interview & record client's data		10 minutes	Dental Assistant/BHW on Duty
3. Proceed to dental consultation	Consult and diagnose client for proper management; Prescribed medicine/s		10 minutes	Dra. Christine Joy O. Armenia
4. Present prescription and Received Prescribed Medicines	Get clients prescription and provide medicines		5 minutes	Ms. Ivy Delailah C. Sala
	TOTAL PROCESSING TIME		30 minutes	



2.2. HEALTH CARD AND SANITARY PERMIT

Health Cards and Sanitary Permits are issued to business operators/owners including their employees application/ renewal of business permits and licenses.

OFFICE: Rural Health Unit		CLASSIFICATION: Simple		
TYPE OF TRANSACTION: G2C		WHO MAY AVAIL: Business Owners		
CHECKLIST OF REQUIREMENT : 1. Barangay Clearance for Business; 2. Community Tax Certificate; 3. Laboratory Results (Stool Exam, Sputum & CBC)		WHERE TO SECURE: 1. Barangay where the Business will operate/is operating; 2. Treasury Office; 3. Rural Health Unit Laboratory/		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO- CESSING TIME	PERSON RESPONBILE
1. Logs in the logbook located at the lobby, Gets Priority Number and sign in the patients' logbook	Issue/Gives priority number/	None	5 minutes	Administrative Aide IV (Clerk II/ Of- ficer of the day , <i>Rural Health Unit</i>
2. Presents priority number to Assess- ment Clerk	Pull out dental record; Check vital signs/interview & rec- ord client's data		10 minutes	Sanitation Inspector I <i>Rural Helath Unit</i>
3. Proceed to dental consultation	Consult and diagnose client for proper management; Prescribed medicine/s		10 minutes	Dra. Christine Joy O. Armentia
4. Present prescription and Received Prescribed Medicines	Get clients prescription and provide medicines		5 minutes	Ms. Ivy Delailah C. Sala
	TOTAL PROCESSING TIME		30 minutes	



2.3. LABORATORY SERVICES

Laboratory Services is provided for patients with laboratory requests to determine/diagnose health condition for further medical interventions.

OFFICE: Rural Health Unit		CLASSIFICATION: Simple		
TYPE OF TRANSACTION: G2C		WHO MAY AVAIL: Patients with Laboratory Reques		
CHECKLIST OF REQUIREMENT: * Laboratory requests from physician		WHERE TO SECURE: * Physician who had consulted the patient		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO- CESSING TIME	PERSON RESPONBILE
1. Present laboratory requests from physician	Extract/Perform laboratory examination (per request: CBC, urinalysis, stool exam, sputum exam, stool... etc) and order of payment		15 minutes	Medical Technologist II <i>Rural Health Unit</i>
2. Pays corresponding fee	Issues official receipt		10 minutes	Cashier II Treasury Office
2. Receives Laboratory Result	Issues Laboratory Result	TOTAL	5 minutes	Leonisa M. Padrilla
	TOTAL PROCESSING TIME		30 MINUTES	Medical Technologist II <i>Rural Health Unit</i>



2. HEALTH SERVICES

2.4. MEDICAL CONSULTATION

Medical Consultation is provided to walk-in clients seeking medical interventions for appropriate diagnosis and management and provision of medicines.

OFFICE: Rural Health Unit

TYPE OF TRANSACTION: G2C

CLASSIFICATION: Simple

WHO MAY AVAIL: Clients with Health problems

CHECKLIST OF REQUIREMENT:

Physical presence of client preferably with Referral

WHERE TO SECURE:

Barangay Health Station

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Get Priority Number and sign	Issue/Give priority number/	None	5minutes	Ma. Luna G. Tiron/Officer
2. Present priority number to Assessment Clerk	Pull out medical record; Check vital signs/interview & record client's data		10 minutes	Midwife/BHW on Duty
3. Proceed to consultation	Consult and diagnose client for proper management; Prescribed medicine/s		10 minutes	Dra. Linda Jane B. Yee Dr. Lonerie A. Regondon
4. Present prescription and Received Prescribed Medicines	Get clients prescription and provide medicines		5 minutes	Ms. Ivy Delailah C. Sala
	TOTAL PROCESSING TIME		30 minutes	



3. MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT SERVICES

3.1. ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION (AICS)

AICS is a financial assistance provided to individual (resident of Cabatuan, Iloilo) in crisis situation

OFFICE: Municipal Social Welfare and Development Office

TYPE OF TRANSACTION: G2C

CLASSIFICATION :SIMPLE

WHO MAY AVAIL: Residents who is in crisis situation

CHECKLIST OF REQUIREMENT :

- * Medical Certificate (In case of medical assistance)
- * Death Certificate (In case of burial assistance)
- * Certificate of Indigency (In cases other than above)

WHERE TO SECURE:

- * Physician/Hospital
- * Municipal Civil Registrar
- * Barangay where the client resides

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONBILE
1. Present documents	Assess documents, conducts intake/interview to clients, prepare case study report, vouchers and all necessary documents	NONE	1 hour	Social Welfare Officer II Social Welfare Assistant <i>MSWD Office</i>
2. Assess/Sign Case study report	Present Case Study report, facilitate processing/route of documents for signature		1 hour	Social Welfare Officer II Social Welfare Assistant Mun. Social Welfare & Devt Officer <i>MSWD Office</i>
2. Received assistance	Assist client in getting AICS from the Cashier (Treasury Office)		15 minutes	Social Welfare Officer II Social Welfare Assistant <i>MSWD Office</i>
	TOTAL PROCESSING TIME		2 HRS. 15 MINUTES	



3.2. ISSUANCE OFFICE OF THE SENIOR CITIZENS AFFAIR (OSCA) IDENTIFICATION (ID) CARDS

Issued to senior citizen to avail 20% discount on purchase of goods and services and other benefits and privileges provided under Republic Act No. 9994.

OFFICE: Municipal Social Welfare and Development Office		CLASSIFICATION: Simple		
TYPE OF TRANSACTION: G2C	WHO MAY AVAIL: Senior Citizens in the Municipality of Cabatuan			
CHECKLIST OF REQUIREMENT:		WHERE TO SECURE:		
1. Birth Certificate; 2. OSCA Form1		1. Mun. Civil Registrar' Office where the SC was born 2. Municipal Social Welfare & Devt. Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in logbook, presents Birth Certificate, fills-out OSCA Form 1	Gives logbook, Receives/assesses Birth Certificate, gives OSCA Form 1, assist in filling-out OSCA Form 1	NONE	15 minutes	Social Welfare Assistant <i>MSWD Office</i>
2. Present documents from MSWDO, poses for picture taking and signs for specimen signature	Assesses documents for MSWDO, takes picture and assists in signing for specimen signature	P100.00 for lost I.D.	10 minutes	Adm. Aide VI (Clerk III), <i>Mayor's Office</i>
3. Receives ID	Releases ID		5 minutes	Social Welfare Assistant <i>MSWD Office</i>
	TOTAL PROCESSING TIME		20 minutes	



3.3. ISSUANCE OF PERSON'S WITH DISABILITY (PWD) IDENTIFICATION CARD (ID)

PWD's Identification Card is issued to PWD to avail discounts, benefits and privileges provided under Republic Act 7277 as amended by Republic Act 10754.

OFFICE: Municipal Social Welfare and Development Office		CLASSIFICATION: Simple		
TYPE OF TRANSACTION: G2C		WHO MAY AVAIL: PWD in the Municipality of Cabatuan,		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Medical Certificate from a Medical Specialist who has a valid license and is a specialist in the type of disability being applied; 2. Certification from the Municipal Health Officer attesting to the type of disability being applied; 3. Prescribed Application Form 4. In case the PWD is incapacitated – An authorization in favor of PWD’s immediate relative duly conform by the Punong Barangay/ Kagawad, Chairman, Social Services that the PWD applicant is incapacitated to transact business and Valid ID of PWD with picture and signature		1. Medical Specialist with valid license and a specialist in the type of disability being applied; 2. Rural Health Unit (RHU), Cabatuan, Iloilo; 3. Mun. Social Welfare & Development Office, Cabatuan, Iloilo; 4. Barangay where the PWD resides		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in logbook, Present documents, fills out Application Form	Gives logbook, assesses documents, gives Application Form, assists in filling out Application Form	NONE	5 minutes	Social Welfare Officer II Social Welfare Assistant <i>MSWD Office</i>
2. Presents documents from MSWDO, poses for picture taking and signs for specimen signature	Assesses documents from MSWDO, takes picture and assists in signing for specimen signature (In the absence of PWD, scan picture and signature)		15 minutes	Adm. Aide VI (Clerk III) <i>Mayor’s Office</i>
2. Receives ID	Releases ID		5 minutes	Social Welfare Officer II Social Welfare Assistant <i>MSWD Office</i>
	TOTAL PROCESSING TIME		20 minutes	



3.4. PRE-MARRIAGE COUNSELING CERTIFICATE (PMCC) TO WOULD BE COUPLE

Pre-Marriage Counselling Certificate is a requirement for Would be Couple who applies for a Marriage License at the Municipal Civil Registrar.

OFFICE: Municipal Social Welfare and Development Office		CLASSIFICATION: Simple		
TYPE OF TRANSACTION: G2G		WHO MAY AVAIL: Would be Couple applying for Marriage License		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Referral/Marriage License Application 2. Marriage Expectation Inventory Form		1. Municipal Civil Registrar's Office; 2. Mun. Social Welfare and Devt. Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in logbook, presents referral	Gives logbook, acknowledges referral, issues Marriage Expectation Inventory Form (MEIF)	None	5 minutes	Social Welfare Officer II Social Welfare Assistant MSWD Office
2. Fills out Marriage Expectation Inventory Form, submits to staff	Assists/evaluates in filling out MEIF, instructs would be couple the schedule, venue and dress code of Pre-Marriage Orientation (PMO).		2 hours	
3. Attends PMO and Pre-Marriage Counselling	Conducts Pre-Marriage Orientation and Pre-Marriage Counselling, prepares Pre-Marriage Counselling Certificate (PMCC)		4 hours 3 hours (1 day)	Social Welfare Officer II MSWD Office Population Officer I Provincial Population Office Midwife III Rural Health Unit
4. Receives PMCC and submits to MCR	Issues PMCC and instruct would-be couple to submit document to MCR			
	TOTAL PROCESSING		1 day	



3.5. SOCIAL CASE STUDY REPORT (SCTR)/SOCIAL CASE FINDINGS (SCF)

Is issued to an indigent individual/family who seeks assistance/support from other agencies.

OFFICE :Municipal Social Welfare and Development Office

CLASSIFICATION : Simple

TYPE OF TRANSACTION: G2G

WHO MAY AVAIL: Indigent individual/family

CHECKLIST OF REQUIREMENT:

1. Referral letter;
2. Death Certificate in Case of Death;
3. Certificate of Indigency;
4. Medical Abstract/Medical Certificate

WHERE TO SECURE:

1. From Requesting agency;
2. MCR where the death is registered;
3. Barangay where the client resides;
4. Hospital/Facility where was/is/will be admitted.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONBILE
1. Signs in logbook, presents referral letter/requirements and undergoes interview	Checks needed requirements, conducts interview	NONE	15 minutes	Salome P. Tabares
2. Provides necessary/available data/evidence to support claim for assistance	Conducts home visits/ collateral interview (when needed) and prepares social case study report/ social case findings based on gathered data/evidence		1 day	Salome Tabares/ Iluminada S. Cortes
3. Receives Social Case Study Report/ Social Case Findings	Issues SCSR/SCF		15 minutes	Salome P. Tabares
	TOTAL PROCESSING TIME		1 hour 30 minutes	



3.6. HANDLING VIOLENCE AGAINST WOMEN AND CHILDREN (VAW-C) CASES

To assist women and children who are victims of violence as per Republic Act No. 9262.

OFFICE : Municipal Social Welfare and Development Office		CLASSIFICATION: Highly Technical		
WHO MAY AVAIL: Women and Children who are victims of violence		TYPE OF TRANSACTION: G2C/G2G		
CHECKLIST OF REQUIREMENT: 1. Physical Presence of Victims		WHERE TO SECURE:		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO- CESSING TIME	PERSON RESPONBILE
1. Reports incidence, undergoes medico legal examination	Refers to Women and Children’s Desks of the Philippine National Police (WCPD-PNP), Cabatuan Station for police blotter/Assists in the conduct of medico legal examination by the Rural Health Unit/applicable health facility.	NONE	2 hour	Officer of the day
2. Goes back to MSWDO Office/follow-up case	Assesses/evaluates client victim for possible/applicable assistance. Refers to applicable agency such as: * Barangay Council for issuance of Brgy. Protection Order (BPO); * Trial Court for Court Protection Order/Police Protection Order		1 day	Officer of the day / AT assigned in the area
3. Continuous incidence/reports	Conducts Case Conference/Series of Counselling/Case Filling		Minimum of 2 hours, maximum of 4 hours	Officer of the day
	TOTAL PROCESSING TIME		2 HRS. 15 MINUTES	



3.7. HANDLING CHILDREN IN-CONFLICT WITH THE LAW (CICL) CASES

(Above 15 years old without discernment)

To handle cases of CICL for intervention and re-integration to family and community as per Republic Act 9344.

OFFICE : Municipal Social Welfare and Development Office		CLASSIFICATION : Highly Technical		
TYPE OF TRANSACTION: G2G/G2C		WHO MAY AVAIL: Child who committed a crime (CICL) and their Family		
CHECKLIST OF REQUIREMENT: 1. Physical present of the child who committed a crime; 2. Parent/Guardian of the child		WHERE TO SECURE:		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Child's/clients Commit a Crime	Arrests the child by identifying himself, explains reasons for the arrest, the nature of offense and his/her constitutional rights; Takes custody of the child, notifies parent/guardian. Turns over to Local Social Welfare & Development Officer (LSWDO) after apprehension	NONE	Within 8 hours after apprehension	Local Enforcement Officer, Cabatuan PNP;
	Submits initial determination of discernment, determines if parent/guardian is available; if the safety of the child is in danger- Encourages temporary custody; Determines if the child is neglected, abandoned or abused: If yes, files petition for involuntary commitment. If no, LSWDO releases the child to parent/guardian		Within 5 days	Social Welfare Officer II MSWD Office
	2. Undergoes inter - vention program		16 days	Social Welfare Officer II MSWD Officer MSWD Office
3. Integrates to family and community	Monitors child progress			
	TOTAL PROCESSING TIME		20 days	



PERMITS AND LICENSES

EXTERNAL

BUSINESS PERMIT

BUILDING PERMIT

MOTORIZED TRICYCLE OPERATORS PERMIT
(FRANCHISE)

BUSINESS PERMIT



BL-1. Application for Business Permit

OFFICE	Cabatuan Economic Enterprise and Development Office [Business Permits and Licenses Office (BPLO)]
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	G2C

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
<ol style="list-style-type: none"> 2 copies of Barangay Clearance (w/ sketch plan of location of business) for new business & Official Receipt of Payment from MTO; Latest Community Tax Certificate; Health Certificate & Sanitary Permit; Fire Safety Inspection Certificate (FSIC); Additional Requirements for the following: <ol style="list-style-type: none"> Civil Aviation Authority of the Philippines (CAAP) Clearance for Businesses within the Iloilo Airport; Market Stall Occupancy for Market Stall Occupancy for Stall Owners at the Cabatuan Public Market; Quarantine Certificate for food establishments located inside the Iloilo Airport premises, its terminal and cargo building. Building Permit/Occupancy Permit of Commercial Building 	<ol style="list-style-type: none"> Brgy. Where the business is located/MTO; Brgy. Treasurer/Municipal Treasurer's Office Rural Health Unit Bureau of Fire; Additional Requirements: <ol style="list-style-type: none"> CAAP Office-Iloilo Airport; Cabatuan Economic Enterprise & Devt. Office, 2nd Floor Upper Portion of Cabatuan Public Market; Bureau of Quarantine, Iloilo Airport Sub-Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Sign in the Logbook, present requirements	Gives logbook, receives documents and checks completeness, assess taxes, fees & issue order of payment	Refer table	15 minutes	Aurora B. Bolanos
2. Pays corresponding fee	Receives payment/Issues Official Receipts		15 minutes	Michel Veloso/ BFP personnel for FSIC
3. Receives temporary approved business permit (Original will be delivered to respective establishment)	Release temporary approved business permits; Facilitates printing, signing and delivery of original approved permits		15 minutes	Aurora B. Bolanos Sofia Arcos
4. Acknowledges receipts of Original/Laminated/Approved Business Permit	Delivers Original/Laminated/Approved Business Permit		5 minutes	Aurora B. Bolanos/Sofia B. Arcos
	TOTAL PROCESSING TIME		30 minutes	



As per MUNICIPAL ORDINANCE NO. 2014-03

Revenue Code of 2014 of the Municipality of Cabatuan, Iloilo

“Section 7. Imposition of Tax. There is hereby imposed on the following persons who establish, operate, conduct or maintain their respective business within the municipality a graduated business tax in the amounts hereafter prescribed:

(a) On manufacturers, assemblers, repackers, processors, brewers, distillers, rectifiers, and compounders or liquors, distilled spirits, and wines or manufacturers of any article of commerce of whatever kind or nature. In accordance with the following schedule:

<u>Amount of Gross Sales/Receipts For the Preceding Calendar Year:</u>	<u>Tax Per Annum</u>
Less than 15,000.00P	242.00
15,000.00 or more but less than 20,000.00	332.20
20,000.00 or more but less than 30,000.00	484.00
30,000.00 or more but less than 40,000.00	726.00
40,000.00 or more but less than 50,000.00	907.50
50,000.00 or more but less than 75,000.00	1,452.00
75,000.00 or more but less than 100,000.00	1,815.00
100,000.00 or more but less than 150,000.00	2,420.00
150,000.00 or more but less than 200,000.00	3,025.00
200,000.00 or more but less than 300,000.00	4,235.00
300,000.00 or more but less than 500,000.00	6,050.00
500,000.00 or more but less than 750,000.00	9,350.00
750,000.00 or more but less than 1,000,000.00	11,000.00
1,000,000.00 or more but less than 2,000,000.00	15,125.00
2,000,000.00 or more but less than 3,000,000.00	18,150.00
3,000,000.00 or more but less than 4,000,000.00	21,780.00
4,000,000.00 or more but less than 5,000,000.00	25,410.00
5,000,000.00 or more but less than 6,500,000.00	26,812.50
6,500,000.00 or more	26,812.50 plus forty-one and one-fourth percent (41 1/4%) of one percent (1%) in excess of 6,500,000.00”

The preceding rates shall apply only to the amount of domestic sales of manufacturers, assemblers, repackers, processors, brewers, distillers, rectifiers and compounders of liquors, distilled spirits, and wines or manufacturers of any article of commerce of whatever kind or nature other than those enumerated under paragraph (c) of this Section.”



(b) On wholesalers, distributors, or dealers in any article of commerce of whatever kind or nature in accordance with the following schedules:

<u>Gross Sales/Receipts for the Preceding Calendar Year</u>	<u>Amount of Tax Per Annum</u>
Less than 15,000.00	P 242.00
15,000.00 or more but less than 20,000.00	302.50
20,000.00 or more but less than 30,000.00	363.00
30,000.00 or more but less than 40,000.00	484.00
40,000.00 or more but less than 50,000.00	726.00
50,000.00 or more but less than 75,000.00	1,089.00
75,000.00 or more but less than 100,000.00	1,452.00
100,000.00 or more but less than 150,000.00	2,057.00
150,000.00 or more but less than 200,000.00	2,662.00
200,000.00 or more but less than 300,000.00	3,630.00
300,000.00 or more but less than 500,000.00	4,840.00
500,000.00 or more but less than 750,000.00	7,260.00
750,000.00 or more but less than 1,000,000.00	9,680.00
1,000,000.00 or more but less than 2,000,000.00	11,000.00
2,000,000.00 or more	11,000.00 plus fifty-five percent (55%) of one (1%) in excess of 2,000,000.00

The businesses enumerated in paragraph (a) above shall no longer be subject to the tax on wholesalers, distributors, or dealers herein provided for.

(c) On exporters, and on manufacturers, millers, producers, wholesalers, distributors, dealers or retailers of essential commodities enumerated hereunder at a rate not exceeding one-half (1/2) of the rates prescribed under subsections (a), (b), and (d) of this Article

- (1) Rice and Corn;
- (2) Wheat or cassava flour, meat, dairy products, locally manufactured, processed or preserved food, sugar, salt and agricultural marine, and fresh water products, whether in their original state or not;
- (3) Cooking oil and cooking gas;
- (4) Laundry soap, detergents, and medicine;
- (5) Agricultural implements, equipment and post-harvest facilities, fertilizers, pesticides, insecticides, herbicides and other farm inputs;
- (6) Poultry feeds and other animal feeds;
- (7) School supplies; and
- (8) Cement

For purposes of this provision, the term *exporters* shall refer to those who are principally engaged in the business of exporting goods and merchandise, as well as manufacturers and producers whose goods or products are both sold domestically and abroad. The amount of export sales shall be excluded from the total sales and shall be subject to the rates not exceeding one half (1/2) of the rates prescribed under paragraphs (a), (b), and (d) of this Article.



(d) On retailers.

<u>Gross Sales/Receipts for the Preceding year</u>	<u>Rate of Tax Per Annum</u>
400,000.00 or less	2%
More than 400,000.00	1%

However, barangays shall have the exclusive power to levy taxes on stores whose gross sales or receipts of the preceding calendar year does not exceed Thirty Thousand Pesos (P 30,000.00), provided that the barangay should have a Barangay revenue ordinance for that matter, subject to existing laws and regulations. However, the store owners must still secure Mayor's Permit from the Office of the Municipal Mayor upon presentation of the receipt for the payment of Mayor's Permit and the official receipt issued by the Barangay Treasurer for the payment of the business tax.

(e) On contractors and other independent contractors in accordance with the following schedule.

<u>Gross Sales/Receipts for the Preceding Calendar Year</u>	<u>Amount of Tax Per Annum</u>
Less than 15,000.00	P 114.95
15,000.00 or more but less than 20,000.00	181.50
20,000.00 or more but less than 30,000.00	302.50
30,000.00 or more but less than 40,000.00	423.50
40,000.00 or more but less than 50,000.00	605.00
50,000.00 or more but less than 75,000.00	968.00
75,000.00 or more but less than 100,000.00	1,452.00
100,000.00 or more but less than 150,000.00	2,178.00
150,000.00 or more but less than 200,000.00	2,904.00
200,000.00 or more but less than 250,000.00	3,993.00
250,000.00 or more but less than 300,000.00	5,082.00
300,000.00 or more but less than 400,000.00	6,776.00
400,000.00 or more but less than 500,000.00	9,075.00
500,000.00 or more but less than 750,000.00	10,175.00
750,000.00 or more but less than 1,000,000.00	11,275.00
1,000,000.00 or more but less than 2,000,000.00	12,650.00
2,000,000.00 or more	12,650.00 plus fifty-five percent (55%) of one percent (1%) in excess of 2,000,000.0



(f) On banks and other financial institutions, at the rate of fifty percent of one percent (50% of 1%) of the gross receipts of the preceding calendar year derived from interest, commissions and discounts from lending activities, income from financial leasing, dividends, rentals on property, and profit from exchange or sale of property, insurance premium. All other income and receipts not herein enumerated shall be excluded in the computation of the tax. The computation of the above cited rate shall be without prejudice to the applicable provisions of Local Finance Circulars No.:

LFC 1-93 - prescribing the guidelines governing the power of municipalities and cities to impose a Business Tax on Banks and other banking institutions pursuant to Sections 143 (f) and 151 of Republic Act No. 7160 otherwise known as the Local Government Code of 1991, and its Implementing Rules and Regulations (IRR).

LFC 2-93 - prescribing the guidelines governing the power of municipalities and cities to impose a Business Tax on Insurance Companies pursuant to Sections 143 (f) and 151 of Republic Act No. 7160. otherwise known as the local government code of 1991, and its Implementing Rules and Regulations (IRR).

LFC 3-93 - prescribing the powers of Cities and Municipalities to impose Business Tax on Financing Companies pursuant to Sections 143 (f) and 151 Of Republic Act No. 7160 and its IRR.

(g) On peddlers engaged in the sale of any merchandise or article of commerce, at the rate of not exceeding P55.00 per peddler annually.

(h) On the businesses hereunder enumerated:

1. Cafes, cafeterias, ice cream and other refreshment parlors, restaurants, soda fountain bars, carinderias or food caterers;
2. Amusement places, including places wherein customers thereof actively participate without making bets or wagers, including but not limited to night clubs, or day clubs, cocktail lounges, cabarets or dance halls, karaoke bars, skating rinks, bath houses, swimming pools, exclusive clubs such as country and sports clubs, resorts and other similar places, billiard and pool tables, bowling alleys, circuses, carnivals, merry-go-rounds, roller coasters, ferris wheels, swings, shooting galleries, and other similar contrivances, theaters and cinema houses, boxing stadia, race tracks, cockpits and other similar establishments.
3. Commission agents
4. Lessors, dealers, brokers of real estate;
5. On travel agencies and travel agents
6. On boarding houses, pension houses, motels, apartments, apartelles, and condominiums
7. Subdivision owners/ Private Cemeteries and Memorial Parks
8. Privately-owned markets;
9. Hospitals, medical clinics, dental clinics, therapeutic clinics, medical laboratories, dental laboratories;
10. Operators of Cable Network System
11. Operators of computer services establishment
12. General consultancy services
13. All other similar activities consisting essentially of the sales of services for a fee.

**Gross Sales/Receipts for the Preceding Calendar Year****Amount of Tax Per Annum**

Less than 15,000.00	P 114.95
15,000.00 or more but less than 20,000.00	181.50
20,000.00 or more but less than 30,000.00	302.50
30,000.00 or more but less than 40,000.00	423.50
40,000.00 or more but less than 50,000.00	605.00
50,000.00 or more but less than 75,000.00	968.00
75,000.00 or more but less than 100,000.00	1,452.00
100,000.00 or more but less than 150,000.00	2,178.00
150,000.00 or more but less than 200,000.00	2,904.00
200,000.00 or more but less than 250,000.00	3,993.00
250,000.00 or more but less than 300,000.00	5,082.00
300,000.00 or more but less than 400,000.00	6,776.00
400,000.00 or more but less than 500,000.00	9,075.00
500,000.00 or more but less than 750,000.00	10,175.00
750,000.00 or more but less than 1,000,000.00	11,275.00
1,000,000.00 or more but less than 2,000,000.00	12,650.00
2,000,000.00 or more	12,650.00 plus fifty-five percent (55%) of one percent (1%) in excess of 2,000,000.00

The tax herein imposed shall be payable within the first twenty (20) days of January. An individual who will start to peddle merchandise or articles of commerce after January 20 shall pay the full amount of the tax before engaging in such activity.



Article B. Other Taxes on Business

TAX ON MOBILE TRADERS

Section 8. Definition. When used in this Article.

A **Mobile Trader** is a person, who either for himself or commission, travels from place to place and sells his goods or sells and offers to deliver the same, **using a vehicle**. Subsumed in this definition are **rolling stores**, portable **stores**, and similar arrangements.

Section 9. Imposition of Tax. There is hereby imposed a fixed tax of 100.00/day.

Section 10. Time of Payment. The tax shall be paid upon the issuance of the Mayor's Permit to do business in the municipality.

Section 11. Administrative Provisions.

(a) The Municipal Treasurer shall determine the taxable gross receipts by applying the Presumptive Income Level Technique provided in this Code, and thereafter assess and collect the tax due.

(b) **SCHEDULE of MINIMUM GROSS SALES.** Business establishments not having declared annual sales receipts or misdeclare the same for the purposes of municipal taxation shall not be allowed to claim annual gross sales receipts lower than the minimum prescribed as follows:

<u>Nature of Business</u>	<u>Minimum Gross Sales</u>
Sari-Sari Stores	180,000.00 (500.00/day)
Sari-Sari Stores (with beer and cigarettes)	360,000.00 (1,000.00/day)
Retailers	144,000.00 (400.00/day)
Restaurants	360,000.00 (1,000.00/day)
Restaurants with Bar	360,000.00 (1,000.00/day)
Manufacturer	540,000.00 (1,500.00/day)
Wholesalers	720,000.00 (2,000.00/day)
Dealers and Distributors	1,080,000.00 (3,000.00/day)
Contractors & other Independent Contractor	2,000,000.00 per contract
Banks Lending Pawnshops Insurance Company	1,000,000.00 gross receipts/annum
Barbers/Beauty Shops	50,000.00 (138/day)
Massage Spa Center	200,000.00 (555/day)
Commercial Livestock Farms, Fish Ponds	200,000.00 per annum
Cafeterias Ice Cream & Other Refreshment Parlor and Carenderia	150,000.00 (420/day)
Bakeries, Pizza Parlor	100,000.00 (277/day)
Tailoring Dress Shops	72,000.00 per annum
Souvenir Shops Dry Goods RTW's	72,000.00 per annum
Small Scale Services	72,000.00 per annum



FIXED TAX ON OPERATORS OF PUBLIC UTILITY VEHICLES

Section 12. Imposition of Tax. There is hereby imposed a tax on operators of public utility vehicles maintaining booking office, terminal, or waiting station for the purpose of carrying passengers from this municipality under a certificate of public convenience and necessity or similar franchises:

Air-conditioned buses	P 300.00 per unit/annum
Buses without air conditioning	250.00 per unit/annum
"Mini" buses	200.00 per unit/annum
Jeepneys//AUVs	150.00 per unit/annum
Taxis	500.00 per unit/annum

Section 13. Time of Payment. The tax shall be paid within the first twenty (20) days of January of each year.

TAX ON AMBULANT AND ITINERANT AMUSEMENT OPERATORS

Section 14. Imposition of Tax. There is hereby imposed a tax on ambulant and itinerant amusement operators during fiestas and fairs at the following rates:

Circus, carnivals, or the like per day	P 250.00
Merry-Go-Round, roller coaster, ferris wheel, swing, shooting gallery and other similar contrivances per day	250.00
Sports contest/exhibitions per day	250.00

Section 15. Time of Payment. The tax herein imposed shall be payable before engaging in such activity.

Section 16. Administrative Provisions. The proceeds of the tax shall be shared by the Municipality and the Comitiva de Festejos in the following manner: From Start of Display until September 7: 50% - Comitiva de Festejos; 50% - LGU; From September 8 to 10: 80% - Comitiva de Festejos; 20% - LGU

CHAPTER III. PERMIT AND REGULATORY FEES

ARTICLE A. MAYOR'S PERMIT FEE ON BUSINESS

Section 32. Mayor's Permit. All persons are required to obtain a Mayor's Permit for the privilege of conducting business within the municipality.

Section 33. Imposition of Fee. There shall be collected an annual fee for the issuance of a Mayor's Permit to operate a business, pursue an occupation or calling, or undertake an activity within the municipality.

The permit fee is payable for every distinct or separate business or place where the business or trade is conducted. One line of business of trade does not become exempt by being conducted with some other business of trade for which the permit fee has been obtained and the corresponding fee paid for.



For purpose of the Mayor's Permit Fee, the following Philippine categories of business size is hereby adopted:

<u>Enterprise Scale</u>	<u>Asset Limit</u>	<u>Work Force</u>
Micro-Industry	P150,000 and below	No Specific
Cottage Industries	Above P150,000 to P1.5	Less than 10
Small-Scale Industries	Above P1.5M to P15.M	10 – 99
Medium-Scale Industries	Above P15M to P60M	100 – 199
Large-Scale Industries	Above P60M	200 or more

The permit fee shall either be based on asset size or number of workers, whichever will yield the higher fee.

On business subject to graduated Fixed Fees: Amount of Fee per Annum

<u>On Manufacturers/Importers/Producers</u>	<u>Amount of Fee per Annum</u>	<u>On Manufacturers/Importers/Producers</u>	<u>Amount of Fee per Annum</u>
Micro Industry	P 200.00	6. On Transloading Operations	
Cottage Industries	500.00	Medium	2,000.0
Small-Scale Industries	1,000.00	Large	4,000.00
Medium-Scale Industries	2,000.00		
Large-Scale Industries	3,000.00	7. Other Businesses/Retailers	
On Banks		Micro-Industries	100.00
Rural, Thrift and Savings Banks	P1,000.00	Cottage Industries	200.00
Commercial, Industrial & Dev't Banks	3,000.00	Small-Scale Industries	400.00
Universal Banks	5,000.00	Medium Scale Industries	800.00
On Other Financial Institutions		Large-Scale Industries	1,000.00
Small	1,000.00		
Medium	3,000.00	8. Fees on Advertisements with Commercial Value	
Large	5,000.00	Billboards	P200 per sq. m. per face
On Contractors/Service Establishments		Streamers	50 per sq. meter
Micro-Industry	P 300.00	9. Other Businesses/Retailers	
Cottage Industries	500.00	Micro-Industries	P100.00
Small-Scale Industries	700.00	Cottage Industries	200.00
Medium-Scale Industries	1,000.00	Small-Scale Industries	400.00
Large-Scale Industries	1,500.00	Medium-Scale Industries	800.00
On Wholesalers/Dealers or Distributors		Large-Scale Industries	1,000.00
Micro-Industry	P 300.00		
Cottage Industries	500.00		
Small-Scale Industries	700.00		
Medium-Scale Industries	1,000.00		
Large-Scale Industries	1,500.00		



BL-2. Building Permit– is issued to a person, firm or corporation, including any agency of the government who intend to construct, alter, repair, convert or cause the same or be done to determine compliance/with the National Building Code of the Philippines and its Implementing Rules and Regulation (PD 1094).

OFFICE : Office of the Building Official/Municipal Engineer		CLASSIFICATION: Complex	
WHO MAY AVAIL:		TYPE OF TRANSACTION: G2C/G2G	
CHECKLIST OF REQUIREMENT		WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Barangay Clearance for Building Permit Application; 2. Certification as to Right of Way; 3. Applicant: <ol style="list-style-type: none"> 3.1. In case the applicant is the owner of the lot where the structure will be constructed- <ol style="list-style-type: none"> A. Certified True Copy of the OCT/CTC on file with the Registry of Deeds; B. Tax declaration and Current Real Property Tax Receipt; 3.2. In case the applicant is not a registered owner of the lot where the structure will be constructed- <ol style="list-style-type: none"> A. Duly notarized copy of the Contract of Lease, together with OCT/TCT; B. Duly notarized copy of the Deed of Absolute Sale/Contract of Sale together with the OCT/CTC. 4. Five (5) sets of survey plans, designs, specifications, bills of materials, estimates and other documents prepared, signed and sealed over the printed name of: <ol style="list-style-type: none"> 4.1. Architect/Civil Engineer, in case of architectural documents; Civil Engineer in case of civil/structural documents; Professional Electrical Engineer, in case of electrical documents; Master Plumber, in case of plumbing documents; Sanitary Engineer in case of sanitary documents; Professional Mechanical Engineer in case of mechanical documents; Electronics Engineer in case of electronic engineer, Environmental Planner who is an architect or civil engineer in case of development/environmental documents; Interior Designer in case of interior design documents; Geodetic Engineer in case of lot survey documents. 4.2. Certified Zoning Compliance; 4.3. Fire Safety Evaluation and Inspection Certificate; 4.4. Clearances from other agencies (when applicable)- DPWH, CAAP, HULDRB, DOT, DENR, DILG, PPA, DEP ED, PHILVOCS, LLDA, MIWD, NWRB, DAR, DOLE, NHA, NCCDP and others. 		<ol style="list-style-type: none"> 1. Barangay where the structure will be constructed; 2. Along the National Highway-DPWH 2nd Engineering District, Balabag, Dumngas, Iloilo; Along Provincial Road-Provincial Engineer's Office, Iloilo Provincial Capitol, Iloilo City 3.1. Applicant is the owner: <ol style="list-style-type: none"> A. Registry of Deeds; B. Mun Assessor's Office & Treasury Office 3.2. Applicant is not the Owner: <ol style="list-style-type: none"> A. Notarized Contract of Lease by the Lessee & Lessor B. Notary Public signed by both the lot owner & the vendee 4. Licensed Professional Engineers/Architect <ol style="list-style-type: none"> 4.2. Municipal Zoning Administrator; 4.3. Bureau of Fire Protection, Cabatuan Station; 4.4. Concerned Agencies as Applicable 	



Building Permit, continued....				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONBILE
1. Sign in the Logbook, get Application Form with checklist of requirements	Gives logbook, Gives Application Form with checklist of requirements and assist in filling out application form	Refer to succeeding table of fees and charges	2 days	Engineering Assistant/ Administrative Aide VI/ Engineering Aide <i>Municipal Engineer's Office</i>
2. Secure/comply requirements from other agencies	Facilitate/Assist where to get/provide sample documents			
3. Submit duly accomplished application with complete requirements	Receives and Assess/evaluate documents ; Conduct site inspection, prepare inspection report and notify clients of deficiencies;			
4. Acknowledges/receives notice of deficiencies and comply	Receives compliance and issue order of payment (OP		1 day	Cashier II, <i>Treasury Office</i> Administrative Aide VI/ Engineering Aide Municipal Engineer <i>Municipal Engineer's Office</i> Administrative Aide VI/ Administrative Aide IV <i>Municipal Engineer's Office</i>
5. Present Order of Payment to Treasury Office and Pay Corresponding Fee	Receives Order of Payment/checks/validate OP, receives payment and issue Official Receipt			
6. Present Official Receipt to Office of Building Official (MEO)	Acknowledge OR, facilitate processing of permits and forward to Building Official/Municipal Engineer; Signs/Approves Building Permit			
6. Receives Approved Building Permit	Release Building Permit			
	TOTAL PROCESSING TIME		3 days	



BUILDING PERMIT SCHEDULE OF FEES

Category	Amount	Category	
I. Application Fee	P200.00	V. Plumbing/Sanitary Fee	
II. Verification Fee	100.00	Installation Fee (One "UNIT" composed of: 1 water closet, 2 floor drains, 1 lavatory, sink, 3 faucets, & a shower	
III. Line & Grade Fee <i>(pls. refer to New Schedule of Fees and Other Charges of the National Building Code of the Philippines and its Implementing Rules and Regulation: All sides fronting or abutting streets, esteros, rivers & creeks, first 10 meters; Every meter or fraction thereof in excess of 10 meters</i>	24.00	Every fixture in excess of one (1) unit & other fees) (Refer to New Schedule of Fees & Other Charges under PD 1096	24.00
	2.40		
IV. Building Fee:			
Division A-1 (Residential)	Fees/Sq. M.	VI. Electrical Fees	
a. Area in Square Meters:		a. Total Connected Load (kVA)	
i. Original complete construction up to 20.00 sq.m.	2.00	i. 5 kVA or less	200.00
ii. Additional/renovation/alteration up to 20.00 sq.m. regardless of floor area of original construction	2.40	ii. Over 5kVA to 50 kVA	200 + 20/kVA
iii. Above 20.00 sq.m. up to 50.00 sq.m.	3.40	iii. Over 50kVA to 300 kVA	1,100.00 + 10.00/kVA
iv. Above 50.00 sq.m. up to 100.00 sq.	4.80	iv. Over 300 kVA to 1,500 kVA	3,600.00 + 5.00/kVA
v. Above 100.00 sq.m. up to 150.00 sq.m.	6.00	v. Over 1,500 kVA to 6,000 kVA	9,600.00 + 2.50/kVA
vi. Above 150.00 sq.m.	7.20	vi. Over 6,000 kVA	20,850.00 + 1.25/kVA
Division A-2 (Commercial)		b. Other Electrical Fees refer to New Schedule of Fees & other Charges under PD 1096	
a. Area in Square Meters		VII. Mechanical Fees	
i. Original complete construction up to 20.00 sq.m.	3.00	i. Refrigeration (cold storage, per ton or fraction hereof;	40.00
ii. Additional/renovation/alteration up to 20.00 sq. m. regardless of floor area of original construction	3.40	ii. Ice Plants, per ton or fraction thereof;	60.00
iii. Above 20.00 sq.m. up to 50.00 sq.m.	5.20	iii. Packaged/Centralized Air Conditioning Systems;	90.00
iv. Above 50.00 sq.m. up to 100.00 sq.m.	6.60	iv. Every ton or fraction hereof above 100 tons	40.00
v. Above 100.00 sq.m. up to 150.00 sq.m.	8.00	v. Window type air conditioners, per unit	60.00
vi. Above 150.00 sq.m.	8.40	vi. Mechanical Ventilation, per kW or fraction thereof of blower or fan, or metric equivalent	40.00

For other fees and charges on Building Permit Fees refer to New Fees Schedule & Other Chargers under P.D. 1096



BL-3. Franchise of Motorized Tricycle

Motorized Tricycle Operator's Franchise—is issued to operate a Motorized Tricycle Operator's Permit (Franchise) in the Local Government Unit of Cabatuan, Iloilo.

OFFICE	Office of the Sangguniang Bayan
CLASSIFICATION	Complex
TYPE OF TRANSACTION	G2C

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
<ol style="list-style-type: none"> Land Transportation Office Certificate of Registration (CR) and Original Official Receipt (OR). In the absence of the herein documents, the following may be presented: <ol style="list-style-type: none"> Certification from the unit supplier showing that the unit is duly conveyed mortgage/assigned to the purchaser/mortgator/assignor in case the registered owner is not available; Special Power of Attorney (SPA); Affidavit of intent that the applicant is desirous to register the unit in behalf of the registered owner; Barangay Clearance; Purchase Receipt and Joint Affidavit of owner and mechanic for new applicant; 	<ol style="list-style-type: none"> Land Transportation Office where the Motorized Tricycle (MT) is registered; <ol style="list-style-type: none"> From Supplier where the MT is mortgaged/assigned; From Owner duly notarized by Notary Public; From Applicant duly notarized by Notary Public/ Barangay where the MT will operate; Supplier/Business Establishment where Motorcycle is purchased and Owner/mechanic who will build/assemble the sidecar.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Logbook, presents requirements	Gives logbook, receives documents and checks completeness, issue order of payment (OP), encodes data.		5 minutes	Legislative Staff Assistant, <i>Office of the Sangguniang Bayan</i>
2. Present OP & Pays corresponding fee	Receives payment/Issues Official Receipts		5 minutes	Cashier II, <i>Treasury Office</i>
	SUB-TOTAL PROCESSING TIME		10 minutes	

-Proceed to next page-



BL-3. Application Franchise of Motorized Tricycle, continued.....

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Sign in the Logbook, present requirements	Gives logbook, receives documents and checks completeness, issue order of payment (OP), encodes data.		5 minutes	Legislative Staff Assistant II, <i>Office of the Sangguniang Bayan</i>
2. Present OP & Pays corresponding	Receives payment/Issues Official Re-		5 minutes	Cashier II, <i>Treasury Office</i>
3. Present Official Receipt and the herein required documents, Bring Motorized Tricycle for Physical/ Body inspection.	Facilitate inspection, prepares notice for franchise hearing; posts notice on bulletin board.	P400.00-New P370.00-Renewal	1 hour	Legislative Assistant II Administrative Aide III, <i>Office of the Sangguniang Bayan</i> Traffic Officer, <i>Office of the Mayor</i>
4. Attends Franchise Hearing as scheduled	Conducts Public Hearing, Recommends approval to SB approves Franchise. Segregate approved franchise; readies copy of Traffic Code (for new applicants)		2 hours	SB, Chairman Committee on TCPU, Cecile G. Dureza, Llane A. Manas, Mary Ann C. Brey
5. Receives approved Motorized Tricycle Operators Permit (MTOP)	Issues approved MTOP; issues copy of Municipal Ordinance (Comprehensive Traffic Code) for new franchise		10 minutes	Cecile G. Dureza/Llane A. Mañas
TOTAL PROCESSING TIME			3 hours and 20 minutes	
<i>does not include ten (10) days posting</i>				



FEEDBACK AND COMPLAINTS MECHANISMS



FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	At the “Lounge”, located at the Ground Floor entrance of the Municipal Building is a Public Assistance and Complaint Desk (PACD) where the Client Feedback/Complaint Form (CF2) is available and also in every office where the service/s is offered. A client may secure the said form, answer the same and drop it in a drop box located at the PACD or he/she may contact info. 033-522-7861 or www.cabatuan.gov.ph
How feedback are processed	Once a week, every Friday, the Public Relations Officer opens the drop box and sorts the CF2 by Office/Service the feedback submitted, logs in the logbook and refer to concern office for appropriate disposition. Feedback/s requiring answers must be answered within three (3) days of the receipt of feedback and must be relayed to the concern citizen. For inquiries and follow-ups, clients may contact the telephone number/s indicated below.
How to file complaint	At the “Lounge”, located at the Ground Floor entrance of the Municipal Building is a Public Assistance and Complaint Desk (PACD) where the Client Feedback/Complaint Form (CF2) is available and also in every office where the service/s is offered. A client may secure the said form, answer the same and check the <u>Complaint Box</u> on the front portion of the CF2 form. Since it is a complaint, he/she <u>needs to answer the back portion of the CF2 form</u> and when necessary, the Public Relations Officer may refer immediately the said complaint to appropriate office for resolution. Otherwise, he/she may drop it to the drop box located at the PACD.
How complaints are processed	When the complaint requires an immediate action/resolution, the same will be automatically referred to the concern office/service provider for resolution. Otherwise, it will be resolved/discussed every Monday afternoon by the RRT together with the party/service provider with its immediate supervisor. Solution/disposition/Answer of the subject complaint will be forwarded to the complainant thru mail/e-mail every Tuesday.



Contact Information

Website: www.cabatuan.gov.ph
E-mail Address: cabatuanlgu@yahoo.com
FB: **Municipal Government of Cabatuan**

	OFFICE	TELEPHONE NUMBERS
LGU-Cabatuan, Iloilo Offices:	Office of the Municipal Mayor	033-522-7861
	Office of the Sangguniang Bayan	033-522-8012/033-333-39
	Office of the Municipal Administrator	033-333-3310
	Municipal Budget Office	033-522-4085
	Municipal Planning & Devt. Office	033-321-1972
	Treasury Office	033-522-8939
	Municipal Agricultural Office	033-323-6618
	Rural Health Unit	033-522-8614
	MDRRM Office	033-522-9160
	Office of the Municipal Assessor	033-522-8530
Contact Information of CCB, PCC, ARTA	Presidential Complaints Center	8888
	CSC Contact Center ng Bayan	0908-881-6585
	Anti-Red Tape Authority	478-5093



ANNEXES



REPUBLIC OF THE PHILIPPINES
Province of Iloilo
MUNICIPALITY OF CABATUAN
Office of the Municipal Mayor
CERTIFICATE OF COMPLIANCE

Pursuant to Republic Act No. 11032: *An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act 9405*, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **Ronilo O. Caspe, Filipino**, of legal age, Municipal Mayor of the Local Government Unit of Cabatuan, Iloilo, Philippines, the person responsible and accountable in ensuring compliance with section 6 of the Ease of Doing Business and Efficient Service Delivery (EODB EGSD) Act of 2018, hereby declare and certify the following facts:

1. The Local Government of Cabatuan, Iloilo had established its service standards known as the **Cabatuan Citizen's Charter (CCC)** that enumerates the following:
 - 1.1. Vision, Mission and Service Pledge of the Municipality of Cabatuan, Iloilo;
 - 1.2. List of Services Offered :
 - 1.2.1. **Comprehensive and uniform checklist of requirements** for each type of application or request and where to secure the requirements;
 - 1.2.2. **Step-by-step procedure** to obtain a particular service;
 - 1.2.3. **Person responsible** for each step;
 - 1.2.4. **Maximum time needed** to conclude the process;
 - 1.2.5. **Amount of fees**, if necessary;
 - 1.3. Procedure for filing complaints.
2. The Cabatuan Citizen's Charter is posted as an information billboard through interactive information kiosks, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
3. The Cabatuan Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
4. The Cabatuan Citizen's Charter is written in English and/or in the local dialect and published as an information material/booklet;
5. The Cabatuan Citizen's Charter is uploaded on the website (www.cabatuan.gov.ph) through a tab/link specifically for the Cabatuan Citizens Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
6. There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest the accuracy of all the foregoing based on the available records and information of the office.

IN WITNESS WHEREOF, I have hereunto set my hand this 25th day of July, 2020 at Cabatuan, Iloilo, Philippines.

RONILO O. CASPE
Municipal Mayor

ARANGKADA CABATUAN!

Proud to serve you!



CLIENT FEEDBACK/COMPLAINT FORM

Para sa padayon nga pag pa abot sang hayag, himpit kag madasig nga serbisyo publiko sang pamunuan Local sang Cabatuan, Iloilo, palihog ipa abot ang inyo suhestyon, compliment, feedback ukon reklamo. Pwede kamo makasabat sa sini nga formas ukon makatawag sa 033-522-7861 ukon mapa-abot paagi sa aton opisyal nga website and www.cabatuan.gov.ph

(For continuous delivery of transparent, excellent and judicious public services, of the Local Government Unit of Cabatuan, Iloilo, please let us know your suggestions, compliments, feedback or complaints by filling out this form or you may call 033-522-7861 or thru our official website, www.cabatuan.gov.ph.)

Date: _____

1. Angut sa serbisyo sang ano nga opisina:

(What Office provided the service) _____

2. Ano nga serbisyo ang nabaton?

(What Service/s did you availed?) _____

Palihog Check

3. Ang ini ay:

(This is a)

1. Suggestion ☐

2. Compliment ☐

3. Complaint ☐

3.1. Kon ang imo gin checkan Nos. 1 and/or 2, Palihog isulat ang imo Suggestion/Compliment sa idalom.

(If your check Nos. 1 and /or 2, Please write your suggestions and/or compliment below:)

3.2. Kon ang imo gin checkan No. 3, Palihog sabat sa ang **Pormas Para sa Reklamo** sa likod.

If you check No. 3, Please answer the Client Complaint Form at the back hereof



FORMAS PARA SA REKLAMO (CLIENT COMPLAINT FORM)

Ngalan sang Cliente: _____ Petsa
(Name of Client) (Date)

Telephone Number: _____ Mobile Number: _____

E-mail: _____

Postal Address: _____ Postcode: _____

Name of Service Provider Complain of: _____ Position: _____

Service/s Availed: _____

Office: _____

Have you approached the service provider in an attempt to resolve this issue? Yes ☐ No ☐

Na istorya mo bala ang nag hatag sa imo sang serbisyo para ma solbar ang imo reklamo?

Details of the complaint;
Detalye sang reklamo _____

What do you view as a fair resolution of this complain?
Ano ang imo panan-awan sa patas nga solusyon sini nga reklamo: _____

Suggestions/Recommendations: _____



REPUBLIC OF THE PHILIPPINES
Province of Iloilo
MUNICIPALITY OF CABATUAN

Office of the _____

ORDER OF PAYMENT

Date: _____

To: The Cashier
Treasury Office
LGU, Cabatuan, Iloilo

Please receive payment and issue official receipt in favor of:

Payee: _____ Amount: _____

As payment for:

(State payment for what service)

Signature Over Printed Name of Person/Employee Responsible

12/2/21