



# CABATUAN

LOCAL GOVERNMENT UNIT OF CABATUAN  
Cabatuan, Iloilo, Philippines

## CITIZEN'S CHARTER 2024





**EXECUTIVE ORDER NO. 2024-27**

**AN ORDER ADOPTING THE CABATUAN CITIZEN'S CHARTER OF THE LOCAL GOVERNMENT UNIT OF CABATUAN, ILOILO, PHILIPPINES.**

**WHEREAS**, Republic Act No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", mandates all government agencies to adopt, simplified requirements and procedures that will reduce red tape and expedite business and non-business- related transactions in government;

**WHEREAS**, every agency is mandated to create a **Citizen's Charter** that shall contain all of the government services offered to ensure the efficient, transparent, and accountable delivery of government service.

**WHEREAS**, the **Cabatuan Citizen's Charter (CCC)** contains public service standards and a pledge that communicate basic information on the services provided by each frontline office. It described the step-by-step procedure/s for availing a particular service, the expected time and amount of fees to be collected, if necessary for such service delivery by the concerned government office/employee and the mechanism for redress and commendations for excellent work.

**NOW, THEREFORE, I, ELIZALDE G.PUEYOI**, by virtue of the authority vested in me by law, do hereby order:

**Section 1. Adoption of Cabatuan Citizen's Charter (CCC).** The Local Government Unit of Cabatuan, Iloilo hereby adopts the Cabatuan Citizen's Charter, 2024 edition, as its Guide Book to ensure fast, efficient, most convenient and reliable services to all its constituents/clients/ beneficiaries.

**Section 2. Accountability of Heads of Frontline Offices/Departments.** The concern Department Head of all frontline offices of the LGU shall be primarily responsible for the following:

**Section 2.1** Preparation/Updating and posting of the Citizen's Charter information billboard/ tarpaulin or posters in the most conspicuous area or at the main entrance of the offices/RHU/Municipal Agriculture Office (MAO)/Municipal Social Welfare and Development Office (MSWDO) and necessary pamphlets or brochures for distribution to clients;

**Section 2.2** Orientation/ training of all frontline service employees/ staff in rendering the most efficient and reliable service to clients and be held accountable for the assign service and all official identification cards should be visibly worn during office hours;

**Section 2.3** Establishment/Sustainability of a functional Public Assistance/ Complaint Desk at the Lobby/Lounge of the Municipal Building and in their respective office. This desk shall be attended to, even during break time, by an employee/s knowledgeable in frontline services;

**Section 2.4** Adoption of working schedules to serve clients, especially those within their premises prior to the end of official working hours, observing the no noon break policy.

**Section 3. Printing and Dissemination.** The CCC shall be widely disseminated to the service providers and the general public through print and broadcast media and uploaded on the LGU's website ([www.cabatuna.gov.ph](http://www.cabatuna.gov.ph)) to promote transparency in each office and agency by the Office of the Municipal Administrator and Human Resource Management Office as lead offices.

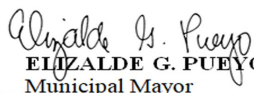
**Section 4. Funding Source.** All costs pertaining to the implementation of the CCC shall be chargeable against available funds and resources of the LGU, subject to the usual accounting and auditing rules and regulations.

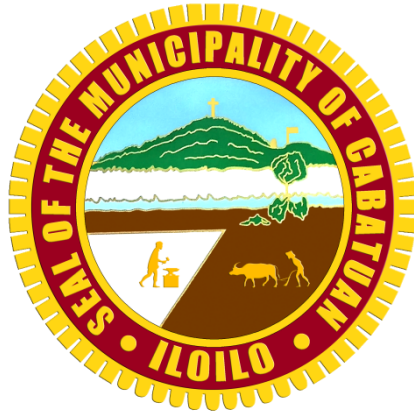
**Section 5. Separability Clause.** If any provision of the Executive Order is declared invalid or unconstitutional, the other provisions not affected thereof shall remain valid and subsisting.

**Section 6. Repealing Clause.** All Orders or parts thereof which are inconsistent with the provisions of this Executive Order are hereby repealed and modified accordingly.

**Section 7. Effectivity.** This Executive Order shall take effect immediately.

Done this 27<sup>th</sup> day of May, 2024 at Cabatuan, Iloilo, Philippines.\

  
ELIZALDE G. PUEYO  
Municipal Mayor



# **CABATUAN**

**LOCAL GOVERNMENT UNIT OF CABATUAN**  
Cabatuan, Iloilo, Philippines

## **CITIZEN'S CHARTER**

2024



## 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 Ami-han. 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 "gobnadorcillo".

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 Cabatuanans 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**.



## **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.

## **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.”

## **Mission**

- ◆ Serve pro-actively by delivering efficient and effective Social Services such as **Health, Education, Local Protective services and Social 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;



## 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** - Never compromising general welfare to personal interest.



# LIST OF SERVICES

	Page Number
Executive Order 2024-27	
Cover Page	i
<b>I. Municipal Profile</b>	ii
<b>II. Mandate, Vision, Mission</b>	iii
<b>III. Service Pledge</b>	iv
<b>IV. List of Services</b>	v
<b>I. Administrative and Fiscal Services (External)</b>	1
<b>1. Administrative Services (Mayor's Office)</b>	2
1.1. Issuance of Unified I.D. System	3
1.2. Mayor's Clearance, Certification, Recommendation Issuance	
<b>2. Fiscal Services (Assessor's Office)</b>	
2.1. Issuance of Certified True Copy of Tax Declaration and Cert.	4
2.2. Appraisal and Assessment of Real Properties	5
<b>3. Fiscal Services (Treasury Office)</b>	
3.1. Payment of Fees and Charges	9
3.2. Tax Clearance Issuance	9
3.3. Community Tax Certificate Issuance	10
3.4. Payment of Real Property Taxes	10
<b>4. Fiscal Services (Budget Office)</b>	
4.1. Submission of Barangay Annual Budget	11
4.2. Submission of SK Annual Budget	12
<b>II. Civil Registration Services (External)</b>	13
1. Application for Registration of Certificate of Live Birth	14
2. Application for Registration of Certificate of Death	15
3. Application for Registration of Certificate of Marriage	15
4. Application for Marriage License	16
5. Issuance of Certified Copies of Civil Registry Documents	17
6. Request for Security Paper (SECPA) Thru BREQS	18
7. Application for Admission of Paternity/Legitimation/Supplemental Report/RA 9255	19
8. Filing of Petition for Change of First Name / Clerical Error / RA 10172	20
<b>III. Frontline Services</b>	21
<b>1. Agricultural Services</b>	
1.1. Certification	22
1.2. Provision of Technical Assistance to Walk-In Farmers	23
1.3. Veterinary Health Certificate	23
<b>2. Health Services</b>	
2.1. Medical Consultation	24
2.2. Dental Consultation	24
2.3. Laboratory Services	25
2.4. Health Card and Sanitary Permit Issuance	25
2.5. Death Certificate and Medical Certificate	26
2.6. TB-DOTS	26



# LIST OF SERVICES

	Page No.
<b>3. Municipal Social Welfare &amp; Development Office</b>	
3.1. Assistance to Individual in Crisis Situation (AICS)	27
3.2. Issuance of the Senior Citizens Affair (OSCA) ID Cards	27
3.3. Issuance of Person's with Disability (PWD) I.D.	28
3.4. Pre-Marriage Orientation and Counselling Certificate (PMOC) to Would-Be-Couple	29
3.5. Social Case Study Report (SCTR)/Social Case Findings (SCF)	30
3.6. Handling Violence Against Women and Children (VAW-C) Cases	31
3.7. Handling Children-In-Conflict with Law (CICL)	32
3.8. Issuance of Solo Parent Identification Card (ID)	33
<b>IV. Franchise, Permits and Licenses</b>	<b>34</b>
1. Franchise of Motorized Tricycle	35
2. Application for Business Permit - Renewal / Newly Started Business and Schedule of Fees	37-40
3. Building Permit and Schedule of Fees	41
4. Occupancy Permit and Schedule of Fees	45
<b>V. Annexes</b>	<b>46</b>
Feedback and Complaints Mechanisms	47
Client Feedback/Complaint Form	48
Tax Order Payment	49
Order of Payment Form	50
Contact Information	51





# **I. ADMINISTRATIVE AND FISCAL SERVICES (EXTERNAL)**

- 1. Administrative Services (Mayor's Office)**
- 2. Fiscal Services (Assessor's Office)**
- 3. Fiscal Services (Treasury Office)**
- 4. Fiscal Services (Budget Office)**



## 1.1. ISSUANCE OF A UNIFIED MUNICIPAL ID SYSTEM

The Municipal ID is being issued to residents as a valid proof of identity or proof of a qualification.

<b>OFFICE:</b>		Office of the Municipal Mayor		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C - Government to Citizen		
<b>WHO MAY AVAIL:</b>		Registered Voter of the Municipality, Senior Citizens, PWDs, Solo Parent		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
1. Precinct Number;		1. COMELEC Field Office, Cabatuan Iloilo;		
2. For Senior Citizens, PWDs and Solo Parent - Application Form with supporting documents;		2. MSWD Office, Cabatuan, Iloilo		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out Information Form and submit to staff	Evaluate documents presented and encode data	None	5 minutes	<i>Administrative Aide VI (Clerk III) / Job Order In-Charge of Municipal ID</i>
2. Pose for picture taking and sign for specimen signature	Take picture and guide in signing for specimen signature		10 minutes	
3. Receive ID	Release ID		5 minutes	
	<b>TOTAL</b>		<b>20 minutes</b>	



## 1.2. MAYOR'S CLEARANCE , AFFIDAVIT, RECOMMENDATION ISSUANCE

The Mayor's Clearance is 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.

<b>OFFICE:</b>		Office of the Municipal Mayor		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C - Government to Citizen		
<b>WHO MAY AVAIL:</b>		Residents of the Municipality		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
1. For Mayor's Clearance - Barangay Clearance 2. For Affidavit: - Tax Exemption: (To be secured by parent/s or guardian) 2.1. Certification of No Fixed Income & Do Not engage in any business 2.2. Certification of Real Property		1. Barangay where he/she is registered  2.1. Barangay 2.2. Assessor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. State request and purpose of request and submit required document/s	Get details of the request and prepare documents	For Mayor's Clearance - Php200.00 / For Affidavit - Php100.00	5 minutes	<i>Administrative Aide VI (Clerk III)</i>
2. Review the prepared documents and conforms with its contents.	Present documents for conformity and issue order of payment		5 minutes	
3. Receive order of payment and pay corresponding fees	Receive payment and issue official receipt		5 minutes	<i>Cashier II</i>
4. Receive requested documents	Release documents		5 minutes	<i>Administrative Aide VI (Clerk III)</i>
	<b>TOTAL</b>		<b>20 minutes</b>	



## 2. FISCAL SERVICES (ASSESSOR'S OFFICE)

### 2.1 ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION AND CERTIFICATION

(Certified True Copy of Tax Declaration, Certification of Aggregate Landholding, Certification of No Improvement or with Improvement for/from Revision 2 to Present Revision and Other Certifications)

<b>OFFICE:</b>	Municipal Assessor's Office
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C Government to Citizen; G2G Government to Government; G2B Government to Business
<b>WHO MAY AVAIL:</b>	Property Owners and Other Authorized Interested Parties

CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
1. Photocopy of Special Power of Attorney/ Authorization Letter and/or other required Documents if the processor is an authorized representative.	1. Property Owner/Authorized Representative
2. Photocopy of Real Property Tax receipt/Tax clearance of current year	2. Municipal Treasurer's Office
3. Updated Sworn Statement (if applicable)	3. Property Owner/Authorized Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Request at the Transaction Window	Receive and check required documents: Verify & issue order of payment		3 minutes	LAO I / Assessment Clerk and/or Job Hire
2. Pay Certification at Municipal Treasurer's Office	Receive order of payment Issue Official receipt	Php150.00	10 minutes	Cashier II (MTO)
3. Present official receipt to Service Provider	Receive, annotate official receipt & print CTC of Tax Dec. and/or Certification  Review and initial the CTC of Tax Declaration and/or Certification; check/affix Documentary Stamps, if available	Documentary Stamp payment (Php30.00)	10 minutes	LAO II / Assessment Clerk and/or Job Hire
4. Receive Certified True Copy of Tax Declaration/ Certification	Sign & release Certified True Copy of Tax Declaration/ Certification		2 minutes	OIC / Municipal Assessor
	<b>TOTAL</b>	<b>₱ 180.00</b>	<b>25 minutes</b>	



## 2.2. APPRAISAL AND ASSESSMENT OF REAL PROPERTIES

Appraisal and Assessment of Land (New Discovery), Reassessment/Reclassification of Land, Subdivision / Consolidation of Land, Appraisal and Assessment of Buildings, Simple Transfer of Ownership, Appraisal and Assessment/Reassessment of Plant, Machinery and Equipment

<b>OFFICE:</b>	Municipal Assessor's Office
<b>CLASSIFICATION:</b>	Highly Technical
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen;
<b>WHO MAY AVAIL:</b>	Property Owners and Other Authorized Interested Parties

### 2.2.1. Appraisal and Assessment of Land (New Discovery) For Titled Property

<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
1. Original Copy of Letter Request	Property Owner/Authorized Representative
2. Original and Photo copy of Special Power of Attorney /Authorization Letter (plus photo copy of valid ID card) and/or other required Documents if the processor is an authorized representative	
3. 2 Photo copies of Real Property Tax receipt/Tax clearance of current year	Municipal Treasurer's Office
4. Original and Photo copy of Certified True Copy of Title	Registry of Deeds
5. Blue Print/Photo Copy of approved Survey Pan	LMS/DENR
6. Updated Sworn Statement	Property Owner/Authorized Representative
7. Transfer of Ownership fee receipt (if required) and Inspection fee receipt	Municipal Treasurer's Office

### 2.2.2. Simple Transfer of Ownership

<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
1. Original Copy of Letter Request	Property Owner/Authorized Representative
2. Original and Photo copy of Special Power of Attorney /Authorization Letter (plus photo copy of valid ID card) and/or other required Documents if the processor is an authorized representative	
3. 2 Photo copies of Real Property Tax receipt/Tax clearance of current year	Municipal Treasurer's Office
4. Original and Photo copy of Certified True Copy of Title	Registry of Deeds
5. Blue Print/Photo Copy of approved Survey Pan	LMS/DENR
6. Updated Sworn Statement	Property Owner/Authorized Representative
7. Transfer of Ownership fee receipt (if required) and Inspection fee receipt	Municipal Treasurer's Office



### 2.2.3. Appraisal and Assessment of Land (New Discovery) For Untitled Property

CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
1. Original Copy of Letter Request	Property Owner/Authorized Representative
2. Original and Photo copy of Special Power of Attorney /Authorization Letter (plus photo copy of valid ID card) and/or other required Documents if the processor is an authorized representative	
3. 2 Photo copies of Real Property Tax receipt/Tax clearance of current year	Municipal Treasurer's Office
4. Original and Photo copy of Certified True Copy of Title, if applicable	Registry of Deeds
5. Blue Print/Photo Copy of approved Survey Plan	LMS/DENR
6. Photo copy of Certification that the Land is Alienable and Disposable	
7. Photo copy of affidavit of ownership and/or Sworn Statement declaring the Market Value of the property filed by the owner/administrator; Affidavit that the applicant is in long, continuous and notorious possession of the property	Property Owner/Authorized Representative
8. Original and Photo copy of Certification of declarant as the current possessor and occupant of the property/ies and/or Certification that the said lot is not needed for future project and interposes no objection to the application	Punong Barangay/Municipal Mayor
9. Original and Photo copy of Certification of owners of the adjoining property duly sworn to by the Punong Barangay and/or Municipal Mayor	Adjoining Owners of the property/ies
10. Transfer of Ownership fee receipt (if required) and Inspection fee receipt	Municipal Treasurer's Office

### 2.2.4. Appraisal and Assessment of Land (Subdivision-Consolidation)

CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
1. Original Copy of Letter Request	Property Owner/Authorized Representative
2. Original and Photo copy of Special Power of Attorney /Authorization Letter (plus photo copy of valid ID card) and/or other required Documents if the processor is an authorized representative	
3. 2 Photo copies of Real Property Tax receipt/Tax clearance of current year	Municipal Treasurer's Office
4. Original and Photo copy of Certified True Copy of Title, if applicable	Registry of Deeds
5. Blue Print/Photo Copy of approved Survey Plan	LMS/DENR
6. Sworn Statement declaring the Market Value of the property filed by the owner/administrator; Affidavit that the applicant is in long, continuous and notorious possession of the property	Property Owner/Authorized Representative
7. Transfer of Ownership fee receipt (if required) and Inspection fee receipt	Municipal Treasurer's Office



### 2.2.5. Appraisal and Reassessment of Land

CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Original Copy of Letter Request		Property Owner/Authorized Representative		
Original and Photo copy of Special Power of Attorney /Authorization Letter (plus photo copy of valid ID card) and/or other required Documents if the processor is an authorized representative				
2 Photo copies of Real Property Tax receipt/Tax clearance of current year		Municipal Treasurer's Office		
Original and Photo copy of Certified True Copy of Title		Registry of Deeds		
Blue Print/Photo Copy of approved Survey Plan		LMS/DENR		
Updated Sworn Statement		Property Owner/Authorized Representative		
Transfer of Ownership fee receipt (if required) and Inspection fee receipt		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request, comply and submit required documents	Receive and check required documents  Verify and issue order of payment	Php300.00/ sub lot (Inspection Fee) and Php100.00/ title (Transfer of Ownership Fee) SS with penalty: 1/2 of 1% of Assessed Value plus Php50 (minimum of Php100.00 and maximum Php2,000.00)	FREQ-FRES policy ( <i>First Request-First Response</i> ), except for those with special / legal circumstances	<i>Local Assessment Operation Officer/ Assessment Clerk/ Tax Mapper</i>
2. Pay corresponding fee at Treasury Office	Receive order of payment and Issue Official receipt		5 minutes	<i>Cashier II (MTO)</i>
3. Present Official receipt to Assessor's Office	Acknowledge receipt;		5 minutes	<i>Local Assessment Operation Officer/ Assessment Clerk/ Tax Mapper</i>
	Schedule the Date of Inspection		1 day	<i>Local Assessment Operation Officer/ Assessment Clerk</i>
	Field Inspection: data gathering and photograph of subject property		No. of Days depends on the number of sub-lots and its improvements	<i>Local Assessment Operation Officer/ Assessment Clerk/ Tax Mapper</i>
	Prepare Field Appraisal and Assessment Sheet (FAAS), inspection report, building plan (for building), assessment (for land) and computation of building; Prepare Sworn Statement			
	<b>TOTAL</b>		<b>max. of 45 days</b>	



## 2.5. Appraisal and Reassessment of Land

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
	Review computation and sign Inspection Report (Recommending Approval), sign FAAS (Recommending Approval), initial Tax Declaration and Sworn Statement	Php300.00/sub lot (Inspection Fee) and Php100.00/title (Transfer of Ownership Fee) SS with penalty: 1/2 of 1% of Assessed Value plus Php50 (minimum of Php100.00 and maximum Php2,000.00)	60 minutes	<i>Local Assessment Operation Officer II</i>
	Print Tax Declaration and Notice of Assessment (NOA)		30 minutes	<i>Assessment Clerk and/or Job Hire</i>
	Initial Tax Declaration and Notice of Assessment (NOA)		15 minutes	<i>Local Assessment Operation Officer II</i>
	Approve and sign SS, FAAS, Tax Declaration and NOA		15 minutes	<i>Municipal Assessor</i>
4. Receive SS, TD and NOA	Segregate (for office and provincial copy), record and release SS, TD and NOA to property owner/authorized representative		30 minutes	<i>Assessment Clerk and/or Job Hire</i>
	<b>TOTAL</b>		<b>2 Hours and 30 minutes</b>	





### 3. FISCAL SERVICES (TREASURY OFFICE)

#### 3.1. PAYMENT OF FEES AND CHARGES.

Accepting Cash or check as payment of fees and charges for the services a client availed and issuing Official Receipt(s) thereof.

<b>OFFICE:</b>	Treasury Office
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen / G2G-Government to Government
<b>WHO MAY AVAIL:</b>	Tax Payers

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Order of payment(s)			1. Requesting Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Order of Payment/Citation Ticket	Receive/Evaluate Order of Payment/Citation Ticket	As indicated in the Order of Payment	5 minutes	Cashier II
3. Pay Corresponding Fee	Receive Payment Issue Official Receipt(s) (ORs)		10 minutes	
4. Receive Official Receipt(s)	Release ORs and instruct client to present OR to concern requesting office/person responsible		5 minutes	
<b>TOTAL</b>			<b>25 minutes</b>	

#### 3.2. TAX CLEARANCE ISSUANCE

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

<b>OFFICE:</b>	Treasury Office Treasury Office
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Client / G2G-Government to Government
<b>WHO MAY AVAIL:</b>	Tax Payers

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Receipt(s)			1. Treasury Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up logbook and Present Official Receipt(s) (OR)	Evaluate OR, check records of payments, prepare Tax Clearance Cert and Issue Order of Payment		10 minutes	Admin Aide IV / Job Hire
2. Pay Service Fee	Receive Payments & Issue Official Receipt(s)	P180.00	5 minutes	Cashier II
3. Receive requested Tax Clearance(s)	Release Tax Clearance(s)		5 minutes	LRCO II
<b>TOTAL</b>		<b>17P 180.00</b>	<b>20 minutes</b>	



### 3.3. COMMUNITY TAX CERTIFICATE ISSUANCE (CTC)

Community Tax Certificate is issued to individuals/corporations needing this document stating that he/they are a bonafide resident of the community.

<b>OFFICE:</b>		Treasury Office		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C-Government to Citizen / G2G-Government to Government		
<b>WHO MAY AVAIL:</b>		Tax Payers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PRO-CESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out Information Form and submit to staff	Evaluate documents presented and encode informations and print CTC	1 peso for every 1,000 in annual Gross receipts/ Salaries / Income from Businesses / Profession / Real Property	5 minutes	<i>Admin Aide IV / Job Hire</i>
2. Affix signature and thumb mark and pay corresponding fees	Assist for signature and thumb mark and receive payment		5 minutes	<i>Admin Aide III</i>
3. Receive CTC	Release CTC		10 minutes	
	<b>TOTAL</b>		<b>20 minutes</b>	

### 3.4 PAYMENT OF REAL PROPERTY TAXES

Accepting Cash or check as payment for Real Property Tax issuing Official Receipt(s) thereof

<b>OFFICE:</b>		Treasury Office		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C-Government to Client / G2G-Government to Government		
<b>WHO MAY AVAIL:</b>		Tax Payers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>CHECKLIST OF REQUIREMENTS</b>		
1. Previous Official Receipt(s)		1. Treasury Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PRO-CESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up logbook and present previous Official Receipt(s)	Acknowledge/Evaluate Old Receipt(s)/Compute tax & informs Tax Payer of total fee/s or Issue Billing Statement	As indicated in the total Tax Fees in the receipts	15 minutes	<i>LRCO II / Job Hire</i>
2. Confirm Payment & Pay corresponding taxes	Receive Payment and Issue Official Receipt(s)		5 minutes	<i>Cashier II</i>
3. Receive ORs	Release ORs		5 minutes	
	<b>TOTAL</b>		<b>25 minutes</b>	



## 4. FISCAL SERVICES (BUDGET OFFICE)

### 4.1. SUBMISSION OF BARANGAY ANNUAL BUDGET

<b>OFFICE:</b>	Municipal Budget Office
<b>CLASSIFICATION:</b>	Complex
<b>TYPE OF TRANSACTION:</b>	G2G - Government to Government
<b>WHO MAY AVAIL:</b>	Punong Barangays and other Barangay Officials/Staff concern.

#### CHECKLIST OF REQUIREMENTS (to be secured from the barangay concern):

1. Transmittal
2. Budget Message of the Punong Barangay
3. Budget Authorization Form 1 – Brgy. Appropriation Ordinance
4. ANNEX G – Summary of the 2024 Brgy. Budget
5. Annual Investment Program (AIP Form)
6. Brgy. Resolution – Approval of AIP
7. Brgy. Dev't. Council (BDC) Resolution – Approval of AIP
8. Barangay Budget Appropriation Form No. 1
9. Barangay Budget Appropriation Form No. 2
10. Barangay Budget Appropriation Form No. 2A
11. Barangay Budget Appropriation Form No. 3 (Plantilla of Personnels)
12. Separate Plantilla for Volunteer Workers (follow the format for Plantilla)
13. Appropriation Ordinance – Increase in Honorarium
14. Barangay Budget Appropriation Form No. 4 – Statement of Indebtedness 5% BDRRMF
15. Sangguniang Barangay Resolution – Approval of BDRRMC Action Plan and Budget
16. Committee Resolution – Approval of BDRRM Action Plan and Budget
17. BDRRMC Action Plan
18. Barangay Nutrition Plan 2024

#### OTHER DOCUMENTS/PLANS REQUIRED TO BE SUBMITTED

19. Gender and Development Plan and Budget (GAD Plan and Budget)
20. Barangay Annual Procurement Plan

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit pertinent documents	Review the Barangay Annual Budgets and prepare Endorsement to the Sangguniang Bayan for final review	None	3 days	<i>Budgeting Assistant VI / Municipal Budget Officer</i>
2. Secure copy of SB Resolution Approving the Barangay Annual Budget	Release the copy of SB Resolution Approving the Barangay Annual Budget		5 minutes	<i>Budgeting Assistant VI</i>
3. Claim the Approved Barangay Annual Budget from the Sangguniang Bayan Office	Release the Approved Barangay Budget		5 minutes	<i>Administrative Aide IV (Clerk II)</i>
<b>TOTAL</b>			<b>3 days, 10 minutes</b>	



#### 4. FISCAL SERVICES (BUDGET OFFICE)

##### 4.2.SUBMISSION OF SANGGUNIANG KABATAAN ANNUAL BUDGET

<b>OFFICE:</b>	Municipal Budget Office
<b>CLASSIFICATION:</b>	Complex
<b>TYPE OF TRANSACTION:</b>	G2G - Government to Government
<b>WHO MAY AVAIL:</b>	SK Chairman and other SK Officials/Staff concern.

##### CHECKLIST OF REQUIREMENTS (to be secured from the barangay concern):

1. Summary of the SK Annual Budget
2. SK Transmittal
3. Annual Barangay Youth Investment Plan (ABYIP)
4. Resolution approving the ABYIP
5. Comprehensive Barangay Youth Development Plan (CBYDP)
6. SK Annual Budget
7. SK Appropriation Ordinance
8. Plantilla of Personnel
9. Resolution approving the SK Annual Budget

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit pertinent documents	Review the SK Annual Budgets and prepare Endorsement to the Sangguniang Bayan for final review	None	2 days	<i>Administrative Officer II / Municipal Budget Officer</i>
2. Secure copy of SB Resolution Approving the SK Annual Budget	Release the copy of SB Resolution Approving the SK Annual Budget		5 minutes	<i>Administrative Officer II</i>
3. Claim the Approved SK Annual Budget from the Sangguniang Bayan Office	Release the Approved SK Annual Budget		5 minutes	<i>Administrative Aide IV (Clerk II)</i>
	<b>TOTAL</b>		<b>2 days, 10 minutes</b>	



# **CIVIL REGISTRATION SERVICES**

- \* **APPLICATION FOR REGISTRATION OF CERTIFICATE OF LIVE BIRTH**
- \* **APPLICATION FOR REGISTRATION OF CERTIFICATE OF DEATH**
- \* **APPLICATION FOR REGISTRATION OF CERTIFICATE OF MARRIAGE**
- \* **APPLICATION FOR MARRIAGE LICENSE**
- \* **REQUESTS FOR SECURITY PAPER (SECPA) THRU BREQS**
- \* **ISSUANCE OF CERTIFIED COPIES OF CIVIL REGISTRY DOCUMENTS**
- \* **APPLICATION FOR ADMISSION OF PATERNITY/ LEGITIMATION / SUPPLEMENTAL REPORT/ RA 9255**
- \* **FILING OF PETITION FOR CHANGE OF FIRST NAME/CLERICAL ERROR / RA 10172**



# 1. APPLICATION FOR REGISTRATION OF CERTIFICATE OF LIVE BIRTH (COLB)

To establish identify of every person born in the Municipality

<b>OFFICE:</b>	Municipal Civil Registrar
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C - Government to Citizen
<b>WHO MAY AVAIL:</b>	Parents of the Child or the Applicant of Legal Age

<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
1. Information Sheet	*LCRO, Cabatuan, Iloilo
2. Negative Certification of Birth	*PSA
3. Marriage Contract of Parents (if married)	*PSA/Registrar's Office where the marriage took place
4. Any two documents which show the name, date and place of birth (for Late Registration) ex. Baptismal Certificate/Immunization Card	*Church where the child was baptized/Health Center where the child is vaccinated
5. Valid IDs of parents or Applicant	
6. Valid ID of child (if child is 7-17 y.o. and of non-marital status)	
7. Joint Affidavit for Delayed Registration (for Late Registration)	*LCRO, Cabatuan, Iloilo
8. Valid IDs of 2 Disinterested Persons (for Late Registration)	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements and fill out information sheet	Evaluate documents and assist in filling out Information Sheet	Service Fee - P100.00 (for late registration only)	5 minutes	Admin. Aide IV / RO I
2. Sign and submit duly accomplished Information Sheet	Receive Information Sheet and Prepare Certificate of Live Birth (COLB)		10 minutes	
3. Review/check prepared COLB as to completeness and correctness of data and sign	Give COLB for review/checking as to completeness and correctness of entries; register and issue Order of Payment		10 minutes	RO II / MCR
4. Pay corresponding fee	Receive order of payment and issue Official Receipt		5 minutes	Cashier II (MTO)
5. Receive Certificate of Live Birth	5. Release Certificate of Live Birth		2 minutes	RO II / MCR
	<b>TOTAL</b>		<b>32 minutes</b>	

**Note: Releasing of Certificate of Live Birth (Late Registration) is after the 10-day posting period**



## 2. APPLICATION FOR REGISTRATION OF CERTIFICATE OF DEATH (COD)

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

<b>OFFICE:</b>	Municipal Civil Registrar
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C - Government to Citizen
<b>WHO MAY AVAIL:</b>	Immediate Family of the Deceased

<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
1. Certificate of Death	*RHU / RTMDH
2. Certification of Death issued by the Punong Barangay (for deaths not in Hospital))	*Office of the Punong Barangay where the deceased died

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished and signed Certificate of Death	Receive/review COD and issue order of payment	Burial Permit - 50.00	5 mins	<i>Adm. Aide IV / RO I / RO II / MCR</i>
2. Pay corresponding fee	Receive order of payment/issue Official Receipt	Transfer of Cadaver Permit - 100.00	5 mins	<i>Cashier II</i>
3. Present Official Receipt and receive COD	Register Certificate of Death and release COD		5 mins	<i>RO II/MCR</i>
	<b>TOTAL</b>		<b>15 mins</b>	

## 3. APPLICATION FOR REGISTRATION OF CERTIFICATE OF MARRIAGE (COM)

To register Certificate of Marriage

<b>OFFICE:</b>	Municipal Civil Registrar
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C - Government to Citizen
<b>WHO MAY AVAIL:</b>	Contracting Parties

<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
1. Certificate of Marriage	*Church/Mayor's Office/Court where the Marriage Took Place

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished and signed Cert. of Marriage (COM)	Receive/review COM and Issue order of Payment		5 minutes	<i>Admin. Aide IV/RO I</i>
2. Present Order of Payment and Pay corresponding fees	Receive order of payment and issue Official Receipt	Solemnization Fee - P 500.00	5 minutes	<i>Cashier II</i>
3. Present Official Receipt	Register Certificate of Marriage	Service Fee - P100.00	5 minutes	<i>RO II / MCR</i>
4. Review and receive Certificate of Marriage	Release Certificate of Marriage		2 minutes	<i>Admin Aide IV / RO I / RO II / MCR</i>
	<b>TOTAL</b>	<b>P 600.00</b>	<b>17 minutes</b>	



#### 4. APPLICATION FOR MARRIAGE LICENSE (AML)

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

<b>OFFICE:</b>	Municipal Civil Registrar
<b>CLASSIFICATION:</b>	Complex
<b>TYPE OF TRANSACTION:</b>	G2C - Government to Client
<b>WHO MAY AVAIL:</b>	Would-be Couple
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
1. Certificate of Live Birth	PSA/LCRO where the applicant was born
2. Certificate of No Marriage (CENOMAR) of Parents	* PSA
3. Valid IDs of Applicants	
4. Community Tax Cert. of Applicants	* MTO where the applicant resides
5. Pre-Marriage Orientation and/or Counseling (PMO/ PMOC Certificate)	* MSWDO, Cabatuan, Iloilo
6. Valid IDs of Parent/s	
7. Presence of Parent/s to sign the Parental Consent/Advice (for applicant under 25 years old)	* LCRO, Cabatuan, Iloilo
8. Cert. of Legal Capacity to Contract Marriage issued by the respective diplomatic or consular based in the Philippines (if applicant is foreigner)	* Foreign embassy based in Philippines
9. If Applicant is previously married:	
a) Death Certificate of deceased spouse	* LCRO where the deceased died
b) Judicial Decree of Absolute Divorce	* Court where the petition was filed
c) Judicial Decree of Annulment or Nullity of Previous Marriage	* Court where the petition was filed

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Fill out Application Form for Marriage License/Information Sheet and sign	Evaluate submitted requirements and assist in the filling out Information Sheet	If both Filipinos - P 802.00	10 minutes	<i>Registration Officer I (LRC)</i>
2. Submit duly accomplished Information Sheet/Review prepared Marriage License and sign	Receive and review document, prepare Marriage License and post	If one applicant is a foreigner - P 1,002.00	20 minutes 10 days Posting	
<i>After ten-day posting</i>				
3. Review prepared Marriage License as to completeness and correctness and sign	Receive/review docs / check requirements and issue order of payment		10 minutes	<i>Registration Officer I (LRC)</i>
4. Pay Corresponding Fees	Receive Payment and Issue Official receipt		10 minutes	<i>Cashier II (MTO)</i>
5. Receive Marriage License	Register/release Marriage License		10 minutes	<i>OIC-MCR</i>
<b>TOTAL</b>		<b>Filipino-802 Foreigner-1,002.00</b>	<b>10 days, 1hr</b>	

**Note: Payment for Document is collected separately and remitted to PSA upon request.**





## 6. ISSUANCE OF CERTIFIED COPIES OF CIVIL REGISTRY DOCUMENTS

To secure certified true copy of Civil Registry Document

<b>OFFICE:</b>	Municipal Civil Registrar
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C - Government to Citizen
<b>WHO MAY AVAIL:</b>	Parent/Document owner of legal age *For Death Certificate - Nearest Kin of the deceased

<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
1. Valid ID of requester	
2. Authorization Letter and Valid ID of Document owner (if the requester is not the owner)	
3. For Death Certificate- Valid ID and authorization letter of nearest kin (if the requester is not the nearest kin)	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PRO-CESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Gives correct and complete data of requested document	Receive and verify if requested document is available, prepare civil registry document and issue order of payment		15 minutes	<i>Admin. Aide IV / RO I</i>
2. Pay corresponding fee	Receive payment and issues official receipt	P 100.00	5minutes	<i>Cashier II</i>
3. Present Official Receipt of payment	Acknowledge receipt of payment		2 minutes	<i>Admin. Aide IV / RO I</i>
4. Receive & review civil registry document requested	Sign and release civil registry document requested		5 minutes	<i>RO II / MCR</i>
	<b>TOTAL</b>	<b>P 100.00</b>	<b>27 minutes</b>	



## 5. REQUESTS FOR SECURITY PAPER (SECPA) THRU BREQS:

To secure authenticated copy of Civil Registry Document

<b>OFFICE:</b>	Municipal Civil Registrar
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C - Government to Citizen
<b>WHO MAY AVAIL:</b>	Parent/Document owner of legal age

<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
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1. Application Form	* LCRO
2. Valid ID of requester	
3. Authorization Letter and Valid ID of Document owner ( if the requester is not the owner)	
4. For Death Certificate- Valid ID and authorization letter of nearest kin (if the requester is not the nearest kin)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Fill out application form	Receive and review filled out application form and issue order of payment		5 minutes	<i>Admin. Aide IV/RO I</i>
2. Pay corresponding fee at	Receive payment and issue official receipt	P 100.00	5 minutes	<i>Cashier II</i>
	Submit application to PSA Iloilo City		7 days	<i>Admin. Aide IV</i>
<i>After seven (7) days</i>				
3. Present Official Receipt of payment	Acknowledge receipt of payment		2 minutes	<i>Admin. Aide IV/RO I</i>
4. Receive & review SECPA	Release SECPA		3 minutes	<i>Admin. Aide IV/RO I</i>
	<b>TOTAL</b>		<b>7 days &amp; 15 minutes</b>	

**Note: Payment for Document is collected separately and remitted to PSA upon request.**



## 7. APPLICATION FOR ADMISSION OF PATERNITY/LEGITIMATION/ SUPPLEMENTAL REPORT / RA 9255 (LEGAL INSTRUMENTS)

To secure annotated documents bearing the effects of Admission of Paternity/  
Legitimation/ Supplemental Report

<b>OFFICE:</b>	Municipal Civil Registrar
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C - Government to Citizen
<b>WHO MAY AVAIL:</b>	Parent/s or Document owner of legal age

CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
1. PSA copy of Birth Certificate	*PSA
2. Valid ID of Parents of document owner	
3. Valid ID of document owner	
4. Marriage Contract of Parents	*LCRO where the marriage took place
5. Valid IDs & Comm. Tax Cert. of Parents	
6. Affidavit of Admission of Paternity	*Notary Public
7. Affidavit to Use the Surname of the Father	*LCRO
8. Affidavit of Legitimation	*LCRO
9. Affidavit of Consent to Legitimation	*Notary Public
10. Supplemental Affidavit	*Notary Public

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit require-ments	Receive and evaluate submitted requirements	Supple-mental/ RA 9255/Ad mission of Paternity- 200.00	5 minutes	<i>RO II/MCR</i>
2. Review docu-ments and sign	Prepare documents ap-plied for		20 minutes	<i>RO II/MCR</i>
3. Receive Order of Payment	Issue Order of Payment		2 minutes	<i>RO II/MCR</i>
2. Pay correspond-ing fee	Receive payment and issue official receipt		5 minutes	<i>Cashier II</i>
3. Present Official Receipt of pay-ment	Acknowledge receipt of payment	Legitimation - 500.00	3 minutes	<i>RO II/MCR</i>
4. Receive & review documents	Sign and release Docu-ments		5 minutes	<i>RO II/MCR</i>
	<b>TOTAL</b>		<b>40 minutes</b>	



## 8. FILING OF PETITION FOR CHANGE OF FIRST NAME/CLERICAL ERROR / RA 10172

To secure annotated documents bearing the effects of RA 9048/RA 10172

<b>OFFICE:</b>	Municipal Civil Registrar
<b>CLASSIFICATION:</b>	Highly Technical
<b>TYPE OF TRANSACTION:</b>	G2C - Government to Citizen
<b>WHO MAY AVAIL:</b>	Parent/Document owner of legal age

<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
1. PSA copy of document for correction	*PSA
2. LCRO copy of document for correction	* LCRO where the document owner was born
3. Valid ID of document owner	
4. Valid ID and Community Tax Certificate of Petitioner	
5. Special Power of Attorney (If petitioner is not the document owner)	Notary Public
6. Other necessary documents which can support the correction (will be based on error to be corrected)	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PRO-CESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements; Review documents and sign; Receive Order of Payment	Receive and evaluate submitted documents; Prepare petition; Issue Order of Payment	Clerical Error - 1,000.00 Change of First Name/ RA 10172- 3,000.00 Publication - 1,000.00	15 mins	RO II/MCR
2. Pay corresponding fee	Receive payment and issue official receipt		5 minutes	Cashier II

Posting Period (10 days) / Publication (2 Consecutive Weeks)

	<ul style="list-style-type: none"> <li>◆ Posts Notice for 10 days;</li> <li>◆ Publishes Notice for 2 consecutive weeks;</li> <li>◆ Issues Cert. of Posting;</li> <li>◆ Mails documents to PSA Central Office for approval;</li> <li>◆ Upon receipt of approved petition, prepares Cert of finality and endorse to PSA for annotation of document ;</li> </ul>			
3. Pay corresponding fees	Sends notice to clients for final payment & issues order of payment	Cert. of finality-500 'SECPA-155	5 minutes	Cashier II
4. Present Official Receipt of payment	◆ Acknowledge receipt of payment and release annotated document		5 minutes	RO II/MCR



# **FRONTLINE SERVICES**

**1. AGRICULTURAL SERVICES**

**2. HEALTH SERVICES**

**3. MUNICIPAL SOCIAL WELFARE  
AND DEVELOPMENT SERVICES**



# 1. AGRICULTURAL SERVICES

## 1.1. CERTIFICATION

Certification from the Municipal Agricultural Office is issued to individual needing this document 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.

<b>OFFICE:</b>	Municipal Agricultural Office
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen
<b>WHO MAY AVAIL:</b>	Farmer

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certification from Barangay Agrarian Reform Council (BARC) (DAR)	1. Barangay where the land is located
2. PCIC / RSBSA Document (Documents from PCIC; denial letter; wrong spelling; RSBSA Form; Photocopy of Tax Declaration / Land Title; I.D. Picture	2. PCIC; denial letter; MAO Office, Municipal Assessor's Office; Farmer
3. Master list of vaccinated dogs	3. MAO Office
4. Bank loans application	4. Banks where to avail the loan

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Present documents	Evaluate documents presented and prepare certification; Issue Order of Payment		5 minutes	<i>Administrative Aide IV (Clerk II), Agricultural Technologist (AT) assigned in the area</i>
2. Present Order of payment / Pay Corresponding Fee	Receive order of payment & Issue Official Receipt (OR)	P100.00	15 minutes	<i>Cashier II (Treasury Office)</i>
3. Present Official Receipt	Annotate OR No. on the Certification, Sign/ Approve Certification		10 minutes	<i>Administrative Aide IV (Clerk II), Municipal Agriculturist</i>
4. Receive Certification	Release Certification		5 minutes	<i>Officer of the day / Agricultural Technologist (AT)</i>
	<b>TOTAL</b>	<b>₱ 100.00</b>	<b>35 Minutes</b>	



## 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.

<b>OFFICE:</b>	Municipal Agricultural Office
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen
<b>WHO MAY AVAIL:</b>	Farmers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Physical Presence of Farmer/ Farmer's Representative		1. Not Applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Sign in the clients'/ visitors' logbook at the receiving area	Request client to sign on the visitors' logbook	None	5 minutes	<i>Adm. Aide IV (Clerk II) Agr'l. Technologist (AT) assigned in the area, Municipal Agricultural Office</i>
2. Receive applicable assistance, receive treatment advise for livestock, poultry and	Issue/Release applicable assistance		5 minutes	
<b>TOTAL</b>			<b>10 minutes</b>	

## 1.3. VETERINARY HEALTH CERTIFICATE

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

<b>OFFICE:</b>	Municipal Agricultural Office
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen
<b>WHO MAY AVAIL:</b>	Farmers, Pet Lover

CHECKLIST OF REQUIREMENTS		CHECKLIST OF REQUIREMENTS		
1. Proof of Vaccination of Poultry or Livestock to be transported		1. Proof of Vaccination of Poultry or Live- stock to be transported		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Present proof of vaccination	Evaluate documents pre- sented, assess animals state of health & prepare certification; Issue Order of Payment	₱100.00 / Certification ₱50.00 / Head of Livestock or Poultry Spe- cies	15 minutes	<i>Adm. Aide IV (Clerk II) (AT) as- signed in the area</i>
2. Present Order of Payment / Pay Cor- responding Fee	Receive payment Issue Official Receipt (OR)		10 minutes	<i>Cashier II (Treasury Office)</i>
3. Receive Veterinary Health Certificate	Release of Veterinary Health Certificate		5 minutes	<i>Adm. Aide IV (Clerk II) (AT) as- signed in the area</i>
<b>TOTAL</b>			<b>30 minutes</b>	



## 2. HEALTH SERVICES

### 2.1. MEDICAL CONSULTATION

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

<b>OFFICE:</b>	Rural Health Unit
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C - Government to Citizen
<b>WHO MAY AVAIL:</b>	Clients with Health problems

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Physical presence of client preferably with Referral		1. Barangay Health Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Get Priority Number and sign in the patients' logbook	Issue/Give Priority number/ visitors' logbook	None	5 minutes	<i>Adm. Aide IV / Adm. Aide III</i>
2. Present Priority Number to Assessment Clerk	Pull out medical record; Check vital signs/interview & record client data		10 minutes	<i>Midwife / BHW on Duty</i>
3. Proceed to consultation	Consult and diagnose client for proper management; Prescribed medicine/s		10 minutes	<i>Muni. Health Officer / Medical Officer V</i>
4. Present prescription and Receive Prescribed Medicines	Get clients prescription and provide medicines		5 minutes	<i>Job Hire / Nurse</i>
<b>TOTAL</b>			<b>30 minutes</b>	

### 2.2. DENTAL CONSULTATION

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

<b>OFFICE:</b>	Rural Health Unit
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen
<b>WHO MAY AVAIL:</b>	Resident with Dental Problem

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Physical presence of patients with dental problems		Not Applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Get Priority Number and sign in the patients' logbook	Issue/Give priority number/visitors' logbook	None	5 minutes	<i>Dental Assistant RHU</i>
2. Present Priority number to Assessment Clerk	Pull out dental record Check Vital Sign/Interview & Record Clients Data		10 minutes	<i>Dental Assistant RHU</i>
3. Proceed to Dental Consultation	Consult and diagnose client for proper management; Prescribe medicine		10 minutes	<i>Rural Health Dental</i>
4. Present prescription and Receive Prescribed Medicines	Get Clients Prescription and provide medicines		5 minutes	<i>Job Hire / Nurse RHU</i>
<b>TOTAL</b>			<b>30 minutes</b>	





### 2.3. LABORATORY SERVICES

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

<b>OFFICE:</b>		Rural Health Unit		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C - Government to Citizen		
<b>WHO MAY AVAIL:</b>		Patients with Laboratory Request		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Laboratory requests from physician		1. Physician who Consulted the patient		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present laboratory request from physician	1. Extract/Perform laboratory examination (per request: CBC, urinalysis, stool exam, sputum exam, stool, etc...) & Issue Order of Payment	None	15 minutes	<i>Medical Technologist III</i>
2. Pay corresponding fee	2. Receive payment and Issue official receipt		10 minutes	<i>Cashier II</i>
3. Receive Laboratory Result	3. Issue Laboratory Result		5 minutes	<i>Medical Tech. III</i>
	<b>TOTAL</b>		<b>30 minutes</b>	

### 2.4. 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.

<b>OFFICE:</b>		Rural Health Unit		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C - Government to Citizen		
<b>WHO MAY AVAIL:</b>		Business Owners/Operators		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Clearance for Business 2. Community Tax Certificate: 3. Laboratory Results (Stool Exam, Sputum & CBC)		1. Barangay where the Business will operate/s operating 2. Treasury Office: 3. Rural Health Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required Documents together with sputum/stool specimen	Receive documents & sputum/stool specimen; Conducts Laboratory Examination	None	10 minutes	<i>Med Tech III</i>
2. Present Business Permits Application	Sign the business permit application form		5 minutes	<i>Med Tech III</i>
3. Receive Health Card and Sanitary Permit	Issue of health card and sanitary permit		5 minutes	<i>Sanitation Inspector I</i>
	<b>TOTAL</b>		<b>20 minutes</b>	



## 2. HEALTH SERVICES

### 2.5. Certification

**Medical Certificate-** a written statement from a physician or another qualified health care provider which a test to the result of a medical examination of a patient.

**Death Certificate-** an official statement signed by a physician of the cause, date and place of a person's death.

<b>OFFICE:</b>		Rural Health Unit		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C - Government to Citizen		
<b>WHO MAY AVAIL:</b>		Clients with Health problems/Immediate Family (kins) of the deceased		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Medical Certificate-Physical presence of client preferably with Referral 2. Death Certificate		1. Rural Health Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Forms	1. Interview and assist in filling out forms	None	10 minutes	<i>Adm. Aide IV / Adm. Aide III</i>
2. Fill out forms completely and exactly	2. Assist on Filling-out the forms		5 minutes	
3. Issuance of Medical Certificate/Disability Certificate	3. Assist for medical Assessment to physician on duty		10 minutes	
	<b>TOTAL</b>		<b>25 minutes</b>	

### 2.6. TB-DOTS

A directly observe treatment on a short course chemotherapy to TB Patients with their treatment partners.

<b>OFFICE:</b>		Rural Health Unit		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C - Government to Citizen		
<b>WHO MAY AVAIL:</b>		TB Patients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Presence of TB Patients with their treatment partners		1. TB-DOTS Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Set the priority number and register at the information center	Issue/give priority number Evaluate/Assess TB Patients	None	10 minutes	<i>Health Staff assigned</i>
2. Attend to Health Education / Initiation of treatment	Conduct lecture about TB, its treatment and management		3 minutes	<i>Municipal NTP Nurse Coordinator</i>
6. Receive anti-TB drugs	Provision of anti-TB drugs		3 minutes	<i>Municipal NTP Nurse Coordinator</i>
	<b>TOTAL</b>		<b>16 minutes</b>	



### 3. MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT SERVICES

#### 3.1 ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION (AICS)

AICS is a financial assistance provided to individual in crisis situation.

<b>OFFICE:</b>	Municipal Social Welfare and Dev't. Office
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C—Government to Citizen
<b>WHO MAY AVAIL:</b>	Residents who are in crisis situation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Certificate (In case of medical Assistance)	1. Physician/Hospital
2. Death Certificate (In case of burial assistance)	2. Mun. Registrar
3. Certificate of Indigency (In case other than above)	3. Brgy. where the client resides

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Present Documents	Assess documents, conducts/intake interview to clients prepare case study report, vouchers and all necessary documents	NONE	2 hour	Admin Aide IV / Social Welfare Aide
2. Assess/Sign Case study report	Present Case study report, facilitate processing / route of documents for signature		4 hours	
3. Receive assistance	Assist client in getting AICS from the Cashier (Treasury Office)		15 minutes	
	<b>TOTAL</b>		<b>1 day</b>	

#### 3.2. ISSUANCE OFFICE OF THE SENIOR CITIZENS AFFAIRS (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

<b>OFFICE:</b>	Mun. Social Welfare and Dev't Office
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen;
<b>WHO MAY AVAIL:</b>	Senior Citizens

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Birth Certificate	Municipal Civil Registrar's Office where the SC was born
2. OSCA Form 1	Municipal Civil Registrar's Office where the SC was born Municipal Social Welfare & Dev't. Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook, present Birth Certificate, fills-out OSCA Form 1	Give logbook, receive/ assess Birth Cert., gives OSCA Form 1 and assist in filling-out OSCA Form 1, Issues order of payment for lost ID	P150.00 (for lost / Change ID)	30 Minutes	Social Welfare Assistant / Job Hire
2. Present Order of Payment to Treasury Office and Pay corresponding fees (for lost / Change ID)	Receive Order of Payment, receive payment and issue Official Receipt		10 minutes	Cashier II (Treasury Office)
3. Proceed to Mayor's Office for picture taking and specimen signature	Acknowledge OR & other documents from MSWDO & facilitate picture taking of client		20 minutes	Admin Aide VI / Person in-charge of ID system
4. Receive ID	Release ID			
	<b>TOTAL</b>	<b>35</b>	<b>1 hour</b>	



### 3.3 ISSUANCE OF PERSONS WITH DISABILITY (PWD) IDENTIFICATION CARD (ID)

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

<b>OFFICE:</b>	Municipal Social Welfare and Dev't. Office
<b>CLASSIFICATION:</b>	SIMPLE
<b>TYPE OF TRANSACTION:</b>	G2C
<b>WHO MAY AVAIL:</b>	PWD in the Municipality of Cabatuan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical certificate from the Medical Specialist who has a valid License and in a specialist in the type of disability being applied;	1. Medical Specialist with valid license and a specialist in the type of disability being applied
2. Certification from the Municipal Health Officer attesting to the type of disability being applied	2. Rural Health Unit (RHU), Cabatuan, Iloilo
3. Prescribed Application Form	3. Municipal Social Welfare and Development Office, Cabatuan, Iloilo
4. In case the PWD is incapacitated- an authorization in favor of PWD's immediate relative duly confirmed 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.	4. Barangay where the PWD resides

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook, present documents, fill out application Form	Give logbook, assess documents, give application form, assist in filling out application form  Instruct client to have pictures taken at the Mayor's Office Instruct client to pay at the Treasurer's Office (for lost ID)		10 minutes	<i>Admin Aide IV</i>
2. Present Order of Payment to Treasury Office and Pay corresponding fees (for lost ID)	Receive Order of Payment, receive payment and issue Official Receipt	P150.00 for lost ID	10 minutes	<i>Cashier II</i> (Treasury Office)
3. Present Official Receipt to the Mayor's Office ID in-charge	Acknowledge OR & other documents from MSWDO & facilitate picture taking of client		20 minutes	Administrative Aide VI (Clerk III) / Job Order In-Charge of Municipal ID
4. Receive ID	Release ID			
	<b>TOTAL</b>		<b>40 minutes</b>	



### 3.4 PRE- MARRIAGE ORIENTATION AND COUNSELLING CERTIFICATE (PMOC) TO WOULD-BE COUPLE

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

<b>OFFICE:</b>	Municipal Social Welfare and Dev't. Office
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C
<b>WHO MAY AVAIL:</b>	Would-be Couple applying for Marriage License

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Referral/Marriage License Application	1. Municipal Civil Registrar's Office
2. Marriage Expectation Inventory Form	2. Municipal Social Welfare and Development Office

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in logbook, present referral	Give logbook, acknowledge referral, Issue Marriage Expectation Inventory Form (MEIF)	NONE	5 minutes	<i>Social Welfare Officer II, Social Welfare Assistant &amp; Youth Development Assistant</i>
2. Fill-out Marriage Expectation Inventory Form, submit to staff	Assist/evaluate in filling out MEIF, instruct would-be couple the schedule, venue and dress code of Pre-marriage Orientation (PMO)		40 minutes	
3. Attend Pre-marriage Orientation and Counseling	Conduct Pre-marriage Orientation and Counseling, Prepare Pre-marriage Counseling Certificate		1 day	
4. Receive Pre-marriage Counseling Certificate (PMCC) and submit to MCR	Issue (PMCC) and instruct would-be couple to submit documents to MCR		15 minutes	
	<b>TOTAL</b>		<b>1day &amp; 1hour</b>	



### 3.5 SOCIAL CASE STUDY REPORT (SCSR) SOCIAL CASE FINDINGS (SCF)

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

<b>OFFICE:</b>	Municipal Social Welfare and Dev't. Office
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C—Government to Citizen
<b>WHO MAY AVAIL:</b>	Indigent individual/family

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Referral letter;	1. From Requesting Agency;
2. Death Certificate in Case of Death	2. MCR where the death is registered;
3. Certificate of Indigency	3. Barangay where the client resides;
4. Medical Abstract/ Medical Certificate	4. Hospital/Facility where was/is/will be admitted.

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PRO-CESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in log-book, present referral letter/ requirements and undergoes interview	1. Check needed requirements, conduct interview	NONE	15 minutes	<i>Social Welfare Officer-I, Social Welfare Assistant, Social Welfare Officer II, MSWD Officer</i>
2. Provide necessary / available data/evidence to support claim for assistance	2. Conduct home visit / collateral interview (when needed) and prepare social case study report/ social case findings based on gathered data/ evidence.		1 day	
3. Receive Social Case Study Report/ Social Case Findings	3. Issue SCSR/SCF		15 minutes	
	<b>TOTAL</b>		<b>1day &amp; 30 minutes</b>	



### 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.

<b>OFFICE:</b>		Municipal Social Welfare and Development Office		
<b>CLASSIFICATION:</b>		Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2C/G2G		
<b>WHO MAY AVAIL:</b>		Women and Children who are victims of violence		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Physical Presence of Victims				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PRO-CESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Report incidence, undergoes medico legal examination	Refer to Women and Children's Desks of the Philippine National Police (WCPD- PNP), Cabatuan Police Station for Police blotter/ Assist in the conduct of medico legal examination by the Rural Health Unit/applicable health facility and assist client for psychological examination.	NONE	1 day	<i>Officer of the day</i> <i>WCPD Physician In-charge</i>
2. Go back to MSWDO Office/ follow-up case	Assess/evaluate client victim for possible/ applicable assistance. Refer 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	<i>SWO II / SWO I / SWA / Officer of the day/ AT assigned in the area</i>
3. Continuous incidence/reports	Conduct Case Conference/ Series of Counseling/ Case Filing		Minimum of 2 hours, maximum of 4 hours	<i>SWO II / SWO I / SWA / Officer of the day WCPD</i>
<b>TOTAL</b>			<b>2 Days and 15 minutes</b>	



### 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.

<b>OFFICE:</b>	Mun. Social Welfare and Devt. Office
<b>CLASSIFICATION:</b>	Highly Technical
<b>TYPE OF TRANSACTION:</b>	G2G/G2C
<b>WHO MAY AVAIL:</b>	Child who committed a crime (CICL) and their Family

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Physical present of the child who committed a crime;				
2. Parent/ Guardian of the child				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Child's/ clients Commit a crime	<ul style="list-style-type: none"> <li>⇒ Apprehended child is turned over to LSWDO ;</li> <li>⇒ Take custody of the child, notifies parent / guardian;</li> <li>⇒ Turn over to Local Social Welfare and Development Officer (LSWDO) after apprehension.</li> </ul>	NONE	Within 8 hours after apprehension	Local Enforcement Officer, Cabatuan PNP/ SWO II / SWO I / SWA
	<ul style="list-style-type: none"> <li>⇒ Submit initial determination of discernment, determines if parent/guardian is available;</li> <li>⇒ If the safety of the child is in danger- Encourages temporary custody; determines if the child is neglected, abandoned or abused: If yes, file petition for involuntary commitment. If no, LSWDO release the child to parent/ guardian</li> </ul>		within 5 days	SWO II / SWO I / SWA / MSWDO
2. Undergo intervention program	Conduct Intervention Program	NONE	16 days	
3. Integrate to family and community	Monitor child progress			
<b>TOTAL</b>				





### 3.8 ISSUANCE OF SOLO PARENT IDENTIFICATION CARD (ID)

Issued to Solo Parent to avail of benefits and privileges as stipulated in RA 11861

<b>OFFICE:</b>	Municipal Social Welfare and Development Office
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C
<b>WHO MAY AVAIL:</b>	Eligible Solo Parent

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Birth Certificate of Children below 22 years old	1. Municipal Civil Registrar
2. Marriage Certificate (in case the applicant is abandoned, death of spouse, detention of spouse, physical/mental incapacity of spouse, legally de facto separation, spouse of any family member of an OFW)	2. LCR
4. Cert. of Detention of Spouse (in case Criminal Detention of Spouse)	4. BJMP
5. Medical Certificate (in case of physical/mental incapacity of the spouse)	5. RHU/Hospital
6. Judicial Decree of legal separation/nullity of marriage (for legally separated/annulled marriage)	6. Court
7. Affidavit of 2 Disinterested persons (for de facto separation/abandonment of spouse)	7. Barangay
8. CENOMAR (for unmarried mother or father)	8. PSA/LCR
9. Proof of guardianship/foster care or adoption (for legal guardian/adoptive or foster parent)	9. DSWD
10. Medical record/blotter report (for Rape Victim)	10. Hospital/PNP
11. Certificate of employment from employer, copy of passport stamps and employment contract (for family member of OFW)	11. OWA
12. Sworn affidavit of Solo Parent	12. Attorney
13. Affidavit of Brgy. Official	13. Barangay
14. Social Case Study Report	14. MSWDO
15. Filled up application form	15. MSWDO

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PRO-CESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Documents and fill up application form	Check needed documents. Give application form and conduct interview for SCSR (advise client to return the next day for ID picture taking), Conduct collateral interview/collateral information for verification, Prepare Social Case Study Report	NONE	1 Day	SWO II, MSWD Officer
2. Client return to MSWD Office to verify If eligible for Solo Parent ID or not	If eligible, Assist client to the ID in charge	P150 for lost ID	10 minutes	
3. Proceed to Mayor's Office for picture taking	Acknowledge documents from MSWDO & Encode Data facilitate picture taking of client	None	20 minutes	Admin Aide VI / Job Order in-charge of ID System
4. Receive ID	Release ID			
	<b>TOTAL</b>		<b>1 day, 30 minutes</b>	



# **FRANCHISE, PERMITS AND LICENSES**

- 1. FRANCHISE OF MOTORIZED TRICYCLE**
- 2. APPLICATION FOR BUSINESS PERMIT  
RENEWAL / NEWLY STARTED BUSINESS**
- 3. APPLICATION FOR BUILDING PERMIT**



# 1. FRANCHISE OF MOTORIZED TRICYCLE

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

<b>OFFICE:</b>	Office of the Sangguniang Bayan
<b>CLASSIFICATION:</b>	Complex
<b>TYPE OF TRANSACTION:</b>	G2C - Government to Citizen
<b>WHO MAY AVAIL:</b>	Motorized Tricycle Operator's within the Mun. of Cabatuan
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
1. Valid Land Transportation Office Certificate of Registration (CR) and Original Official Receipt (OR). In the absence of the herein documents, the following may be presented: 1.1. 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; 1.2. Special Power of Attorney (SPA); 1.3. Affidavit of intent that the applicant is desirous to register the unit in behalf of the registered owner;	1. Land Transportation Office where the Motorized Tricycle (MT) is registered.  1.1. From Supplier where the MT is mortgaged / assigned.  1.2. From Owner, duly notarized by Notary Public. 1.3. From Applicant, duly notarized by Notary Public.
2. Barangay Clearance;	2. Brgy. where the applicant resides.
3. Membership of the operator and driver in PhilHealth (Member's Data Record);	3. Philippine Health Insurance Commission.
4. Purchase Receipt (for new applicant);	4. Supplier where Motorcycle was purchased.
5. Joint Affidavit of owner and mechanic (for new applicant).	5. Owner and mechanic who will build/ assemble the sidecar, duly notarized.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents	Receive documents / check for completeness; ♦ Issue order of payment (OP); ♦ Encode data and print franchise forms.		25 minutes	<i>Adm. Asst./ Admin Aide III,</i>
2. Present OP & pay corresponding fees	Receive payment; Issue Official Receipt (OR)		15 minutes	<i>Cashier, (Treasury Office)</i>
3. Present OR and receive franchise forms;	Issue franchise forms upon presentation of the OR; ♦ Instruct applicant of processes for inspection; ♦ Prepare notice for franchise hearing; ♦ Post notice on bulletin board (for 10 days)	P620.00 (new) P540.00 (renewal)	1 hour	<i>Administrative Assistant/ Administrative Aide III (Office of the Sangguniang Bayan)</i>



4. Bring the Motorized Tricycle (MT) unit for inspection	4. Conduct physical / body inspection of the MT unit		15 minutes	Traffic Management Officer (Cabatuan PNP Station)
<i>After posting for ten (10) days</i>				
5. Attend Franchise Hearing* as scheduled <i>* Franchise hearing is temporarily suspended per Municipal Special Ordinance No. 2020-02</i>	5. Conduct Public Hearing; 5.1. Recommend approval to SB in session; 5.2. Approve Motorized Tricycle Operators Permit (Franchise)	None	2 hours	SB-Chairman Committee on Transportation (Office of the Sangguniang Bayan)
6. Receive copy of approved Franchise and Traffic Code (if new franchise); sign the logbook	6. Issue approved MTOP; 6.1. Issue copy of the Comprehensive Traffic Code (for new franchise); 6.2. List name of applicant in logbook for franchise issued		10 minutes	Administrative Assistant/ Administrative Aide III (Office of the Sangguniang Bayan)
	<b>TOTAL</b>		<b>4 hours and 5 minutes</b>	

*[Does not include ten (10) days posting period]*



## **2. APPLICATION FOR BUSINESS PERMIT - RENEWAL / NEWLY STARTED BUSINESS**

<b>OFFICE:</b>	Cabatuan Economic Enterprise and Development Office [(Business Permits and Licenses Office (BPLO))]
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C - Government to Citizen
<b>WHO MAY AVAIL:</b>	Business Owner's within the Municipality

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Two (2) copies of Barangay Clearance (with sketch plan of location of business) for new business & Official Receipt of Payment from MTO;	Barangay where the business is located / MTO;
2. Latest Community Tax Certificate;	Brgy. Treasurer / Mun. Treasurer's Office
3. Health Certificate & Sanitary Permit;	Rural Health Unit
4. Fire Safety Inspection Certificate (FSIC);	Bureau of Fire
5. Business Name Registration ( <u>For Newly Started Business Only</u> ):	
5.1. DTI (Single Proprietorship)	5.1. DTI
5.2. SEC Registration (Partnership/ Corporation)	5.2. SEC
6. Real Property Tax Clearance (Bldg./Space Rental)	Assessor's Office
7. Additional Requirements for the following: 7.1. Civil Aviation Authority of the Philippines (CAAP) Clearance for Businesses within the Iloilo Airport; 7.2. Market Stall Occupancy for Stall Owners at the Cabatuan Public Market; 7.3. Quarantine Certificate for food establishments located inside the Iloilo Airport premises, its terminal and cargo building; 7.4. Bldg. Permit / Occupancy Permit of Commercial Bldg.	Additional Requirements: 7.1. CAAP Office-Iloilo Airport; 7.2. Cabatuan Economic Enterprise & Dev't. Office, 2nd Floor Upper Portion of Cabatuan Public Market;  7.3. Bureau of Quarantine, Iloilo Airport Sub-Office

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PRO-CESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Application for Business Permit - Renewal / Newly Started Business and Checklist of Requirements	Give Application for Business Permits - Renewal / Newly Started Business & Checklist of Requirements	Refer to Annex BP-A	5 minutes	<i>LRCO I / Job Hire (BPLO)</i>
2. Fill-out Application and secure/submit requirements; Receive Tax Order of Payment (TOP)	Receive, Review/ Assess Application and Requirement; Issue Tax Order of Payment	Refer to Annex BP-A	6 hours	
3. Review Tax Order of Payment and Pay Corresponding Fees	Receive Payment & Issue Official Receipt	Refer to Annex BP-A	1 hour	<i>Cashier II</i>
4. Acknowledge receipt of Original / Laminated / Approved Business Permit	4. Release / Deliver Original / Laminated / Approved Business Permit	Refer to Annex BP-A	30 minutes	<i>LRCO I / Job Hire (BPLO)</i>
	<b>TOTAL</b>		<b>8 hours (1 day)</b>	



## TAXES ON BUSINESS

As per Municipal Ordinance No. 2020-07 (Revenue Code of the Municipality of Cabatuan, Iloilo)

### 1. GRADUATED TAX ON BUSINESS

(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:

Amount of Gross Sales/ Receipts for the Preceding Calendar Year	Tax Per Annum
Less than 15,000.00	P266.20
15,000.00 or more but less than 20,000.00	365.42
20,000.00 or more but less than 30,000.00	532.40
30,000.00 or more but less than 40,000.00	798.6
40,000.00 or more but less than 50,000.00	998.25
50,000.00 or more but less than 75,000.00	1,597.20
75,000.00 or more but less than 100,000.00	1,996.50
100,000.00 or more but less than 150,000.00	2,662.00
150,000.00 or more but less than 200,000.00	3,327.50
200,000.00 or more but less than 300,000.00	4,658.50
300,000.00 or more but less than 500,000.00	6,655.00
500,000.00 or more but less than 750,000.00	10,285.00
750,000.00 or more but less 1,000,000.00	12,100.00
1,000,000.00 or more but less than 2,000,000.00	16,637.00
2,000,000.00 or more but less than 3,000,000.00	19,965.00
3,000,000.00 or more but less than 4,000.00	23,958.00
4,000,000.00 or more but less than 5,000,000.00	27,951.00
5,000,000.00 or more but less that 6,500,000.00	29,493.75
6,500,000.00 or more	29,493.75 plus forty one and one fourth of one (1%) in excess of 6,500,000.00

*\*The 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 of nature other than those enumerated under (c) hereof.*



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

<b>Amount of Gross Sales/ Receipts For the Preceding Calendar Year:</b>	<b>Tax Per Annum</b>
Less than 15,000.00	P266.20
15,000.00 or more but less than 20,000.00	332.75
20,000.00 or more but less than 30,000.00	399.30
or more but less than 40,000.00	532.40
40,000.00 or more but less than 50,000.00	798.60
50,000.00 or more but less than 75,000.00	1,197.90
75,000.00 or more but less than 100,000.00	1,597.20
100,000.00 or more but less than 150,000.00	2,262.70
150,000.00 or more but less than 200,000.00	2,928.20
200,000.00 or more but less than 300,000.00	3,993.00
300,000.00 or more but less than 500,000.00	5,324.00
500,000.00 or more but less than 750,000.00	7,986.00
750,000.00 or more but less than 1,000,000.00	10,648.00
1,000,000.00 or more but less than 2,000,000.00	12,100.00
2,000,000.00 or more	12,100 plus 55% of 1% in excess of 2,000,000.00

**(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),**

1. Rice and Com;	<p><b><i>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.</i></b></p>
2. Wheat or cassava flour, meat, dairy product, 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	



<b>(d) On retailers</b>	
<b>Gross Sales/Receipt for Preceding Calendar Year</b>	<b>Rate of Tax Per Annum</b>
400,000.00 or less	2%
More than 400,000.00	1%
<b>Gross Sales/Receipt for Preceding Calendar Year</b>	<b>Amount of Tax Per Annum</b>
15,000.00 or more but less than 20,000.00	199.65
20,000.00 or more but less than 30,000.00	332.75
30,000.00 or more but less than 40,000.00	465.85
40,000.00 or more but less than 50,000.00	665.5
50,000.00 or more but less than 75,000.00	1,064.80
75,000.00 or more but less than 100,000.00	1,597.20
100,000.00 or more but less than 150,000.00	2,395.80
150,000.00 or more but less than 200,000.00	3,194.40
200,000.00 or more but less than 250,000.00	4,392.30
250,000.00 or more but less than 300,000.00	5,590.20
300,000.00 or more but less than 400,000.00	7,453.60
400,000.00 or more but less than 500,000.00	9,982.50
500,000.00 or more but less than 750,000.00	11,192.50
750,000.00 or more but less than 1,000,000.00	12,402.50
1,000,000.00 or more but less than 2,000,000.00	13,915.00
2,000,000.00 or more	13,915.00 plus 55% of 1% In excess of 2,000,000.00
<b>OTHER TAXES ON BUSINESS TAX ON MOBILE TRADERS</b>	
<b>Nature of Business</b>	<b>Minimum Gross Sales</b>
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	(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 Cram & 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 RTvV's	72,000.00 per annum
Small Scale Services	72,000.00 per annum





### 3. APPLICATION FOR BUILDING PERMIT

It 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).

<b>OFFICE:</b>	Office of the Building Official / Municipal Engineer
<b>CLASSIFICATION:</b>	Complex
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen; G2G-Government to Government
<b>WHO MAY AVAIL:</b>	Those who will construct, renovate building such as residential house, commercial buildings and any other structures owned by the government or private entities.

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Barangay Clearance for Building Permit Application;	Brgy. where the structure will be constructed;
2. Certification as to Right of Way;	Along the National Highway-DPWH 2nd Engineering District, Balabag, Dumangas, Iloilo; Along Provincial Road-Provincial Engineer's Office, Iloilo Provincial Capitol, Iloilo City
3. Applicant: 3.1. In case the applicant is the owner of the lot where the structure will be constructed- 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- 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.	3.1. Applicant is the owner: A. Registry of Deeds; B. Mun. Assessor's Office & Treasury Office 3.2. Applicant is not the Owner: A. Notarized Contract of Lease by the Lessee & Lessor B. Notary Public signed by both the lot owner & the vendee
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: 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.	4. Licensed Professional Engineers/ Architect  4.2. Municipal Zoning Administrator; 4.3. Bureau of Fire Protection, Cabatuan Station; 4.4. Concerned Agencies as Applicable



### 3. BUILDING PERMIT

It 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).

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Sign in the Logbook, get Application Form with checklist of requirements	Give logbook, Give Application Form with checklist of requirements and assist in filling out application form	Refer to succeeding table of fees and charges	5 days	<i>Engineering Assistant/ Administrative Aide VI/ Building Inspector 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	Receive and Assess / evaluate documents; -Conduct site inspection, prepare inspection report and notify clients of deficiencies;			
4. Acknowledge/ receive notice of deficiencies and comply	Receive compliance and issue order of payment (OP			
5. Present Order of Payment to Treasury Office and Pay Corresponding Fee	Receive Order of Payment / checks / validate OP, receive payment and issue Official Receipt			<i>Cashier II (Treasury Office)</i>
6. Present Official Receipt to Office of Building Official (MEO)	Acknowledge OR, facilitate processing of permits and forward to Building Official / Municipal Engineer; Sign/Approve Building Permit		2 days	<i>Administrative Aide VI/ Building Inspector Municipal Engineer Municipal Engineer's Office</i>
7. Receive Approved Building Permit	Release Building Permit			
	<b>TOTAL</b>		<b>7 days</b>	



## BUILDING PERMIT SCHEDULE OF FEES

Category	Amount
<b>I. Application Fee</b>	P 200.00
<b>II. Verification Fee</b>	P100.00
<b>III. Line &amp; Grade Fee</b> (please refer to New Schedule of Fees and Other Charges of the National Building Code of the Philippines and its Implementing Rules and Regulation: i. All sides fronting or abutting streets, esteros, rivers & creeks, first 10 meters; ii. Every meter or fraction thereof in excess of 10 meters	24.00 2.40
<b>IV. Building Fee:</b> <b>a. Division A-1 (Residential)</b> <b>Area in Square Meters:</b> i. Original complete construction up to 20.00 sq.m. ii. Additional/renovation/alteration up to 20.00 sq.m. regardless of floor area of original construction iii. Above 20.00 sq.m. up to 50.00 sq.m. iv. Above 50.00 sq.m. up to 100.00 sq. v. Above 100.00 sq.m. up to 150.00 sq.m. vi. Above 150.00 sq.m. <b>b. Division A-2 (Commercial)</b> <b>Area in Square Meters:</b> i. Original complete construction up to 20.00 sq.m. ii. Additional/renovation/alteration up to 20.00 sq. m. regardless of floor area of original construction iii. Above 20.00 sq.m. up to 50.00 sq.m. iv. Above 50.00 sq.m. up to 100.00 sq.m. v. Above 100.00 sq.m. up to 150.00 sq.m. vi. Above 150.00 sq.m.	<b>Fees/Sq. M.</b> 2.00 2.40 3.40 4.80 6.00 7.20  3.00 3.40 5.20 6.60 8.00 8.40
<b>V. Plumbing/Sanitary Fee</b> Installation Fee ( One "UNIT" composed of: 1 water closet, 2 floor drains, 1 lavatory, sink, 3 faucets, & a shower Every fixture in excess of one (1) unit & other fees) (Refer to New Schedule of Fees & Other Charges under PD 1096	24.00
<b>VI. Electrical Fees</b> a. Total Connected Load (kVA) i. 5 kVA or less ii. Over 5kVA to 50 kVA iii. Over 50kVA to 300 kVA iv. Over 300 kVA to 1,500 kVA v. Over 1,500 kVA to 6,000 kVA vi. Over 6,000 kVA b. Other Electrical Fees refer to New Schedule of Fees & other Charges under PD 1096	200.00 200 + 20/kVA 1,100.00 + 10.00/kVA 3,600.00 + 5.00/kVA 9,600.00 + 2.50/kVA 20,850.00 + 1.25/kVA
<b>VII. Mechanical Fees</b> i. Refrigeration (cold storage, per ton or fraction hereof; ii. Ice Plants, per ton or fraction thereof; iii. Packaged/Centralized Air Conditioning Systems; iv. Every ton or fraction hereof above 100 tons v. Window type air conditioners, per unit vi. Mechanical Ventilation, per kW or fraction thereof of blower or fan, or metric equivalent	40.00 60.00 90.00 40.00 60.00 40.00

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



## 2.1. OCCUPANCY PERMIT

It is required before any building or structure is used or occupied, it is usually secured after completion of structure. It is also required if there is any change in existing use or occupancy classification of a building structure or any portion thereof.

<b>OFFICE:</b>	Office of the Building Official / Municipal Engineer
<b>CLASSIFICATION:</b>	Complex
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen; G2G-Government to Government
<b>WHO MAY AVAIL:</b>	All government or private entities who will occupy a building ( <i>with approved Building permit</i> ).

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Completion form	Office of the Building Official / Municipal Engineer
2. Certificate of Completion	2. Licensed Professional Engineers/ Architect in-charge of the project/ construction
3. As-built Construction Plan (if required)	3. Professional Civil Engineer/Architect in-charge of the project/construction
4. Construction Logbook	4. Professional Civil Engineer/Architect or Private Contractor who supervised the project/construction
5. Fire Safety Inspection Certificate	5. Bureau of Fire Protection

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE	
1. Get Completion Forms with checklist of requirements	1. Give completion forms with checklist of requirements and assist in filling out completion forms	Refer to succeeding table of fees and charges	3 Days	Engineering Assistant/ Administrative Aide VI/ Building Inspector Municipal Engineer's Office	
2. Submit duly accomplished Completion forms with complete requirements	Receive and assess/ evaluate document; Conduct site inspection, prepare inspection report and notify clients of deficiencies;				
3. Acknowledge/ receive notice of deficiencies and comply	Receive compliance and issue order of payments (OP)				
4. Present Order of Payment to Treasury Office and Pay corresponding fees	Receive Order of Payment / Check / Validate OP; Receives payment and issue Official Receipt			Cashier II (Treasury Office)	
5. Present Official Receipt to Office of Building Official (MEO)	Acknowledge OR, facilitate processing of Permits and forward to Building Official / Municipal Engineer; Signs / Approve Occupancy Permit			2 Days	Adm. Aide IV / Administrative Aide VI Bldg. Inspector Mun. Engineer
6. Receive / Approve Occupancy Permit	Release Occupancy Permit				
	<b>TOTAL</b>		<b>5 days</b>		



## OCCUPANCY PERMIT SCHEDULE OF FEES

Category	Amount
<b>1. Division A-1 and A-2 Buildings (Residential)</b>	
i. Costing up to P 150, 000.00	P 100.00
ii. Costing more than P150, 000.00 up to P400, 000.00	P 200.00
iii. Costing more than P400, 000.00 up to P850.000.00	P 400.00
iv. Costing more than P850, 000.00 up to P1,200,000.00	P 800.00
v. Every million or portion thereof in excess of P1,200,000.00	P 800.00
<b>2. Division B-1/E 1,2,3 Buildings (Commercial/Industrial)</b>	
i. Costing up to P 150, 000.00	P 200.00
ii. Costing more than P150, 000.00 up to P400, 000.00	P 400.00
iii. Costing more than P400, 000.00 up to P850.000.00	P 800.00
iv. Costing more than P850, 000.00 up to P1,200,000.00	P 1,000.00
v. Every million or portion thereof in excess of P1,200,000.00	P 1,000.00
<b>3. Division C-1,2/D 1,2,3 Buildings (Institutional)</b>	
i. Costing up to P 150, 000.00	P 150.00
ii. Costing more than P150, 000.00 up to P400, 000.00	P 250.00
iii. Costing more than P400, 000.00 up to P850.000.00	P 600.00
iv. Costing more than P850, 000.00 up to P1,200,000.00	P 900.00
v. Every million or portion thereof in excess of P1,200,000.00	P 900.00
<b>4. Division J-1 Buildings (Agricultural)</b>	
i. With floor area up to 20.00 sq.m.	P 50.00
ii. With floor area above 20.00 sq.m. up to 500 sq.m.	P 240.00
iii. With floor area above 500.00 sq.m. up to 1000.00 sq.m.	P 360.00
iv. With floor area above 1000.00 sq.m. up to 5000.00 sq.m.	P 480.00
v. With floor area above 5000.00 sq.m. up to 10,000.00 sq.m.	P1,200.00
vi. With floor area above 10,000.00 sq.m.	P 2,400.00
<b><i>For other fees and charges on Occupancy Permit Fees refer to New Fees Schedule &amp; Other Chargers under P.D. 1096 (National Building Code)</i></b>	



# ANNEXURES



## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>For walk-ins: Client may answer the feedback form at the Public Assistance and Complaint Desk (PACD) located at the lobby of the Municipal Building and put it in the feedback and complaints box and also in every office where the service/s is offered.</p> <p>For online: Client may send their feedback to <a href="mailto:citizens.feedback.cabatuanlgu@gmail.com">citizens.feedback.cabatuanlgu@gmail.com</a>.</p> <p>Other concerns maybe coursed through the Office of the Municipal Mayor</p> <p>Email Address: <a href="mailto:cabatuanlgu@yahoo.com">cabatuanlgu@yahoo.com</a></p>
How feedbacks are processed	<p>Once a week, every Friday, the Administrative Officer opens the drop box and sorts the feedbacks by Office/Service the feedback submitted, logs in the logbook and refer to the concern office for appropriate action. Feedback/s requiring answers must be answered within three (3) days upon of the receipt of the feedback and must be relayed to the concern citizen. For inquiries and follow-ups, clients may contact the</p>
How to file complaint	<p>Fill-out the Complaint and Feedback Form or submit a letter through various feedback platforms stating contact details and detailed concerns of the client.</p> <p>Or you may course them through:</p> <p>Anti-Red Tape Authority <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>8478- 5091 Or 8478-5093</p>
How complaints are being processed	<p>When the complaint requires an immediate action/resolution, the same will be automatically referred to the concerned office/service provider for resolution. Otherwise, it will be resolved/discussed every Monday afternoon by the ARTA -CART with the party/service provider with is immediate supervisor. Solution/disposition/Answer of the subject complaint will be forwarded to the complainant thru mail/e-mail.</p>



## 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](http://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](http://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:      1. Suggestion       2. Compliment       3. Complaint   
*(This is a)*

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: \_\_\_\_\_ Peta \_\_\_\_\_  
*(Name of Client) (Date)*

Telephone Number: \_\_\_\_\_ Mobile Number: \_\_\_\_\_

E-mail: \_\_\_\_\_ Postal Address: \_\_\_\_\_ Postcode: \_\_\_\_\_

Name of Service Provider Complainof: \_\_\_\_\_ 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  
**BUSINESS PERMIT AND LICENSING OFFICE**

**TAX ORDER PAYMENT**

Business ID No.:	TOP No.:	Type of Application:	
Business Name:	Owner's Name:	No. of Employee:	
Address:	Date Assessed:	Tax Year:	Contact Number:

BUSINESS ACTIVITY	Capital Investment	Gross Receipts	
		Essential	Non-essential

Particulars	Tax Due	Interest	Surcharge	Total
Due and Payable to the Municipality of Cabatuan				
Lamination Fee				
FSIC Business				
Occupational Tax				
Certification Service Fee				
Miscellaneous				
Business Tax Retailer				
Mayor's Permit Fee - Retailer				
<b>Grand Total</b>				

Remarks:

\* Subject to Annual, Semi-Annual/Semestral, and Quarterly Mode of Payment

\*\* One-time Payment

Payment Mode: Quarterly  
**Payment Mode: Quarterly**

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
<b>Total Due and Payable</b>				

1. Please pay the amount due accordingly through online or at the Treasury Office, LGU Cabatuan, Iloilo.
2. Late payment will be subjected to 25% quarterly surcharge and monthly interest rate of 2% of the amount due to be paid at the same time and in the same manner as tax due.
3. For due date which falls on Saturdays, Sundays and Holidays shall be paid on the last working day prior to the due date.



Noted by: \_\_\_\_\_

Approved by: \_\_\_\_\_



REPUBLIC OF THE PHILIPPINES  
Province of Iloilo MUNICIPALITY OF CABATUAN

## ORDER OF PAYMENT

Date: \_\_\_\_\_

To: The Cashier  
Treasury Office  
LGU, Cabatuan, Iloilo

Payee: \_\_\_\_\_ Amount: \_\_\_\_\_

(State payment for what service)

Signature Over Printed Name of Person/Employee Responsible



## Contact Information

Website:	www.cabatuan.gov.ph	
E-mail Address:	cabatuanlgu@yahoo.com	
FB:	Cabatuan LGU	
	Office of the Municipal Mayor	033-522-7861
		033-522-8012/ 033-333-39
	Office of the Sangguniang Bayan	
	Office of the Municipal Administrator	033-333-3310
	Municipal Budget Office	033-522-4085
LGU-Cabatuan,	Municipal Planning & Dev't. Office	033-321-1972
Iloilo Offices:	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
	Presidential Complaints Center	8888
Contact Information of CCB, PCC, ARTA	CSC Contact Center ng Bayan	0908-881-6585
	Anti-Red Tape Authority	8478-5091/8478- 5093

