



LOCAL GOVERNMENT UNIT OF MIAGAO

CITIZEN'S CHARTER
2024 (1st Edition)



I. Mandate:

To provide a local governance aimed towards the effective delivery of basic services, to promote peace and order, ensure public safety and adopt policies that will further improve the general welfare and well-being of the people of Miagao.

II. Vision:

A Local Government unit that is transparent, accountable and responsive to its constituency through proper management of public affairs and public property manned by competent, honest and responsible officials and employees.

III. Mission:

To achieve an efficient, effective and transparent governance that is highly responsive to the needs of the public by promoting integrity, accountability, proper management of public affairs and public property and establishment of effective practices aimed at the prevention of graft and corruption in government and taking appropriate measures to promote transparency which shall encompass a program for the adoption of simplified procedures that will reduce red tape and expedite transactions in the local government.

IV. Service Pledge:

We, the officials and employees of the Municipality of Miagao, commit to:

M – Make ourselves available from Mondays to Fridays, 8:00 AM to 5:00 PM as public service providers with

I – Integrity and Credibility

A – Aspiring for

G – Good governance

A – And a God-centered Municipality, working for

O – Outstanding and quality service to all Miagaowanons.

This we pledge, because YOU deserve the best.



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**OFFICE OF THE MUNICIPAL MAYOR
EXTERNAL SERVICE**

I. APPLICATION FOR SCHOLARSHIP GRANTS (RG SEAL)



The LGU provides financial assistance as scholarship grants to deserving students pursuant to its Local Ordinance. The Mayor's Office through the Human Resource and Management Office which serves as Secretariat, and the Technical Working Group accepts and evaluates application for the scholarship grant of the LGU, and subsequently release the financial assistance to those who are qualified and accepted.

Application should be done within one month from enrollment/ opening of school year or semester.

Office or Division:	Mayor's Office/Human Resource and Management Office
Classification:	Highly Technical Transaction
Type of Transaction:	G2C
Who may avail:	Qualified Senior High School or College Students residing in and enrolled in schools situated in Miagao

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
New applicant	
<ul style="list-style-type: none"> Duly accomplished application form (1 original copy) 	HRMO/Mayor's Office/MLO
<ul style="list-style-type: none"> Certified Photocopy of Grades (Junior High School/Previous School Year (Form 137 or 138)/Previous Semester (RF) (1 copy) 	School graduated/previously or presently enrolled
<ul style="list-style-type: none"> Original Copy of Certificate of Residency (1 copy) 	Punong Barangay of Barangay where applicant resides
<ul style="list-style-type: none"> Certified Photocopy of Enrollment Form or Registration Form (1 copy) 	School Presently Enrolled
<ul style="list-style-type: none"> Vicinity Sketch of Residence (use land marks) from the municipal town proper 	Applicant
<ul style="list-style-type: none"> Picture of House 	Applicant
<ul style="list-style-type: none"> Photocopy of Valid Identification Card (with picture and signature) 	Applicant
<ul style="list-style-type: none"> Recent 1x1 picture of the applicant 	Applicant
<ul style="list-style-type: none"> Certification from MSWDO (for economic Scholar) 	MSWDO (Room 3 Municipal Hall Annex)
Existing Scholars	
<ul style="list-style-type: none"> Certified Photocopy of Grades (Previous Semester/SY) (1 Copy) 	School where enrolled
<ul style="list-style-type: none"> Registration/ Enrollment Form (1 certified copy) 	School where enrolled

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits duly filled up application form with supporting documents to the HRMO/Mayor's Office	1.1. Receives applications and verifies completeness of supporting documents	None	15 MINUTES	<i>Admin Aide/HRMO Executive Assistant / MAYOR'S OFFICE</i>
	1.2. Encodes data of applicant in the Applicants Matrix	NONE	10 MINUTES	<i>Admin Aide/HRMO Executive Assistant MAYOR'S OFFICE</i>
	1.3. Compiles Application Forms Received and forwards Application forms and Matrix to TWG	NONE	2 DAYS	<i>Admin Aide HRMO</i>
	1.4 Set schedule of examination or interview of qualified applicants	NONE	1 DAY	<i>TWG assisted by Secretariat</i>
	1.5. Conduct examinations/interview of qualified applicants	NONE	5 DAYS	<i>TWG and Secretariat</i>
	1.6 Screening of qualified applicants	NONE	10 DAYS	<i>TWG and Secretariat</i>
	1.7 Prepares results of screening and recommends to Scholarship Governing Board	NONE	1 DAYS	<i>TWG and Secretariat</i>
2. Receive information as to wait for the final resolution	2.1 Inform the applicants to wait for the final resolution from the scholarship governing board	NONE	15 MINUTES	TWG/Secretariat
	TOTAL	NONE	19 DAYS, 40 MINUTES	
	2.2 Conducts meeting to act on the recommendation of the TWG and set schedule of release of financial assistance			<i>Scholarship Governing Board</i>
	3.1 Finalizes list of scholars, prepares payroll and other documents		(on 3 rd month from start of school opening/	<i>TWG/Secretariat</i>

	<p>3.2 signs/approves payroll and other documents (OBR/DV/ Check) for release</p> <p>3.3 Informs scholars of schedule of release</p> <p>3.4 Release of FA</p>		<p>semester)</p>	<p><i>Municipal Mayor</i></p> <p><i>TWG/Secretariat and Infocen Disbursing Officers/MTO</i></p>
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**OFFICE OF THE SECRETARY TO THE SANGGUNIANG
BAYAN
EXTERNAL SERVICE**



I. TRICYCLE FRANCHISE

A legislative privilege given to qualified persons to operate a tricycle-for-hire within the Municipality of Miagao.

Office or Division:	Office of the Sangguniang Bayan (SB)
Classification:	Highly Technical
Type of Transaction:	G2C and G2B (citizen and business)
Who may avail:	Person of legal age with financial capacity to operate a Tricycle-for-Hire (TFH)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Verified application: three (3) original copies	Municipal Tricycle Franchising Board (MTFB)
2. Barangay Clearance: one (1) original copy	barangay where applicant resides
3. Police Clearance: one (1) original copy	Philippine National Police (PNP)
4. Judge Clearance: one (1) original copy	Miagao Municipal Trial Court
5. Mayor's Clearance: one (1) original copy	Mayor's Office c/o Municipal Treasurer's Office (MTO)
6. Certificate of Membership: one (1) original copy	Tricycle Owners and Drivers Association (TODA)
7. Mayor's Permit: one (1) photocopy	Business Permit and Licensing Division - MTO
8. Tricycle Inspection Report: one (1) original copy	PNP: Miagao Municipal Police Station (MMPS)
9. Certificate of Registration and Official Receipt (OR/CR): one (1) photocopy each	Applicant (or Land Transportation Office)
10. Common Carrier Insurance: one (1) photocopy	Applicant (or insurance company)
11. Recent close-up color picture: one (1) 3R size original copy	Applicant
12. Certificate of Attendance/Participation of the driver in most recent traffic seminar conducted by the traffic Management Office or MMPS: one (1) photocopy	Driver of Tricycle Unit
13. Professional Driver's License (with Restriction Code 1, DL Code A1 and Vehicle Code L4) and Community Tax Certificate (<i>cedula</i>) for the current year: one (1) photocopy each	Driver of Tricycle Unit
14. Official Receipt: one (1) original copy	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit OR/CR, franchise and deed of conveyance (for transfer applications) to MTFB/Office of the SB Secretary for pre-application evaluation and assessment	1.1 Examine applicant's OR/CR, franchise and conveyance instrument (for transfer applications)	None	5 MINUTES	<i>Board Secretary/MTFB</i> SB SECRETARIAT
	1.2 provide forms to client if documents are in order and explains requirements if needed	None	10 MINUTES	<i>Board Secretary/MTFB</i> SB SECRETARIAT
	TOTAL	None	15 MINUTES	
2. Submit complete application requirements as per checklist (Mayor's Permit not yet required for new and transfer applications) and pay the necessary fees	2.1 examine, evaluate and assess the submitted documents including official receipt as proof of payment for fees	Filing fee (per application): PhP50.00 Tricycle Inspection Fee (per unit): PhP50.00	10 MINUTES	<i>Board Secretary/MTFB</i> SB SECRETARIAT
	2.2 issue Notice of Hearing	None	5 MINUTES	<i>Board Secretary/MTFB</i> SB SECRETARIAT
	TOTAL	PhP50.00 (per application) PhP50.00 (per unit)	15 MINUTES	
3. Attend the scheduled MTFB Hearing together with designated driver (wearing of proper attire is required: sando, slippers and shorts are strictly prohibited) and wait for the result of the application	3.1 Conduct franchise application hearing and recommend its approval/disapproval to the Sangguniang Bayan through a Board Resolution	None	2 HOURS	<i>Chairperson and Members</i> MTFB
	3.2 Prepare Committee Report for presentation during the plenary session	None	3 DAYS	<i>Committee on Transportation</i> SB
	3.3 Submit Committee Report for adoption of the SB in session	None	10 MINUTES	<i>Committee on Transportation</i> SB
	3.4 Present, defend	None	20	<i>Committee on</i>

	and sponsor the proposed ordinance granting TFH franchise to the applicant		MINUTES	<i>Transportation</i> SB
	3.5 Prepare and submit enacted ordinance for signature of the Presiding Officer	None	5 DAYS	<i>SB Secretary</i> SB SECRETARIAT
	3.6 Forward the ordinance to the Mayor for his signature	None	10 DAYS	<i>SB Secretary</i> SB SECRETARIAT
	3.7 Notify applicant on the result of application whether granted or not	None	1 DAY	<i>SB Secretary</i> SB SECRETARIAT
	TOTAL	None	19 DAYS, 2 HOURS, 30 MINUTES	
4. Pay to the cashier and get legislative franchise and Miagao Tricycle Operators Permit (MTOPT)	4.1 Issue order of payment to the applicant	None	5 MINUTES	<i>SB Secretary</i> SB SECRETARIAT
	4.2 Receive payment and issue OR	Franchise Fee (renewal): PhP350 Franchise Fee (new or transfer): PhP450.00	15 MINUTES	<i>Cashier</i> OFFICE OF THE MUN. TREASURER
	4.3 release tricycle franchise (for all types of applications) and MTOPT (if for renewal)	none	10 MINUTES	<i>SB Secretary</i> SB SECRETARIAT
	4.4 for new or transfer: release MTOPT upon presentation of OR/CR in applicant's name and Mayor's Permit	None	20 MINUTES	<i>SB Secretary</i> SB SECRETARIAT
	TOTAL	Franchise Fee (renewal): PhP350 Franchise Fee (new or transfer):	50 MINUTES	

		PhP450.00		
		Filing fee (per application): PhP50.00	19 DAYS, 3 HOURS, 20 MINUTES	
		Inspection Fee (per unit): PhP50.00		
	GRAND TOTAL	PLUS Franchise Fee (renewal): PhP350 Franchise Fee (new or transfer): PhP450.00		



**OFFICE OF THE MUNICIPAL TREASURER
EXTERNAL SERVICES**

I. PAYMENT OF REAL PROPERTY TAX

An annual ad valorem tax on real property such as lands, buildings, machineries, and other improvements imposed by the Province of Iloilo.



Office or Division:	Real Property Tax Section- Revenue Generation Division			
Classification:	Simple			
Types of Transaction:	G2C-Government to Citizen			
Who may avail:	Real Property Taxpayers / Real Property Owner or his Representative			
Checklist of Requirements			Where to Secure	
Tax Declaration			Real Property Taxpayer/ Office of the Municipal Assessor	
Latest Official Receipt/ Land Tax Receipt			Real Property Taxpayer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. FILE – Taxpayer presents latest Real Property Official Receipt or Tax Declaration	1.1 Receives and verifies latest O.R. or Tax Declaration 1.2 Prepare and print the Official Receipt 1.3 Forward O.R. to the cashier for payment	NONE	10 MINUTES/ PER TAX DECLARATION	<i>Revenue Collection Clerk II</i> OFFICE OF THE MUN. TREASURER <i>Assessment Clerk II</i> OFFICE OF THE MUN. TREASURER <i>Revenue Collection Clerk I</i> <i>Assessment Clerk I</i> OFFICE OF THE MUN. TREASURER
2. PAY – Taxpayer proceeds to the Cashier to pay	2.1 Cashier receives payment from the taxpayer	Basic Tax 1% of the assessed value Special Education Fund 1% of assessed value	5 MINUTES	<i>Administrative Officer III</i> OFFICE OF THE MUN. TREASURER
3. RELEASE – Taxpayer gets the 1st copy of the official receipt	3.1 Cashier files the 2 nd and 3 rd copy of the Official Receipt		1 MINUTE	
			16 MINUTES	

II. ASSESSMENT OF BUSINESS TAX DURING RENEWAL

Assessment of the business tax and other fees based on the gross receipts or gross sales for the preceding year is determined through interview and evaluation of the submitted financial documents.



Schedule of Availability of the Service

- 8:00 AM - 5:00 PM (Monday-Friday)

Office or Division:	Business Tax Section- Revenue Generation Division
Classification:	Simple
Types of Transaction:	G2B – Government to Business Owners
Who may avail:	Business Taxpayers/ Authorized Representatives
Checklist of Requirements	Where to Secure
Duly filled- up Application Form For Business Permit (Original)	Business Permit and Licensing Office
Last Two Calendar Years Business Permits including Official Receipts	Business Taxpayers
Audited Financial Statement for the preceding year	Business Taxpayers
Sworn Declaration of previous year's gross receipts	Business Taxpayers
Certificate of Tax Exemption from local taxes or fees, if exempted	Business Taxpayers
Contract of Lease, if leasing	Business Taxpayers

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Presents all the requirements for review and assessment of business taxes, fees and charges	1.1 Receives the printed Unified Application Form issued by the BPLO, together with the duly filled-up Business Permit Owner Information 1.2 Evaluates		15 MINUTES	<i>Local Revenue Collection Officer III</i> OFFICE OF THE MUN. TREASURER

	<p>the declared gross receipts and assesses the business taxes, fees and charges</p> <p>1.3 Print the Tax Order of Payment</p>			
<p>2. Taxpayer proceeds to the Window labeled, “Fees and Charges”</p> <p>then presents the Tax Order of Payment (TOP),</p>	<p>2.1 Person in charge receives TOP and verify</p> <p>2.2 Prepare and print the Official Receipt</p> <p>2.3 Forward O.R. to the cashier for payment</p>	<p>Assessment made by the Officer in Charge is based on the</p> <p>Revised Municipal Revenue Code of 2019, as reflected in the Tax Order of Payment.</p>	<p>10 MINUTES</p>	<p><i>Revenue Collection Clerk I</i> OFFICE OF THE MUN. TREASURER</p> <p><i>Revenue Collection Clerk I</i> OFFICE OF THE MUN. TREASURER</p> <p><i>Administrative Aide IV</i> OFFICE OF THE MUN. TREASURER</p>
<p>3. Taxpayer proceeds to the Cashier to pay and claim the Official Receipt</p>	<p>3.1 Cashier receives the payment, then stamps the O.R. and releases the taxpayer’s copy</p> <p>3.2 Cashier files the 2nd and 3rd copy of the Official Receipt</p>		<p>10 MINUTES</p>	<p><i>Administrative Officer III</i> OFFICE OF THE MUN. TREASURER</p>
			<p>35 MINUTES</p>	

III. QUARTERLY COLLECTION OF BUSINESS TAXES NOT PAID ON THE PRESCRIBED TIME



Big businesses may have the option to pay their business tax in quarterly basis. The schedule of quarterly payment of Business Tax are as follows:

1st quarter	January 1-20
2 nd quarter	April 1-20
3 rd Quarter	July 1-20
4 th quarter	October 1-20

Schedule of Availability of the Service

- 8:00 AM - 5:00 PM (Monday-Friday)

Office or Division:	Business Tax Section- Revenue Generation Division
Classification:	Simple
Types of Transaction:	G2B – Government to Business Owners
Who may avail:	Business Taxpayers/ Authorized Representatives
Checklist of Requirements	Where to Secure
Latest Tax Receipt	Business Taxpayers/ Authorized Representatives

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Taxpayer proceeds to the window labelled, “Business Tax ” and present the latest tax receipt	1.1 Receive and verify the Official Receipt 1.2 Verify the payments in the business tax registry 1.3 Compute the tax due, surcharge and interest and issue payment slip	NONE	10 MINUTES	<i>Local Revenue Collection Officer III</i> OFFICE OF THE MUN. TREASURER
2. Proceed to the window labeled “Fees and Charges” for issuance of O.R.	2.1 Presents the payment slip 2.2 Issues Corresponding Official Receipt	NONE	10 MINUTES	<i>Revenue Collection Clerk I</i> OFFICE OF THE MUN. TREASURER

3. Taxpayer pays to the Cashier, then claims the official receipt	3.1 Cashier receives the payment, then stamps the O.R. and releases taxpayer's copy 3.2 Cashier files the 2 nd and 3 rd copy of the Official Receipt	Subject to a surcharge of 25% of the amount of tax + interest of 2% per month if tax is not paid on or before the 20 th day of the 1st month of the quarter	10 MINUTES	Administrative Officer III OFFICE OF THE MUN. TREASURER
4. Return to the window labelled "Business Tax" for posting of payment in the Business Tax Registry	4.1 In charge of business tax section encodes payment in the tax registry	NONE	5 MINUTES	Local Revenue Collection Officer III OFFICE OF THE MUN. TREASURER
			35 MINUTES	

IV. ISSUANCE COMMUNITY TAX CERTIFICATE

Community tax shall accrue to the first (1st) day of January of each year which shall be paid not later the last day of February of each year.



Schedule of Availability of the Service

- 8:00 AM - 5:00 PM (Monday-Friday)

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Types of Transaction:	G2C-Government to Citizen
Who may avail:	Every Citizen of the Philippines 18 years old and above and resident of this Municipality / Corporations
Requirements	
For Individual: Complete Name, Address, Citizenship, Gender, Place of Birth, Date of Birth, Civil Status, Gross Income	
For Corporation: Company's Full Name, Address of Principal Office, Kind of Organization, Place of Incorporation, Date of Registration, Nature of Business	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. FILE- Client provides required data	<p>1.1 Copy in the CTC all data provided by the client</p> <p>1.2 Allow taxpayer to sign the CTC and affix thumbmark</p> <p>1.3 Forwards the CTC to the cashier</p>	NONE	10 MINUTES	<p><i>Revenue Collection Clerk I</i> OFFICE OF THE MUN. TREASURER</p> <p><i>Revenue Collection Officer I</i> OFFICE OF THE MUN. TREASURER</p> <p><i>Administrative Aide IV</i> OFFICE OF THE MUN. TREASURER</p>
2. PAY- Taxpayer proceeds to the cashier to pay and claim the Official Receipt	<p>2.1 Cashier receives payment</p> <p>2.2 Releases taxpayer's copy of CTC then files the 2nd and 3rd copy</p>	<p>Based on the declared gross income for the preceding year</p> <p>For Individual Annual Tax P5.00 + P1.00 for every P1000.00 not to exceed P5,000.00</p> <p>For Corporation- Annual Tax of P500.00 + P2.00 for every P5000.00 for every gross receipts/ earnings</p> <p>Unemployed - P 5.00</p>	5 MINUTES	<p><i>Administrative Officer III</i> OFFICE OF THE MUN. TREASURER</p> <p><i>Administrative Officer I</i> OFFICE OF THE MUN. TREASURER</p>
			15 MINUTES	

V. PAYMENT OF FEES AND CHARGES



Fee - A charge fixed by law or ordinance for the regulation or inspection of a business or an activity

Charges- refers to pecuniary liability, as rents or fees against person or property

The fee or charge shall only be commensurate to the cost of issuing the license or permit and the expenses incurred in the conduct of necessary inspection of surveillance

Schedule of Availability of the Service

- 8:00 AM - 5:00 PM (Monday-Friday)

Office or Division:	Fees and Charges Section
Classification:	Simple
Types of Transaction:	G2B – Government to Business Owners; G2C-Government to Citizen
Who may avail:	General Public

Requirements:

Checklist of Requirements		Where to Secure		
Order of payment/ slip from concerned office/s or Unit		Concerned Office/s OR Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
PRESENT- 1. Client proceeds to the Window labeled, “Fees and Charges” and present order slip	1.1 Receives and verifies the Order Slip 1.2 Encode data 1.3 Issues Corresponding Official Receipt 1.4 Forwards O.R. to the cashier for payment	NONE	10 MINUTES	<i>Revenue Collection Clerk I</i> OFFICE OF THE MUN. TREASURER <i>Revenue Collection Clerk I</i> OFFICE OF THE MUN. TREASURER <i>Administrative Aide IV</i> OFFICE OF THE MUN. TREASURER

<p>PAY-</p> <p>2. Proceed to the cashier to pay,</p> <p>Then claim the Official Receipt</p>	<p>2.1 Cashier receives the payment and stamps the Official Receipt</p> <p>2.2 Releases the taxpayer's copy of the OR and files the 2nd and 3rd copy.</p>	<p>Application of Marriage License</p> <p>Both applicants from Miagao P 250.00</p> <p>One of the applicant from Miagao P 300.00</p> <p>One of the applicant is a Foreigner P 500.00</p> <p>BREQS P 100.00</p> <p>Burial Permit</p> <p> Regular P 100.00</p> <p> Pensioner P 50.00</p> <p> Indigent P 25.00</p> <p>Certified True Copy (Civil Registry) P 75.00</p> <p>Death Certificate- P 75.00</p> <p>Exhumation P 100.00</p> <p>Transfer of Cadaver P 150.00</p> <p>Police Blotter P 75.00</p> <p>Registration-</p> <p> Marriage P 150.00</p> <p> Birth P 150.00</p> <p>Certification- (Mun. Assessor) P 60.00</p> <p>Certification Fee (Other Offices) P 75.00</p> <p>Medical</p> <p> Student P 60.00</p> <p> For employment P 100.00</p> <p> Food Handler P 150.00</p> <p> Non-food Handler P 100.00</p> <p> Other Purpose/s P 75.00</p> <p>Clearances</p> <p> Mayor's Clearance P 75.00</p> <p> Tax Clearance P 75.00</p> <p>Building Permit (Rates based on the assessment of Engineering Office)</p>	<p>10 MINUTES</p>	<p><i>Administrative Officer III</i> OFFICE OF THE MUN. TREASURER</p>
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		For Mayor's Permit <i>Motorboat</i> Motorized P 220.00 Non- motorized P 100.00 Franchise Fee-Tricycle P 350.00 Filing of Franchise P 50.00 Inspection Fee (Tricycle) P50.00 Transient and Ambulant P 300.00 Tricycle P 250.00 Popular Dance P 500/ day Promotional Sales P 1000/day Other group activities P 500/ day Rallies, meetings, conference held in streets, parks, etc P 500/ day Caravans, Parades P 500/day		
RELEASE-				
3. Return to the requesting Office and present the Official receipt as proof of payment	3. Receives OR and release the documents requested	NONE	5 MINUTES	CONCERNED OFFICE OR UNIT
			25 MINUTES	

VI. REGISTRATION OF LARGE CATTLES

Schedule of Availability of the Service

- 8:00 AM - 5:00 PM (Monday-Friday)



Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Types of Transaction:	G2C-Government to Citizen
Who may avail:	FARMERS/ LARGE CATTLE OWNERS

Requirements:

Checklist of Requirements	Where to Secure
Certification from the Punong Barangay as to ownership of the large cattle	Concerned Barangay

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON														
<p>PRESENT-</p> <p>1. Client proceeds to the Window labeled “Fees and Charges” and presents the requirement</p>	<p>1.1 Receives the Certification and verify/ check</p> <p>1.2 Copies all the data provided in the certification to AF 51 and AF 53</p> <p>1.3 Computes the total fees due</p> <p>1.4 Forwards the Accountable Forms 51 and 53 to the cashier for payment</p>	NONE	20 MINUTES	<p><i>Administrative Officer I</i> OFFICE OF THE MUN. TREASURER</p>														
<p>PAY-</p> <p>2. Proceeds to the cashier to pay</p>	<p>2.1 Cashier receives payment from the client, and return the AF 51 & 53 to the issuing staff for release</p>	<table> <tr> <td>Market Fee</td> <td>P5</td> </tr> <tr> <td>Mun Share</td> <td>P1</td> </tr> <tr> <td>LDF</td> <td>P2</td> </tr> <tr> <td>GF</td> <td>P2</td> </tr> <tr> <td>CO</td> <td>P5</td> </tr> <tr> <td>Total</td> <td>P25</td> </tr> <tr> <td>AF 53</td> <td>P5</td> </tr> </table>	Market Fee	P5	Mun Share	P1	LDF	P2	GF	P2	CO	P5	Total	P25	AF 53	P5	10 MINUTES	<p><i>Administrative Officer III</i> OFFICE OF THE MUN. TREASURER</p>
Market Fee	P5																	
Mun Share	P1																	
LDF	P2																	
GF	P2																	
CO	P5																	
Total	P25																	
AF 53	P5																	
<p>RELEASE-</p> <p>3. Receives the Certificate of Ownership of Large Cattle</p>	<p>3.1 Releases the 1st copy of the Accountable Forms 51 & 53 to the client and files the 2nd and 3rd copies</p>	NONE		<p><i>Administrative Officer I</i> OFFICE OF THE MUN. TREASURER</p>														

			30 MINUTES	
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VII. ISSUANCE OF TAX CLEARANCE/ NON-DELINQUENCY CERTIFICATION ON REAL PROPERTY TAX

Issued for the purpose of transfer of property ownership such as Sale, Donation, of real property, Extrajudicial, Deed of Exchange, Sheriff Certificate of Sale, and all other purposes like record, loan, subdivision, bail bond, etc.

Schedule of Availability of the Service

- 8:00 AM - 5:00 PM (Monday-Friday)

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Types of Transaction:	G2B – Government to Business Owners; G2C-Government to Citizen
Who may avail:	Real Property Taxpayers

Requirements:

Updated Real Property Tax payment/ Official Receipts

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
<p>1. FILE - Present Latest Official Receipt or Tax Declaration at the Window labeled "Real Property Tax" for verification and computation of tax due</p>	<p>1.1 Check in the system if payment is updated</p> <p>1.2 Issue corresponding Official Receipt</p> <p>1.3 Forwards Official Receipt to the Cashier</p> <p>1.4 Prepare and print the Certification for signature of the Municipal Treasurer</p>	NONE	15 MINUTES	<p><i>Revenue Collection Clerk II</i> OFFICE OF THE MUN. TREASURER</p> <p><i>Assessment Clerk II</i> OFFICE OF THE MUN. TREASURER</p> <p><i>Revenue Collection Clerk I</i> OFFICE OF THE MUN. TREASURER</p> <p><i>Assessment Clerk I</i> OFFICE OF THE MUN. TREASURER</p>
<p>2. PAY- Proceed to the Cashier to pay the Tax Clearance Certification and claim OR</p>	<p>2.1 Receives the payment and stamps the Official Receipt</p> <p>2.2 Releases the taxpayer's copy of</p>	Tax Clearance Certification Fee P 75.00	10 MINUTES	<p><i>Administrative Officer III</i> OFFICE OF THE MUN. TREASURER</p>

	the OR to the client and files the 2 nd and 3 rd copy.			
3. RELEASE – Return to the staff at the Window labelled, “ Real Property Tax” and present the Official Receipt as proof of payment for the release of the Tax Clearance	3.1 Releases the Tax Clearance	NONE	5 MINUTES	<i>Attending MTO Personnel</i>
	TOTAL		30 MINUTES	

VIII. ISSUANCE OF MAYOR’S PERMIT FOR MOTORBOATS



Upon payment of corresponding fees, Mayors Permit is granted to fisherfolks who are owning and operating motorboats in the Municipality of Miagao to allow them to capture, gather fish of any species and other fisheries products in the municipal waters.

Office or Division:		Fees and Charges Section/ Revenue Generation Division		
Classification:		Simple		
Types of Transaction:		G2C-Government to Citizen		
Who may avail:		Fisherfolks		
Checklist of Requirements		Where to Secure		
Certificate of Recommendation		Office of the Municipal Agriculture		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
PRESENT- 1. Proceed to Licensing Section and present the requirement	1.1 Verifies the requirement and issues a slip order for payment 1.2 Prepare the Mayor’s Permit		5 MINUTES	<i>Job Hire</i> OFFICE OF THE MUN. TREASURER
FILE- 2. Proceed to the Window labelled “ Fees and Charges” and present the slip order of payment	2.1 Receives the slip order of payment 2.2 Issues the corresponding Official Receipt and forward the OR to the cashier	NONE	10 MINUTES	<i>Revenue Collection Clerk I</i> OFFICE OF THE MUN. TREASURER

PAY- 3. Client proceeds to the Cashier to pay	3.1 Receives the payment and stamps the Official Receipt 3.2 Releases the original copy of the OR to the client and files the 2 nd and 3 rd copy.		5 MINUTES	<i>Administrative Officer III</i> OFFICE OF THE MUN. TREASURER
RELEASE- 4. Return to Licensing Section to furnish the Official Receipt, 5. Proceed to Mayor's Office for approval and Signature	4.1 Attach the Official Receipt to the prepared Mayor's Permit then releases it to the client		5 MINUTES	<i>Job Hire</i> OFFICE OF THE MUN. TREASURER
	TOTAL		25 MINUTES	



**OFFICE OF THE MUNICIPAL TREASURER
(LICENSING DIVISION)
EXTERNAL SERVICES**

I. BUSINESS REGISTRATION (NEW APPLICATION)



Business Registration of Newly Started Business Establishment is required prior to operation of business in compliance with the Local Revenue Code of Miagao.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
FILE 1. Filing of duly accomplished Unified form together with COMPLETE documentary requirements for new business permit.	1.1 Accepts application form with complete Attachments/ requirements 1.2 Evaluates, checks the Authenticity of the submitted documents 1.3 Encodes information based on submitted application forms	NONE	10 MINUTES	BPLO MUNICIPAL TREASURER'S OFFICE-LICENSING DIVISION
PAY 2. Client proceeds to the Assessment Officer for Assessment of clearances, taxes, fees, except for FSIC Pay to the Cashier	2.1 Assessed and print Tax order of Payment 2.2 Received payment	Per Billing Statement, based on the Revised Revenue Code (2019)	10 MINUTES 10 MINUTES	<i>Local Revenue Collection Officer III</i> OFFICE OF THE MUN. TREASURER <i>Admin. Officer III</i> OFFICE OF THE MUN. TREASURER
RELEASE 3. Client presents proof of payment to the Licensing Division for the preparation of Business Permit, then Reviewing of documentary requirements Office of the Mayor for signature	3.1 Shall print the Business Permit 3.2 Approval of business permits 3.3 LCE or his authorized representative will affix their signature 3.4 Release the Business permit	NONE	2 DAYS	BPLO MUN. LEGAL OFFICER MUNICIPAL MAYOR MAYOR'S OFFICE STAFF

	TOTAL		2 DAYS, 30 MINUTES	
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II. RENEWAL OF BUSINESS APPLICATION

Renewal of existing business is required to continue the operation for the ensuing calendar year.



Office or Division:	Municipal Treasurer's Office/Business Permit Licensing Office
Classification:	Simple
Types of Transaction:	G2B – Government to Business Owners; G2C- Government to Citizen
Who may avail:	Business Owners / Authorized Representatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved last year's Business Permit (Original / Photocopy)	Business owner
Application Form For Business Permit (Original)	Business Permit and Licensing Office
Barangay Clearance	Integrated at the BOSS
DTI/SEC/CDA Registration (Photocopy)	DTI/SEC/CDA
Building Occupancy Permit (Photocopy)	Municipal Engineering's Office
Sanitary & Medical Clearances (Original)	Rural Health Unit
Solid Waste Management Certificate (Original)	MENRO
Police Clearance (Original)	Philippine National Police (PNP)
Zoning Clearance (Original)	Municipal Planning & Development Office
Fire Safety Inspection Clearance (Original / Photocopy)	BFP
If needed, approved lease contract, duly notarized	Lessor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. FILE – Filing of duly accomplished Unified form together with COMPLETE documentary requirements for renewal of business permit.	1.1 Accepts application form with complete Attachments/ requirements 1.2 Evaluates, checks the Authenticity of the submitted documents 1.3 Encodes information based	NONE	10 MINUTES	<i>BPLO</i> MUNICIPAL TREASURER'S OFFICE-LICENSING DIVISION

	on submitted application forms			
PAY 2. Client proceeds to the Assessment Officer for Assessment of clearances, taxes, fess, except for FSIC	2.1 Assessed and print Tax order of Payment	Per Billing Statement, based on the Revised Revenue Code (2019)	10 MINUTES	<i>Local Revenue Collection Officer III</i> OFFICE OF THE MUN. TREASURER
Pay to the Cashier	2.2 Received payment		10 MINUTES	<i>Admin. Officer III</i> OFFICE OF THE MUN. TREASURER
RELEASE 3. Client presents proof of payment to the Licensing Division for the preparation of Business Permit, then Reviewing of documentary requirements Office of the Mayor for signature	3.1 Shall print the Business Permit 3.2 Approval of business permits 3.3 LCE or his authorized representative will affix their signature 3.4 Release the Business permit	NONE	2 DAYS	<i>BPLO</i> <i>MUN. LEGAL OFFICER</i> <i>MUNICIPAL MAYOR</i> <i>MAYOR'S OFFICE STAFF</i>
	TOTAL		2 DAYS, 30 MINUTES	

III. CLOSURE OF BUSINESS

Provide assistance to businesses who will terminate their businesses permanently.



Office or Division:	Municipal Treasurer's Office/Business Permit Licensing Office
Classification:	Simple
Types of Transaction:	G2B – Government to Business Owner
Who may avail:	Business Owners / Authorized Representatives
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Application for Business Retirement (Original)	MTO-LICENSING DIVISION
Filled up unified form prior to business retirement (Original / Photocopy)	MTO-LICENSING DIVISION

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Shall submit the requirements and accomplish Application Form for Business Retirement	1.1 Shall receive and check completeness of requirements and application form. 1.2 Shall approve application and issue Tax Order of Payment	NONE	10 MINUTES	BPLO; MUNICIPAL TREASURER'S OFFICE
2. Shall pay for the amount indicated in the Tax Order of Payment	2.1 Shall receive payment of taxes, fees and charges and issue corresponding official receipts	Based on the Revised Revenue Code (2019)	10 MINUTES	Cashier – Admin. Officer III OFFICE OF THE MUN. TREASURER
Reviewing of documents				MUN. LEGAL OFFICER
3. Shall sign the Certificate of Retirement	3. Shall approve, and release Certificate of Retirement	NONE	3 HOURS	MUNICIPAL MAYOR
	TOTAL		3 HOURS, 20 MINUTES	

IV. ISSUANCE OF MAYOR'S PERMIT, SPECIAL PERMIT

Motorized Tricycle Operator's Permit is a document granting franchise or license to a person, natural or juridical, allowing them to operate tricycles-for-hire over specified zones within the territorial jurisdiction of the Municipality of Miagao as well as the Fishery and Fishing gear permit.



Office or Division:	Municipal Treasurer's Office/Business Permit Licensing Office
Classification:	Simple
Types of Transaction:	G2B – Government to Business Owners; G2C- Government to Citizen
Who may avail:	Business Owners / Authorized Representatives

Requirements

1. Barangay Clearance (Place of Residence) (Original)
2. Police Clearance (Online-PNP) (Original /)
3. SB Approved Franchise (for Tricycle for Hire)
Mayor's Clearance (Original / Photocopy)
4. Barangay Resolution (for popular dance) (Original)
5. Approved endorsement of Barangay and fishery in charge (for fishery/fishing gear permit) (Original)
6. Tourism Officer approved request (for hanging of streamers, product demo, ads,) (Original)
7. Special Recruitment Activity -Public Employment Service Office (PESO) (Original /Photocopy)

CLIENT PROCEDURE	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Licensing Division for preparation of permit	1.1 Shall receive and check completeness of requirements and application	NONE	20 MINUTES	<i>LICENSING DIVISION</i>
2. Assessment and Payment of Fees and Charges	2.1 Shall receive payment of taxes, fees and charges and issue corresponding official receipts	Based on the Revised Revenue Code (2019)	10 MINUTES	<i>Cashier – Admin. Officer III</i> OFFICE OF THE MUN. TREASURER
Reviewing of				

Permit				
3. Proceed to Mayor's Office for approval and signature	3.1 Shall approve and release Mayor's Permit	NONE	2 DAYS	MUNICIPAL LEGAL OFFICER MUNICIPAL MAYOR
	TOTAL		2 DAYS, 30 MINUTES	



V. ONLINE BUSINESS REGISTRATION (NEW APPLICATION)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Register and log-in thru https://bpbc.ibpls.com/miagaoiloilo/ follow step by step process and upload all the necessary requirement as stated	1.1 The application is automatically reflected at the eBOSS system	NONE	10 MINUTES based on BPLO simulation activity	BPLO
	1.2 One-Time Assessment	Business Tax & other fees dependent on capitalization/ Miagao Revenue Code of 2019 Schedule of Fees	10 MINUTES	Local Revenue Collection Officer III OFFICE OF THE MUN. TREASURER
2. Payment Of Fees And Charges	2.1 Verify payments		10 MINUTES	Cashier – Admin. Officer III OFFICE OF THE MUN. TREASURER
3. Claim the business permit and other documents	3.3 Printing of Mayor's Permit and Business License Certificate and Barangay Business Clearance	NONE	2 DAYS	BPLO Mayor's Office Staff
	TOTAL		2 DAYS, 30 MINUTES	

VI. ONLINE BUSINESS REGISTRATION (RENEWAL)

Renewal of existing business is required to continue the operation for the ensuing calendar year.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Register and log-in thru https://bpbc.ibpls.com/miagaoiloilo/ follow step by step process and upload all the necessary requirement as stated	1.1 The application is automatically reflected at the eBOSS system	NONE	10 MINUTES based on BPLO simulation activity	BPLO
2. Payment Of Fees And Charges	2.1 One-Time Assessment and Payment	Business Tax & other fees dependent on gross receipt/ Miagao Revenue Code of 2019 Schedule of Fees	10 MINUTES	Local Revenue Collection Officer III OFFICE OF THE MUN. TREASURER
			10 MINUTES	Cashier – Admin. Officer III OFFICE OF THE MUN. TREASURER
3. Claim the business permit and other documents	3.1 Printing of Mayor’s Permit and Business License Certificate and Barangay Business Clearance	NONE	2 DAYS	BPLO Mayor’s Office Staff
	TOTAL		2 DAYS, 30 MINUTES	

We maintain a seasonal **Business One Stop Shop** (BOSS) policy wherein processing of the business permit is done under one roof and will take you a few steps only of doing the rounds within the municipal building premises.



**OFFICE OF THE MUNICIPAL ASSESSOR
EXTERNAL SERVICES**

I. SIMPLE TRANSFER OF REAL PROPERTY



Office or Division:	Municipal Assessor			
Classification:	G2C			
Type of Transaction:	Simple			
Who may avail:	Property Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
RPT Receipt		MTO(Municipal Treasurer's Office /PTO(Provincial Treasurer's Office)		
ECAR		BIR		
Transfer Tax		PTO(Provincial Treasurer's Office)		
Sworn Statement (SS)		MAO(Municipal Assessor's Office)		
Deed of Conveyance (Deed of Sale, Deed of Adjudication/ Waiver of Rights)		Notary Public		
Title		ROD (Registry of Deeds)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form for transfer of property Submit to Assessor's Office	1.1 Receives the request 1.2 Gives requirements and instructions to the client		45 MINUTES	Assessment Clerk / Tax Mapping Aide Administrative Aide / MUN. ASSESSOR'S OFFICE
2. Complies with the requirements <ul style="list-style-type: none"> Land Tax Receipt ECAR Transfer Tax Sworn Statement Deed of Conveyance (Deed of Sale, Deed of Adjudication/ Waiver of Rights) Title, and submit to Assessor's Office 	2.1 Receives the request 2.2 Check and verifies the requirements submitted.	Fees to be paid to respective government offices (land tax @MTO Transfer Tax @PTO ECAR @ BIR SS @ MTO	30 MINUTES	Assessment Clerk / Tax Mapping Aide Administrative Aide / MUN. ASSESSOR'S OFFICE
3. Client waits at the Assessor's	3.1 Prepares the FAAS,		4 HOURS	Assessment Clerk / Tax Mapping Aide

Office	3.2 Prepares sworn statement 3.3 Encodes new tax declaration			<i>Administrative Aide IV</i> <i>Administrative Aide I</i> MUN. ASSESSOR'S OFFICE
	3.4 Municipal Assessor reviews and approves tax declaration		30 MINUTES	<i>MGDH I/Municipal Assessor</i>
	3.5 Prepares Notice of Assessment		25 MINUTES	<i>Assessment Clerk I</i> <i>Tax Mapping Aide</i> <i>Administrative Aide I</i> MUN. ASSESSOR'S OFFICE
	3.6 Municipal Assessor signs Notice of Assessments		10 MINUTES	<i>MGDH I/Municipal Assessor</i>
4. Client receives the documents	4.1 Release owners copy of tax declaration, Notice of Assessment and Sworn Statement		20 MINUTES	<i>Assessment Clerk I</i> <i>Tax Mapping Aide</i> <i>Administrative Aide IV</i> <i>Administrative Aide I</i> MUN. ASSESSOR'S OFFICE
	TOTAL		7 HOURS, 7 MINUTES	

II. CERTIFICATION OF LAND HOLDINGS/PROPERTIES



Office or Division:	Municipal Assessor			
Classification:	G2C			
Type of Transaction:	Simple			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Name of Owner				
Certification Fee				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for certification of land holdings/properties	1.1 Receives the request 1.2 Gives requirements		15 MINUTES	<i>Assessment Clerk I Administrative Aide I</i> MUN. ASSESSOR'S OFFICE
2. Complies and submits the requirements (Certification Fee for scholarship is exempted)	2.1 Receives the requirements, 2.2 Checks and verifies the requirement	Php 60.00 exempted	15 MINUTES	<i>Assessment Clerk I Administrative Aide I</i> MUN. ASSESSOR'S OFFICE
	2.3 Print the certification of land holdings/properties		45 MINUTES	<i>Assessment Clerk I Administrative Aide I</i> MUN. ASSESSOR'S OFFICE
	2.4 Municipal Assessor check and signs the documents		5 MINUTES	<i>MGDH I/Municipal Assessor</i>
3. Client receives the documents	3.1 Release the documents		3 MINUTES	<i>Assessment Clerk I Administrative Aide I</i> MUN. ASSESSOR'S OFFICE
	TOTAL		1 HOUR, 39 MINUTES	

III. ISSUANCE OF CERTIFIED TRUE COPIES OF TAX DECLARATION/ SKETCH PLAN



Office or Division:	Municipal Assessor			
Classification:	G2C			
Type of Transaction:	Simple			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Name of Owner/ Lot Number				
Certification Fee		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for certified true copy/sketch plan	1.1 Receives the request 1.2 Gives the requirements		15 MINUTES	<i>Assessment Clerk I Draftsman I Tax Mapping Aide Administrative Aide I</i> MUN. ASSESSOR'S OFFICE
2. Complies and submits the requirements (certification fee)	2.1 Receives, checks and verifies the requirements	Php 60.00	10 MINUTES	<i>Assessment Clerk I Draftsman I Tax Mapping Aide Administrative Aide I</i> MUN. ASSESSOR'S OFFICE
	2.2 Print the tax declarations/ Prepare the sketch plan		2 HOURS	<i>Assessment Clerk I Draftsman I Tax Mapping Aide Administrative Aide I</i> MUN. ASSESSOR'S OFFICE
	2.3 Municipal Assessor check and signs tax declaration/sketch plan		15 MINUTES	<i>MGDH I/Municipal Assessor</i>
3. Receives the certified true copy of tax declaration/sketch plan	3.1 Records the transactions and gives the certified true copy of tax map/sketch plan to the client		10 MINUTES	<i>Assessment Clerk I Draftsman I Tax Mapping Aide Administrative Aide I</i> MUN. ASSESSOR'S OFFICE
	TOTAL		3 HOURS, 24 MINUTES	



OFFICE OF THE MUNICIPAL HEALTH OFFICER EXTERNAL SERVICE

I. TREATMENT OF EMERGENCY AND LIFE THREATENING CASES



A section of Rural Health Unit where emergency and life threatening cases patient were assess, manage, treated, given medications and transport to nearest hospital.

Office or Division:	MUNICIPAL HEALTH OFFICE/RURAL HEALTH UNIT/FIRST AID CLINIC			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ NONE		➤ NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client goes to First aid clinic	1.1 Staff on duty will interview about patients data, chief complaint and taking of vital signs and assess for immediate care.	None	5 MINUTES	<i>Nurse/Midwife on Duty</i> OFFICE OF THE MUNICIPAL HEALTH OFFICER
	1.2 Staff on duty will endorse the patient to the physician on duty.	None	5 MINUTES	<i>Nurse/Midwife on Duty</i> OFFICE OF THE MUNICIPAL HEALTH OFFICER
	1.3 The doctor on duty will undergo assessment and diagnostic evaluation. A. If the patients condition is worst, the patient will be referred to the hospital. B. if the patients condition is not referable, the patient will stay on the clinic for further	None	10 MINUTES	<i>Doctor on Duty</i> OFFICE OF THE MUNICIPAL HEALTH OFFICER

	management.			
	1.4 Doctor manages and transcribe order.	None	10 MINUTES	<i>Doctor on duty</i> OFFICE OF THE MUNICIPAL HEALTH OFFICER
	1.5 Staff on duty will carry out Doctors' Order.	None	10 MINUTES	<i>Nurse on duty</i> OFFICE OF THE MUNICIPAL HEALTH OFFICER
	1.6 Staff on duty will observe clients' condition and reassess for further management.	None	360 MINUTES	<i>Nurse/Midwife on duty</i> OFFICE OF THE MUNICIPAL HEALTH OFFICER
	1.7 Doctor reassess patient and prescribes medications.	None	15 MINUTES	<i>Doctor on duty</i> OFFICE OF THE MUNICIPAL HEALTH OFFICER
	1.8 Referral to the Pharmacy	None	5 MINUTES	<i>Doctor on duty</i> OFFICE OF THE MUNICIPAL HEALTH OFFICER
	TOTAL		420 MINUTES (7 HOURS)	



**OFFICE OF THE MUNICIPAL CIVIL REGISTRAR
EXTERNAL SERVICES**

I. TIMELY REGISTRATION OF CERTIFICATE OF LIVE BIRTH



Civil registration is a continuous, permanent and compulsory recording in appropriate registers, of all vital events in the life of an individual such as birth. The birth of the child, being a vital event, should be registered at the office of the Civil Registrar within a thirty (30) day reglementary period from the time of birth.

Office or Division:	Office of the Local Civil Registrar	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For married parents (Marital): Baby's book/ record		LGU- LCRO
Certificate of Marriage of parents (1 copy original, 1 photocopy).		Client, PSA
For not married couples (Non-Marital): Baby's book/ record Any government issued ID's (SSS, GSIS, UMID, LTO, PhilID, etc.) or CTC (Cedula) of both parents (1 original/ photocopy)		Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to a frontline staff and inquire	1.1 Provide clients with information sheet	None	1 MINUTE	MCRO/ Registration Officer III/ Registration Officer 1/ Asst. Registration Officer/ Admin Aide IV/ Admin Aide III OFFICE OF THE MUN. CIVIL REGISTRAR
2. Give information	2.1 Interview registrant or person responsible for registration if the child is born within the jurisdiction of LGU and evaluate the supporting documents which must show facts of birth within thirty (30) days from the time of birth.	None	10 MINUTES	MCRO/ Registration Officer III/ Registration Officer 1/ Asst. Registration Officer/ Admin Aide IV/ Admin Aide III OFFICE OF THE MUN. CIVIL REGISTRAR
3. Verify status of the registrant	3.1 Determine if the child is legitimate,	None	10 MINUTES	MCRO/ Registration Officer III/ Registration

	illegitimate or legitimated by subsequent marriage of parents			<i>Officer 1/ Asst. Registration Officer/ Admin Aide IV/ Admin Aide III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
4. Check entries	4.1 Check entries in the Certificate of Live Birth which should be submitted in 3 copies for illegitimate not acknowledge by the father and 5 copies if the child was acknowledged by the father.	None	5 MINUTES	<i>MCRO/ Registration Officer III/ Registration Officer 1/ Asst. Registration Officer/ Admin Aide IV/ Admin Aide III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
5. Review the entries in the Certificate of Live Birth	5.1 If the Certificate of Live Birth has been prepared in accordance with the information given by the informant, he/ she must be given the opportunity to review the entries in the Certificate of Live Birth and sign on the appropriate space provided.	None	5 MINUTES	<i>MCRO/ Registration Officer III/ Registration Officer 1/ Asst. Registration Officer/ Admin Aide IV/ Admin Aide III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
6. Assign a registry number	6.1 Assign a registry number and enter in the Registry Book.	None	3 MINUTES	<i>MCRO/ Registration Officer III/ Registration Officer 1/ Asst. Registration Officer/ Admin Aide IV/ Admin Aide III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
7. Issuance	7.1 Furnish copy of the registered Certificate of Live Birth to the registrant/person responsible for registration.	None	5 MINUTES	<i>MCRO/ Registration Officer III/ Registration Officer 1/ Asst. Registration Officer/ Admin Aide IV/ Admin Aide III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
	TOTAL	None	39 MINUTES	

II. LATE REGISTRATION OF CERTIFICATE OF LIVE BIRTH



Late registration is made when the Certificate of Live Birth of a person was not registered at the Miagao Civil Registry Office within the thirty (30) calendar day prescribed period of registration upon the birth of the child. The delayed registration of birth allows an individual to register information of vital events in his/her life to be recorded in appropriate registers even after the prescribed period for registration from the occurrence of the event.

Office or Division:	Office of the Local Civil Registrar	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Negative Result from PSA	LGU- LCRO	
Baptismal Certificate (original or certified true copy)	Church	
Brgy. Certification (1 original, 1 photocopy)	Client, Barangay	
Any government issued ID's (SSS, GSIS, UMID, LTO, PhilID etc.) or cedula	LGU- LCRO	
Affidavit (1. Sworn Statement of mother 2. Two witnesses/ Disinterested persons)	LGU- LCRO	
CENOMAR/ CEMAR	Client/ PSA	
Joint affidavit of Legitimation and Certificate of Marriage of Parents (For Legitimation)	Client	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Negative Result from PSA	1.1 Review the documents presented	None	5 MINUTES	MCRO/ Registration Officer III/ Registration Officer 1/ Asst. Registration Officer/ Admin Aide IV/ Admin Aide III OFFICE OF THE MUN. CIVIL REGISTRAR
1.1 Certificate of Baptism				
1.2 Certificate of Marriage of Parents				
1.3 CENOMAR/CEMAR				
1.4 Any government issued ID's (SSS,				

GSIS, UMID, LTO, etc.) (1 photocopy)				
2. Secure affidavit for delayed registration Sworn statement of mother 2.1 Affidavit of two witnesses/ disinterested persons 2.3 Joint affidavit of Legitimation	2.1 Client will seek service of notary public			MCRO/ Registration Officer III/ Registration Officer 1/ Asst. Registration Officer/ Admin Aide IV/ Admin Aide III OFFICE OF THE MUN. CIVIL REGISTRAR
3. Payment	3.1 Pay corresponding fees at the Treasurer's Office	P200.00 for 11 y.o. & above P150.00 for 10 y.o. & below		MTO
4. Return to LCRO to present receipts	4.1 Record the receipt	None	3 MINUTES	MCRO/ Registration Officer III/ Registration Officer 1/ Asst. Registration Officer/ Admin Aide IV/ Admin Aide III OFFICE OF THE MUN. CIVIL REGISTRAR
5. Wait for instruction	5.1 Advise the client to comeback after the 10 days posting	None	10 DAYS	MCRO/ Registration Officer III/ Registration Officer 1/ Asst. Registration Officer/ Admin Aide IV/ Admin Aide III OFFICE OF THE MUN. CIVIL REGISTRAR
	TOTAL	P150- P250.00	10 DAYS, 8 MINUTES	

III. ISSUANCE AND APPLICATION OF MARRIAGE LICENSE

The process for applying marriage license and issuance of the same to married couples. Any couples of legal age (18 and above) intending to get married must apply for marriage license. A marriage license is valid in any part of the Philippines for a period of 120 days from the date of issue.



Office or Division:	Office of the Local Civil Registrar
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Legal aged residents

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate/ Baptismal Certificate CENOMAR of both parties Cedula of both parties Certificate of Death for widow/ widower applicants 18-21 parental consent by the father 22-25 parental advice of both parents Certificate of Pre Marriage Counselling (PMC) (Schedule: every 2 nd and 4 th Tuesday of the month) If one applicant is not a Filipino: Passport Legal Capacity to Marry from Embassy/ Consul Live Birth		LGU- LCRO/ Personal/ Church Client/ PSA LGU-MTO Personal/ PSA Personal Personal LGU- LCRO Embassy of Manila		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to a frontline staff and inquire	1.1 Provide clients with information sheet	None	1 MINUTE	<i>MCRO/ Registration Officer III/ Registration Officer 1/ Asst. Registration Officer/ Admin Aide IV/ Admin Aide III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
2. Give information and requirements	2.1 Interview applicants and review all supporting documents.	None	10 MINUTES	<i>MCRO/ Registration Officer III/ Registration Officer 1/ Asst. Registration Officer/ Admin Aide IV/ Admin Aide III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
3. Applicants sign license document	3.1 Supervise the signing of the documents.	None	2 MINUTES	<i>MCRO/ Registration Officer III/ Registration Officer 1/ Asst. Registration Officer/ Admin Aide IV/ Admin</i>

				<i>Aide III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
4. Answer the pre-marriage counseling questionnaire	4.1 Instruct clients to submit questionnaire to MSWDO	None	30 MINUTES	LGU-MSWDO
5. Attend pre-marriage counselling <ul style="list-style-type: none"> • Every 2nd and 4th Tuesday of the month 	5.1 Give schedule of PMC to the applicants	None	3 HOURS	<i>MCRO/ Registration Officer III/ Registration Officer 1/ Asst. Registration Officer/ Admin Aide IV/ Admin Aide III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
6. Pay corresponding fees at the Treasurer's Office	6.1 Receive the official receipt paid by the applicant for office's record.	P355.00 for both Miagaon on P405.00 one party is not from Miagao P605.00 if one party is not a Filipino.	5 MINUTES	MTO
7. Submit receipt of application for Marriage License.	7.1 Prepare document to be signed by the MCR, register the Marriage License and enter in the registry book.	None	15 MINUTES	<i>MCRO/ Registration Officer III/ Registration Officer 1/ Asst. Registration Officer/ Admin Aide IV/ Admin Aide III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
8. Receive the copy of marriage license	8.1 Release the registered ML after 10 consecutive days.	None	1 MINUTE	<i>MCRO/ Registration Officer III/ Registration Officer 1/ Asst. Registration Officer/ Admin Aide IV/ Admin Aide III</i> OFFICE OF THE

				MUN. CIVIL REGISTRAR
9. Applicants submit documents to Church/ Secretary/ Mayor's Office and other Solemnizing Officers	9.1 Advise applicants to submit documents to church or other solemnizing officers.	None	2 MINUTES	Priest/ Mayor/ Judge/ Pastor, etc.
	TOTAL	P355.00 P405.00 P605.00	4 HOURS, 6 MINUTES	

IV. FOR MARRIAGE TO BE SOLEMNIZED BY THE MAYOR

The elected local chief executive can solemnize civil wedding within their jurisdiction under the Local Government Code of 1991.

Office or Division:	Office of the Local Civil Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Marriage License	LCRO



2. List of wedding sponsors		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Marriage License/ Affidavit under Article 34 of the Family Code	1.1 Receive the License and Prepare Certificate of Marriage	None	15 MINUTES	MCRO/ Registration Officer III/ Registration Officer 1/ Asst. Registration Officer/ Admin Aide IV/ Admin Aide III OFFICE OF THE MUN. CIVIL REGISTRAR
2. Set the schedule for marriage from the Office of the Mayor	2.2 Facilitate the wedding.	None	30 MINUTES	Private Secretary LGU-LCRO
3. Pay solemnization and witness fee.	3.1 Advise client to pay at the Treasurer's Office	P300.00 solemnization P50.00/witness	5 MINUTES	MTO
4. Return the official	4.1 Receive the	None		

receipt paid by the client.	official receipt and facilitate the signing of documents of the couple together with witnesses to be signed by the Municipal Civil Registrar right after.			
5. Receive the registered documents.	5.1 Recording and safekeeping of registered document.	None	10 DAYS	<i>MCRO/ Registration Officer III/ Registration Officer 1/ Asst. Registration Officer/ Admin Aide IV/ Admin Aide III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
	TOTAL	P300.00 P50/ witness	10 DAYS, 50 MINUTES	



V. ISSUANCE OF DEATH CERTIFICATE

Any individual whose death is registered in the Local Civil Registrar's Office can request.

Office or Division:	Office of the Local Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification from Punong Barangay		Client/ Punong Barangay		
Medical Records (as per instruction from the MHO)		MHO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to a frontline staff and inquire.	1.1 Accommodate client with their concern.	None	1 MINUTE	<i>MCRO/ Registration Officer III/ Registration Officer 1/ Asst. Registration Officer/ Admin Aide IV/ Admin Aide III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
2. Present certification	2.1 Interview	None	10 MINUTES	<i>MCRO/ Registration</i>

from barangay.	client and prepare document. Ask for a copy of birth certificate of the deceased.			<i>Officer III/ Registration Officer 1/ Asst. Registration Officer/ Admin Aide IV/ Admin Aide III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
3. Client will bring the document to the MHO/ RHP and embalmer for signature	3.1 Advise the client to have the document signed by the MHO/ RHP & embalmer	None	5 MINUTES	<i>MHO/ RHP and Embalmer</i>
4. Proceed to MTO for payment of burial fees/ exhumation permit/ transfer of cadaver.	4.1 Receive the official receipt and the necessary document to register.	P100.00 (Burial) P100.00 (exhumation) P100.00 (transfer of cadaver)	5 MINUTES	MTO
5. Return document to be properly signed and to be registered	5.1 Record the registered document in the file.	None	2 MINUTES	<i>MCRO/ Registration Officer III/ Registration Officer 1/ Asst. Registration Officer/ Admin Aide IV/ Admin Aide III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
	TOTAL	P300.00	23 MINUTES	

VI. CORRECTION OF CLERICAL ERROR (RA 9048)

The clerical or typographical errors which are covered under R.A. No. 9048 and R.A. 10172 are limited to those mistakes committed in the performance of clerical work in writing, copying, transcribing or typing an entry in the civil register that are harmless and innocuous. It gives the authority to the Municipal Registrars to change or correct errors.



Office or Division:	Office of the Local Civil Registrar	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
R.A. 9048 CCE <i>(1 original, 2 photocopies)</i> Birth certificate with error (NSO/PSA copy)		Client/ PSA

Baptismal Marriage Contract Any government issued ID's (SSS, GSIS, UMID, LTO, PhilID, etc.)		Client/ church Client/ PSA Client		
Note: other supporting documents will be based on the error identified.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the document with error (SecPa from PSA).	1.1 Accept and identify error/s	None	5 MINUTES	<i>MCRO/ Registration Officer III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
2. Get list of supporting documents.	2.1 Provide the list of supporting papers.	None	5 MINUTES	<i>MCRO/ Registration Officer III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
3. Submit the supporting documents.	3.1 Check and verify supporting documents presented. If complete, prepare petition for signatory.	None	10 MINUTES	<i>MCRO/ Registration Officer III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
4. Sign the application.	4.1 Supervise the signing of the form.	None	5 MINUTES	<i>MCRO/ Registration Officer III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
5. Have the application subscribed.	5.1 Receive the document duly signed by the notary public.	None	5 MINUTES	Notary Public/ MCR
6. Return the subscribed document to the office for registration	6.1 Number the document.	None	2 MINUTES	<i>MCRO/ Registration Officer III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
7. Pay the corresponding fees	7.1 Receive the receipt from the petitioner.	P1,000.00 filing fee for CCE P3,000.00	2 MINUTES	MTO

		filing fee for CFN & CCE (R.A. 10172)		
8. Wait for the corrected COLB/COM/COD	8.1 Process and facilitate document.	None	180 DAYS	MCRO/ Registration Officer III OFFICE OF THE MUN. CIVIL REGISTRAR
	TOTAL	P1,000.00- P3,000.00	180 DAYS, 34 MINUTES	

VII. CHANGE FIRST NAME (RA 9048) AND CORRECTION OF ENTRY ON SEX AND DATE OF BIRTH (RA 10172)



Republic Act No. 9048 amends Art. 376(4) and 412(5) of the Civil Code Philippines. It gives the authority to the Local Civil Registrar to change or correct errors and change of first name.

Office or Division:	Office of the Local Civil Registrar		
Classification:	Highly Technical		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Change of First Name: <u>(1 original, 2 photocopies)</u> Birth certificate with error (NSO/PSA copy) Baptismal Marriage Contract Any government issued ID's (SSS, GSIS, UMID, LTO, PhilID, etc.) Police clearance NBI Clearance Certificate of Employment/ Affidavit of Unemployment Publication		Client/ PSA Client/ Church Client PNP NBI Employer/ Public Notary Any publication/ LGU-LCRO	
R.A. 10172 (Sex) <u>(1 original and 2 photocopies)</u> Birth certificate with error (NSO/PSA copy) Birth certificate (local copy) Baptismal Form 137 elementary/ certification (If destroyed) Medical records Police clearance NBI Clearance Certificate of Employment/ Affidavit of		Client/ PSA LGU-LCRO Client/ Church School Physician PNP	

Unemployment Any government issued ID's (SSS, GSIS, UMID, LTO, PhilID, etc.) Publication Medical Certification Certificate of Authenticity	NBI Employer/Public Notary Client LGU-LCRO LGU-LCRO LGU-LCRO
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R.A.10172 Date of Birth (month and day only) <i>(1 original and 2 photocopies)</i> Birth certificate with error (NSO/PSA copy) Birth certificate (local copy) Baptismal Form 137 elementary/ certification (If destroyed) Medical records Police clearance NBI Clearance Certificate of Employment/ Affidavit of Unemployment Any government issued ID's (SSS, GSIS, UMID, LTO, PhilID, etc.) Publication	Client/ PSA LGU-LCRO Client/ Church School Physician PNP NBI Employer/ Public Notary Client LGU-LCRO
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the document with error (SecPa from PSA).	1.1 Accept and identify error/s	None	5 MINUTES	<i>MCRO/ Registration Officer III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
2. Get list of supporting documents	2.1 Provide the list of supporting papers.	None	5 MINUTES	<i>MCRO/ Registration Officer III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
3. Submit the supporting documents.	3.1 Check and verify supporting documents presented.	None	10 MINUTES	<i>MCRO/ Registration Officer III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
4. Sign the application.	4.1 Supervise the signing of the form.	None	5 MINUTES	<i>MCRO/ Registration Officer III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
5. Have the application subscribed.	5.1 Receive the document duly signed by the	None	5 MINUTES	<i>Notary Public</i>

	notary public.			
6. Return the subscribed document to the office for registration.	6.1 Number the document.	None	2 MINUTES	<i>MCRO/ Registration Officer III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
7. Pay the corresponding fees	7.1 Receive the receipt from the petitioner	P1,000.00 filling fee for CCE P3,000.00 filling fee for CFN & CCE (R.A. 10172)	2 MINUTES	MTO
8. Get notice for Publication	8.1 Give notice for publication to the petitioner	None	2 MINUTES	<i>MCRO/ Registration Officer III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
9. Bring notice to the publisher	9.1 Advise the petitioner where to go and the duration of publication	None	3 MINUTES	<i>MCRO/ Registration Officer III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
10. Wait for the corrected COLB	10.1 Process and facilitate	None	180 DAYS	<i>MCRO/ Registration Officer III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
	TOTAL		180 DAYS, 39 MINUTES	

VIII. ISSUANCE OF VITAL EVENTS IN SECURITY PAPER (SecPa) FROM PSA COLB, COM, COD & CENOMAR

The BREQS is a scheme where PSA authorizes a partner to receive requests for PSA-issued copies and certifications of civil registry documents from the public and issue the documents to its clientele.



Office or Division:	Office of the Local Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid IDs (1 original)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to a frontline staff and inquire.	1.1 Provide client with application form.	None	2 MINUTES	<i>MCRO/ Registration Officer III/ Registration Officer 1/ Asst. Registration Officer/</i>

				<i>Admin Aide IV/ Admin Aide III</i>
2. Client gives information.	2.1 Interview vital events.	None	3 MINUTES	<i>MCRO/ Registration Officer III/ Registration Officer 1/ Asst. Registration Officer/ Admin Aide IV/ Admin Aide III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
3. Pay BREQS services fee at the Treasurer's Office	3. 1 Receive the official receipt paid by the client.	100.00	5 MINUTES	<i>MTO</i>
4. Pay SecPa fee for PSA at LCRO.	4.1 Receive payment for security paper (COLB, COM, COD, CENOMAR) and forward to PSA.	P155.00 for COLB, COM & COD P210.00 for CENOMAR	7 DAYS AFTER FILING	<i>MCRO/ Registration Officer III/ Registration Officer 1/ Asst. Registration Officer/ Admin Aide IV/ Admin Aide III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
5. Client receives the SecPa from PSA	5. 1 Release SecPa from PSA.	None	2 MINUTES	<i>MCRO/ Registration Officer III/ Registration Officer 1/ Asst. Registration Officer/ Admin Aide IV/ Admin Aide III</i> OFFICE OF THE MUN. CIVIL REGISTRAR
	TOTAL	P255.00 P310.00	7 DAYS, 12 MINUTES	



**OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND
DEVELOPMENT OFFICER
EXTERNAL SERVICES**

I. MEDICAL ASSISTANCE (AICS)



The assistance to individual in crisis situation is stipulated on the dictum that the state shall provide a society safety net or a stop-gap mechanism to support the recovery of individuals and families from unexpected crisis such as illness or death of a family member and other crisis situation. Walk-in-clients or referred clients could avail of the financial assistance.

Office or Division:	AICS Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Indigent and those who are in crisis situation in this Municipality.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Referral letter from the Mayor's Office (1 Original Copy) 		Mayor's Office (Room 2 Annex Building)		
<ul style="list-style-type: none"> For medicines – prescription with date of issuance, complete name, signature and license number of the attending physician. (1 Original Copy) 		Attending Physician (Private /Government-RHU, Guibongan, Miagao or other Govt clinic or hospital)		
<ul style="list-style-type: none"> For medical procedures – laboratory request with date of issuance, complete name, signature and license number of the attending physician. (1 Original Copy) 		Attending Physician (Private/Government-RHU. Guibongan, Miagao or other Govt clinic or hospital)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client personally verbalizes his/her need/problem/ presents referral letter from Office of Municipal Mayor.	1.1 Interviews and gathers data from client. 1.2 Fills-up the intake form and prepares documents including OBR/DV 1.3 Advices client to proceed for processing his/her financial assistance. 1.4 Records to logbook	None	15 MINUTES	<i>Any of the MSWD Office Staff</i> MSWDO
2. Client proceeds to	2.1 Receives and	None	20 MINUTES	Municipal Budget

concerned offices: - MBO, Accounting, Mayor's Office, Treasurer's Office, Accounting.	signs OBR/DV with supporting documents			Office (OBR) Municipal Accounting Office (DV), Mayor's Office (DV and AICS Form), Municipal Treasurer's Office (DV)
3. Receives cash/Financial Assistance from Disbursing Officer	3.1 Receives the approved DV with complete supporting documents, signs and releases the Financial Assistance to Client.	None	5 MINUTES	<i>Disbursing Officer</i> Municipal Treasurer's Office
TOTAL		None	40 MINUTES	

II. BURIAL ASSISTANCE (AICS)



The assistance to individual in crisis situation is stipulated on the dictum that the state shall provide a society safety net or a stop-gap mechanism to support the recovery of individuals and families from unexpected crisis such as illness or death of a family member and other crisis situation. Walk-in-clients or referred clients could avail of the financial assistance.

Office or Division:	AICS Section
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Indigent and those who are in crisis situation in this Municipality.
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> Referral letter from the Mayor's Office (1 Original Copy) 	Mayor's Office (Room 2 Annex Building)
<ul style="list-style-type: none"> Death Certificate or certificate from Doctor or Authorized Medical Practitioner, in the absence of a death certificate (1 Original Copy) 	Hospital/Authorized Medical Professional

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client personally verbalizes his/her need/problem/presents referral letter	1.1 Interviews and gathers data from client and 1.2 Fills-up the	None	15 MINUTES	<i>Any of the MSWD Office Staff</i> MSWDO

from Municipal Mayor.	intake form and prepares documents including OBR/DV			
2. Client proceeds to concerned offices: MBO, Accounting, Mayor's Office, Treasurer's Office	2.1 Receives and signs document (OBR/DV with supporting documents)	None	20 MINUTES	<i>Municipal Budget Office (OBR) Municipal Accounting Office (DV) Mayor's Office (DV and AICS Form)</i>
3. Receives Cash/ Financial Assistance	3.1 Releases the Financial Assistance to the Client.	None	5 MINUTES	<i>Disbursing Officer Municipal Treasurer's Office</i>
	TOTAL	None	40 MINUTES	

III. FOOD AND TRANSPORTATION ASSISTANCE (AICS)



The assistance to individual in crisis situation is stipulated on the dictum that the state shall provide a society safety net or a stop-gap mechanism to support the recovery of individuals and families from unexpected crisis such as illness or death of a family member and other crisis situation. Walk-in-clients or referred clients could avail of the financial assistance.

Office or Division:	AICS Section
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Indigent and those who are in crisis situation in this Municipality.
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> Referral letter from the Mayor's Office (1 Original Copy) 	Mayor's Office (Room 2 Annex Building)
<ul style="list-style-type: none"> Written Letter from the client addressed to Municipal Mayor regarding his/her circumstances why he is in need of assistance. (1 Original Copy) 	Client himself
<ul style="list-style-type: none"> Police blotter; or Police certification (for victims of crime, etc.) (1 Original Copy) 	Nearest Police Station
<ul style="list-style-type: none"> Brgy. Certificate of Indigency or Client in need of assistance. (1 Original Copy) 	Barangay Hall of concerned barangay
WHERE TO SECURE	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Client personally verbalizes his/her need/problem/present referral letter from Municipal Mayor.	1.1 Interviews and gathers data from client. 1.2 Fills-up the intake form and prepares documents	None	15 MINUTES	<i>Any of the MSWD Office Staff</i> MSWDO
2. Client proceeds to concerned offices: - MBO, Accounting, Mayor's Office, Treasurer's Office	2.1 Receives and signs OBR/DV/ AICS Form	None	20 MINUTES	Municipal Budget Officer (OBR) Municipal Accountant (DV) Legal Officer/Mayor's Office (DV/AICS Form)
3. Receives Cash/Financial Assistance	3.1 Releases the Financial Assistance to the Client.		5 MINUTES	<i>Disbursing Officer</i> Municipal Treasurer's Office
	TOTAL	None	40 MINUTES	

IV. ISSUANCE OF IDENTIFICATION CARD (OSCA)



As to enabling physical structure and leadership for Older Persons, pursuant to Republic Act 7876, the Municipality of Miagao has established the Senior Citizens Center located at Barangay Guibongan and the office of the Senior Citizens Affairs (OSCA).

Office or Division:	OSCA Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Senior Citizens (Ages 60 and above)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Birth Certificate (1 Photocopy)		Municipal Civil Registrar		
• Barangay Certificate of Residency (1 Original Copy)		Barangay Hall		
• Community Tax (Cedula) (1 Photocopy)		Municipal Treasurer's Office		
• 1x1 ID Picture (2 Original Copy)		Any Photo Studio		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal interview of the applicant. Should be a bonafide resident of this Municipality.	1.1 Assigned staff interview client	None	15 MINUTES	<i>OSCA President</i> OFFICE OF THE SENIOR CITIZENS AFFAIRS
2. Filling-up of	2.1 Assigned	None	20 MINUTES	<i>OSCA President</i>

application form and submission of requirements for qualified applicants	staff gathers and encoded client's information.			OFFICE OF THE SENIOR CITIZENS AFFAIRS
3. Client will wait until Identification Card is completed.	3.1 Releasing of ID	None	7 DAYS (PVC TYPE)	<i>OSCA President</i> OFFICE OF THE SENIOR CITIZENS AFFAIRS
	TOTAL	None	7 DAYS, 35 MINUTES	



**OFFICE OF THE MUNICIPAL TOURISM OFFICER
EXTERNAL SERVICE**

I. ISSUANCE OF CERTIFICATION TO STAY OVERNIGHT IN TOURIST SPOTS



The Office of the Municipal Tourism Officer Issues Certification to applicants for a day hike/ overnight stay at tourist destination.

Office or Division:	Office of the Municipal Tourism Officer			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Applicant/ Hiker			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued IDs (1)		Applicant/ Hiker		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the office for an intention to hike and identify tourist destination	1.1 Welcome the client/s, request for submission of requirements	None	3 MINUTES	<i>Administrative Aide I</i> TOURISM OFFICE
2. Present and forward the IDs to Receiving Desk	2.1 Receive/ evaluate and photocopy valid IDs 2.2 Endorse documents to TOA I for processing	None	3 MINUTES	<i>Administrative Aide I</i> TOURISM OFFICE
3. Identify if there is a need of a local tour guide	3.1 If yes, endorse the client/s to a local tour guide 3.2 If no, proceed to the process of the issuance of certification	None	10 MINUTES	<i>Tourism Operations Assistant I</i> TOURISM OFFICE
4. Wait for the action on the request	4.1 Provides information and contact of the local tour guide for proper coordination 4.2 Printing of the Certification with attached Waiver for signature of the Tourism Officer	None	5 MINUTES	<i>Tourism Operations Assistant I</i> <i>Tourism Officer</i> TOURISM OFFICE
5. Receive the issued Certification	5.1 Issuance and releasing of Certification 5.2 Inform client/s to present the Certification to the in-charge prior entry to the local tourist area	None	3 MINUTES	<i>Tourism Operations Assistant I</i> TOURISM OFFICE
TOTAL		None	24 MINUTES	



OFFICE OF THE MUNICIPAL ACCOUNTANT EXTERNAL SERVICES

I. ISSUANCE OF CERTIFICATE OF NO CLAIM



Certificate of No Claim is issued by this office as per request of the concerned office of the Municipality of Miagao, other Government Agencies and of the transacting public to support their processed financial documents.

Office :	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	Different offices of the Municipality of Miagao, Other Agencies and the transacting public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request/Travel Order and/or Call/Invitation		Different offices of the Municipality of Miagao, Other Government Agencies and the transacting public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the documents with the logbook/duplicate copy of the document.	1.1 Receive the documents and signing of the logbook/duplicate copy of the document.	None	3 MINUTES	<i>Admin. Aide II</i> OFFICE OF THE MUN. ACCOUNTANT
	1.2 Verify and Prepare of the Certificate of No Claim.	None	30 MINUTES	<i>Admin. Officer II</i> OFFICE OF THE MUN. ACCOUNTANT
	1.3 Sign/Approve the Certification.	None	10 MINUTES	<i>Municipal Accountant or the designate Officer in Charge</i>
1. Receive the issued Certificate of No Claim	2.1 Issue the Certificate to the requesting party.	None	3 MINUTES	<i>Admin. Aide II</i> OFFICE OF THE MUN. ACCOUNTANT
TOTAL		None	46 MINUTES	

II. ISSUANCE OF TAX CERTIFICATES FOR SUPPLIERS



Filled-up Certificates (BIR Form 2306 and 2307) are issued by this office to the Suppliers transacting with the Municipality of Miagao.

Office :	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Suppliers transacting with the Municipality of Miagao

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled up Request Form		Office of the Municipal Accountant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of the BIR Form 2306 and/or 2307 thru filling up the request form.	1.1 Prepare the BIR Form 2306 and/or 2307.	None	15 MINUTES	<i>Admin Aide II</i> OFFICE OF THE MUN. ACCOUNTANT
	1.2 Signing/Approval of the Certification	None	3 MINUTES	<i>Municipal Accountant or the designated Officer in Charge</i>
2. Receive the issued Certification in the logbook.	2.1 Issue of the Certification to the requesting party.	None	3 MINUTES	<i>Admin Aide II</i> OFFICE OF THE MUN. ACCOUNTANT
TOTAL		None	21 MINUTES	



OFFICE OF THE MUNICIPAL ACCOUNTANT INTERNAL SERVICES

I. ASSIST IN THE SIGNING OF CLEARANCES



Clearances forwarded to the Municipality of Miagao are facilitated for countersign of the concerned offices before the approval of the Municipal Accountant.

Office :	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Different Offices of the Municipality of Miagao			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance Form		Human Resource Management Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the Clearance Form to the Office of the MUN. ACCOUNTANT	1.1 Receiving of the Clearance Form <i>OFFICE OF THE MUN. ACCOUNTANT</i>	None	5 MINUTES	<i>Administrative Officer II</i>
	1.2 Countersign the Clearance Form for Verification. <i>OFFICE OF THE MUN. ACCOUNTANT</i>	None	40 MINUTES	<i>Administrative Officer II</i>
	1.3 Signing/Approval of the Clearance Form.	None	10 MINUTES	<i>MUN. ACCOUNTANT OR THE DESIGNATED OIC</i>
2. Receive the issued Clearance form.	2.1 Issue the Clearance Form to the requesting party. <i>OFFICE OF THE MUN. ACCOUNTANT</i>	None	5 MINUTES	<i>ADMIN. OFFICER II</i>
	TOTAL	None	1 HOUR	

II. RECEIVING AND CHECKING OF BARANGAY FINANCIAL DOCUMENT



Financial Documents from the Barangays of the Municipality are submitted to the Office of the Municipal Accountant for the preparation of Financial Reports as mandated by the Commission on Audit.

Office :	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	G2G-Government to Government

Who may avail:	119 Barangays of the Municipality of Miagao			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
The following are to be submitted in original copy:			119 Barangay Treasurers of Miagao, Iloilo	
1. Transmittal of Report			119 Barangay Treasurers of Miagao, Iloilo	
2. Report of Check issued <ul style="list-style-type: none"> Disbursement Vouchers with Photocopy of Check and Supporting Documents 			119 Barangay Treasurers of Miagao, Iloilo	
3. Report of Cash Disbursement <ul style="list-style-type: none"> Payroll with Supporting Documents 			119 Barangay Treasurers of Miagao, Iloilo	
4. Record of Appropriations and Obligations			119 Barangay Treasurers of Miagao, Iloilo	
5. Punong Barangay Certification (PBC)			119 Barangay Treasurers of Miagao, Iloilo	
6. Liquidation Reports with supporting documents			119 Barangay Treasurers of Miagao, Iloilo	
7. Statement of Appropriations, Obligations and Balances (SAOB)			119 Barangay Treasurers of Miagao, Iloilo	
8. Registry of Special Trust Funds			119 Barangay Treasurers of Miagao, Iloilo	
9. Report of Accountability for Accountable Forms			119 Barangay Treasurers of Miagao, Iloilo	
10. Statement of Comparison of Budget and Actual Amounts			119 Barangay Treasurers of Miagao, Iloilo	
11. Cash Book			119 Barangay Treasurers of Miagao, Iloilo	
12. Summary of Collections and Deposits/Remittances			119 Barangay Treasurers of Miagao, Iloilo	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the Reports	1.1 Receiving the reports with supporting documents.	None	5 MINUTES PER TRANSMITTAL	<i>Municipal Accountant</i> OFFICE OF THE MUN. ACCOUNTANT
	1.2 Arranging and sorting of the transmitted reports	None	1 HOUR PER TRANSMITTAL	<i>Municipal Accountant</i> OFFICE OF THE MUN. ACCOUNTANT
	1.3 Checking and Reviewing of the submitted reports including the supporting documents.	None	2 HOURS PER TRANSMITTAL	<i>Admin. Officer IV</i> OFFICE OF THE MUN. ACCOUNTANT
	1.4 Preparation of		10 MINUTES PER	<i>LIGA</i>

	Journal Entry Voucher (JEV)	None	TRANSMITTAL	<i>Bookkeeper</i>
	TOTAL	None	3 HOURS, 15 MINUTES PER TRANSMITTAL	

III. ISSUANCE OF TAX CERTIFICATES FOR EMPLOYEES



Certified Photocopy of the Signed/Approved and Filled-up Tax Certificates (BIR Form 2304 and 2316) are issued by this office to the Employees of the Municipal Government of Miagao as per request due to loss of the previously issued BIR forms/for foreign travel/Loans/Scholarship.

Office :	Mun. Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees of Municipal Government of Miagao			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-up Request Form		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the Certified Photocopy of the BIR Form 2316 or issuance of the BIR Form 2304 thru filling up the request form.	1.1 Photocopy of the BIR Form 2316 or preparation of the BIR Form 2304.	None	15 MINUTES	<i>Admin. Officer II</i> OFFICE OF THE MUN. ACCOUNTANT
	1.2 Signing/ Approval of the Certification	None	5 MINUTES	<i>Municipal Accountant or the designated Officer in Charge</i> OFFICE OF THE MUN. ACCOUNTANT
2. Receipt of the issued Certification in the logbook.	2.1 Issue Certification to the requesting employee.	None	3 MINUTES	<i>Admin. Officer II</i> OFFICE OF THE MUN. ACCOUNTANT
	TOTAL	None	23 MINUTES	

IV. ISSUANCE OF PHILHEALTH REMITTANCE CERTIFICATION TO EMPLOYEES



Philhealth Remittance Certification are issued by this office to the Employees of the Municipal Government of Miagao

Office :	Mun. Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Officials, Permanent and Casual Employees of the Municipal Government of Miagao			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-up Request Form		Accounting Office		
2. Philhealth’s MDR (Member Data Record)		HRM Section		
3. CF1 (Claim Form 1) or CSF (Claim Signature Form)		Public/Private Hospitals, HRM Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the Remittance Certification thru filling up the request form.	1.1 Prepare and verify the remittance certification against the available records.	None	15 MINUTES	<i>Admin. Officer II</i> OFFICE OF THE MUN. ACCOUNTANT
	1.2 Sign/ Approve the Certification	None	5 MINUTES	<i>Municipal Accountant or the designated Officer in Charge</i> OFFICE OF THE MUN. ACCOUNTANT
2. Receive the issued Certification in the logbook.	2. Issue Certification to the requesting employee.	None	5 MINUTES	<i>Admin. Officer II</i> OFFICE OF THE MUN. ACCOUNTANT
	TOTAL	None	25 MINUTES	

V. ISSUANCE OF PAG-IBIG CERTIFICATE



Pag-ibig Certificate of Oneness are issued by this office to the Employees of the Municipal Government of Miagao

Office :	Mun. Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All employees of the Municipal Government of Miagao			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-up Request Form		Accounting Office		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the Certificate of Oneness thru filling up the request form.	1.1 Prepare and verify the Certificate of Oneness against the available records.	None	20 MINUTES	<i>Admin. Officer II</i> OFFICE OF THE MUN. ACCOUNTANT
	1.2 Sign/ Approve the Certification	None	5 MINUTES	<i>Municipal Accountant or the designated Officer in Charge</i>
2. Receive the issued Certification in the logbook.	2.1 Issue Certification to the requesting employee.	None	5 MINUTES	<i>Admin. Officer II</i> OFFICE OF THE MUN. ACCOUNTANT
	TOTAL	None	25 MINUTES	

VI. ISSUANCE OF REMITTANCE CERTIFICATION (PREMIUMS AND LOANS) TO EMPLOYEES



Remittance Certification is issued by this office to the Employees of the Municipal Government of Miagao for reconciliation purposes.

Office :	Mun. Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All employees of the Municipal Government of Miagao			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-up Request Form		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the Remittance Certification thru filling up the request form.	1.1 Prepare and verify the Remittance Certification against the available records.	None	20 MINUTES	<i>Admin. Officer II</i> OFFICE OF THE MUN. ACCOUNTANT
	1.2 Sign/ Approve the Certification	None	5 MINUTES	<i>Municipal Accountant or the designated Officer in Charge</i>
2. Receive the issued Certification in the logbook.	2.1 Issue Certification to the requesting employee.	None	5 MINUTES	<i>Admin. Officer II</i> OFFICE OF THE MUN. ACCOUNTANT
	TOTAL	None	30 MINUTES	

VII. PAYROLL CERTIFICATION FOR LOAN APPLICATION WITH PAG-IBIG (JOs AND COS)



Payroll certification is required for the Approval of Loan Applications. This certifies whether or not the Applicable Loan Amortization for the Employee's Applied Loan can be deducted from his/her salaries; and provided that in no case shall the foregoing deductions reduce the employee's monthly net take home pay to an amount lower than the required monthly net take home pay.

Office :	Mun. Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Active Municipal Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Latest 1 Month Payroll		Accounting Office, Municipality of Miagao, Iloilo		
2. Filled-up Loan Application Form		HRM Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements item 1 & 2 for evaluation	1.1 Entertain client's request and evaluate as to eligibility for loan availment	None	5 MINUTES	<i>Admin. Officer II</i> OFFICE OF THE MUN. ACCOUNTANT
	1.2 If qualified, process payroll certification to be signed by the Authorized Officer and record in the logbook	None	5 MINUTES	<i>Admin. Officer II</i> OFFICE OF THE MUN. ACCOUNTANT
	1.3 If not qualified, inform the concerned employee	None	5 MINUTES	<i>Admin. Officer II</i> OFFICE OF THE MUN. ACCOUNTANT
	1.4 Sign the certification	None	5 MINUTES	<i>Municipal Accountant/Officer-In charge</i>
2. Receive the Certified Loan Application and have the log sheet signed.	2.1 Release the Certified Loan Application	None	5 MINUTES	<i>Admin. Officer II</i> OFFICE OF THE MUN. ACCOUNTANT
	TOTAL	None	25 MINUTES	

VIII. PAG-IBIG LOAN APPLICATION THROUGH VIRTUAL PAG-IBIG ACCOUNT FOR LOCAL OFFICIALS AND REGULAR EMPLOYEES



The employees can apply loan through online using their Virtual Pag-Ibig Account. The Approver will certify the loan through virtual pag-ibig provided that in no case shall the foregoing deductions reduce the employee's monthly net take home pay to an amount lower than the required monthly net take home pay.

Office :	Mun. Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Active Municipal Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Latest 1 Month Payroll		Accounting Office, Municipality of Miagao, Iloilo		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements item 1	1.1 Entertain client's request and evaluate as to eligibility for loan availment	None	5 MINUTES	<i>Admin. Officer II</i> OFFICE OF THE MUN. ACCOUNTANT
	1.2 If qualified, process and approve through virtual pag-ibig and record in the logbook	None	5 MINUTES	<i>Municipal Accountant/Officer-In charge</i>
	1.3 If not qualified, inform the concerned employee	None	5 MINUTES	<i>Admin. Officer II</i> OFFICE OF THE MUN. ACCOUNTANT
	2.1 Inform the client that the loan was approved	None	5 MINUTES	<i>Admin. Officer II</i> OFFICE OF THE MUN. ACCOUNTANT
	TOTAL	None	25 MINUTES	

IX. PAYROLL CERTIFICATION FOR LOAN APPLICATION WITH BANKS AND OTHER LENDING INSTITUTIONS



Payroll certification is required for the Approval of Loan Applications. This certifies whether or not the Applicable Loan Amortization for the Employee's Applied Loan can be deducted from his/her salaries; and provided that in no case shall the foregoing deductions reduce the employee's monthly net take home pay to an amount lower than the required net monthly take home pay.

Office :	Mun. Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Active Municipal Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Latest 3 Months Payroll		Accounting Office, Municipality of Miagao, Iloilo		
2. Filled-up Loan Application Form		HRM Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements item 1 and 2 for evaluation	1.1 Entertain client's request and evaluate as to eligibility for loan availment	None	5 MINUTES	<i>Admin. Officer II</i> OFFICE OF THE MUN. ACCOUNTANT
	1.2 If qualified, process payroll certification	None	5 MINUTES	<i>Admin. Officer II</i> OFFICE OF THE MUN. ACCOUNTANT
	1.3 Sign the certification	None	3 MINUTES	<i>Municipal Accountant or Authorized Officer</i>
	1.4 If not qualified, inform the concerned employee	None	5 MINUTES	<i>Admin. Officer II</i> OFFICE OF THE MUN. ACCOUNTANT
	1.5 Log the certification and release to the employee	None	3 MINUTES	<i>Admin. Officer II</i> OFFICE OF THE MUN. ACCOUNTANT
TOTAL		None	21 MINUTES	



**MUNICIPAL ENVIRONMENT AND NATURAL
RESOURCES OFFICE
EXTERNAL SERVICES**

I. ISSUANCE OF SOLID WASTE MANAGEMENT CERTIFICATE

A certificate that complies with the requirement of the Comprehensive Solid Waste Management.



Office or Division:	Municipal Environment and Natural Resources Office (MENRO)			
Classification:	Simple			
Type of Transaction:	G2G, G2C ,G2B Government to Government, Government to Citizen, Government to Business Entity			
Who may avail:	New or Old Business Establishment Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Form		Office of the Treasurer		
Official Receipt		Office of the Treasurer		
DTI Copy		DTI Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present assessment form, official receipt and DTI Copy to MENR Office	1.1 Customers are required to sign into the Logbook for Visitors 1.2 Validate documents presented 1.3 Review and Check	NONE	2 MINUTES	<i>Environmental Management Specialist I</i> MENRO
2. Attend orientation/seminars on SWM	2.1 Gives orientation/seminars on SWM	NONE	1 HOUR	<i>OIC, MENRO</i>
3. Client receives the certificates	3.1 Release the certificates to the client	NONE	5 MINUTES	<i>Environmental Management Specialist I</i> MENRO
	TOTAL		1 HOUR, 7 MINUTES	

II. ISSUANCE OF CERTIFICATE OF NO OBJECTION ON ACTIVITIES RELATED TO ENVIRONMENTAL PROTECTION AND CONSERVATION



A certificate that complies with the requirement for activities related to Environmental Protection and Conservation and ensures that there is no environmental effect on biodiversity.

Office or Division:	Municipal Environment and Natural Resources Office (MENRO)			
Classification:	Simple			
Type of Transaction:	G2C ,G2G, G2B Government to Government, Government to Business Entity and Government to Citizen			
Who may avail:	Land owners/Individuals/Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request, Brgy. Resolution, PTA Resolution and Feasibility Study		Concern Barangay, Schools, and Institutions		
Official Receipt (Certification Fee)		Office of the Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Letter Request, Brgy. Resolution, PTA Resolution and Feasibility Study and Official Receipt to MENRO	1.1 Customers are required to sign into the Logbook for Visitors 1.2 Validate documents presented 1.3 Review and Check 1.4 Site Validation	NONE	1 DAY	<i>OIC, MENRO/ Environmental Management Specialist I</i> MENRO
2. Secure payment for certification fee for Certification of No Objection and provide photocopy of documents	2.1 Receive payment and the official receipt issued by the office of the treasurer	Php 75.00	30 MINUTES	<i>Cashier</i> OFFICE OF THE MUN. TREASURER
	2.2 Issuance of Certification of No Objection		2 MINUTES	MENRO
3. Client receives the Certification of No Objection	3.1 Receives photocopy documents and gives certificates to the client	NONE	3 MINUTES	<i>Environmental Management Specialist I</i> MENRO
	TOTAL	Php 75.00	1 DAY, 37 MINUTES	

III. ISSUANCE OF CERTIFICATE TO TRANSPORT OF LUMBER AND CHARCOAL



A certificate that complies with the requirement for transporting of Lumber and Charcoal

Office or Division:	Municipal Environment and Natural Resources Office (MENRO)			
Classification:	Simple			
Type of Transaction:	G2C ,G2B Government to Citizen, Government to Business Entity			
Who may avail:	Land owners with forest products needed to transport			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of verification, Transport Agreement, Tally Sheet of forest products, Geotagged pictures of forest products and location and official Receipt		DENR-CENR Office		
Official Receipt (Certification Fee)		Office of the Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Certificate of verification, Transport Agreement, Tally Sheet of forest products, Geo-tagged pictures of forest products, location and Official Receipt to MENRO	1.1 Customers are required to sign into the Logbook for Visitors 1.2 Validate documents presented 1.3 Review and Check	NONE	2 MINUTES	<i>Environmental Management Specialist I</i> MENRO
2. Secure certification fee payment for certificate to transport to the office of treasurer and provide photocopy of the documents presented	2.1 Receive payment and the official receipt issued by the office of the treasurer	Php 75.00	30 MINUTES	<i>Cashier</i> OFFICE OF THE MUN. TREASURER
	2.2 Issuance of Certificate to Transport		2 MINUTES	<i>OIC, MENRO/ Environmental Management Specialist I</i> MENRO
3. Client receives the certificate	3. Receives photocopy documents and gives certificates to the client	NONE	3 MINUTES	<i>Environmental Management Specialist I</i> MENRO
	TOTAL	Php 75.00	37 MINUTES	



OFFICE OF THE MUNICIPAL AGRICULTURIST EXTERNAL SERVICES

I. APPLICATION FOR DOG & CAT CERTIFICATE FEE AND TRANSFER PERMIT (LIVESTOCK DIVISION)



The Office of the Municipal Agriculturist-Livestock Division implemented various programs regulated under the local revenue code.

Office or Division:	Office of the Municipal Agriculturist - Livestock			
Classification:	Simple			
Type of Transaction:	Government to Citizens G2C			
Who may avail:	Registered Dog & Cat Owner in the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification 2. Pet Health Record		From Barangay where the animal is located Proof of Vaccination		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents the requirements	1.1 Checking and Validation of Documents	No fee	10 MINUTES	<i>Livestock in charge</i> OFFICE OF THE MUN. AGRICULTURIST
2. Issuance of Pay Slip to the Client for payment	2.1 Issuance of Official Receipt by Cashier	Php.155.00	10 MINUTES	<i>Cashier</i> OFFICE OF THE MUN. TREASURER
3. Present the Official Receipt	3.1 Issuance of Animal Health Certification and Transport Permit		5 MINUTES	<i>Livestock in Charge</i> OFFICE OF THE MUN. AGRICULTURIST
	TOTAL		25 MINUTES	

II. APPLICATION FOR FISHERY PROJECTS (MUNICIPAL FISHERY LICENSE/PERMIT ACQUISITION)



Coastal Resource Management Program under the Office of the Municipal Agriculturist has various activities which consists the implementation of the Comprehensive Fishery Code and Fishery Law Enforcement that includes the Registration of the Fisherfolks and their Fishing Vessels (3gross tonnage and below) and the Application/Licensing of the Fishery Projects.

Office or Division:	Office of the Municipal Agriculturist (OMA)			
Classification:	Simple			
Type of Transaction:	Government to Citizens G2C			
Who may avail:	Registered Fisherfolks of Miagao			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance (1 original copy) 2. BFARMC Endorsement (1 original copy)		From Barangay where the fisherfolks resides From Barangay Representatives where the fisher folk client is a member of the association		
3. Duly accomplished Application Form (1 original copy)		From Office of the Municipal Agriculturist		

4. Police Clearance (1 original copy, 1 photocopy)	Municipal Police Station			
5. Picture of Fishing Boat (1 copy)	Fisher folk Client			
6. Certificate of Ownership/Deed of Sale (for new permits) 1 original copy	From fisher folk previous owner			
7. Certificate of Registration and Accreditation (for Corporations, Cooperatives, Associations) 1 original copy	From OMA (individual fisher folk) From CDA, Dole			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE. Client presents the requirements to OMA	1.1 Validation/check if requirements are complete	No Fee	10 MINUTES	<i>Agriculturist II - Fisheries</i> OFFICE OF THE MUN. AGRICULTURIST
	1.2 If requirements are complete, the OMA issues Certificate of Recommendation	No Fee	5 MINUTES	<i>Municipal Agriculturist</i>
2. Municipal Agriculturist Certification/Endorsement issued				
	TOTAL		15 MINUTES	

III. REGISTRATION OF FISHERFOLKS AND BOATS

Coastal Resource Management Program under the Office of the Municipal Agriculturist has various activities which consist the implementation of the RA 8850/10654 and Comprehensive Fishery Code that includes the Registration of the Fisherfolks and their Fishing Vessels (3 gross tonnage and below).



Office or Division:	Office of the Municipal Agriculturist - Livestock
Classification:	Simple
Type of Transaction:	Government to Citizens G2C
Who may avail:	Registered Fisherfolks of Miagao
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Clearance (1 orig copy)	From Barangay where the fisherfolks resides
2. BFARMC Endorsement (1 orig copy)	From Barangay Representatives where the fisherfolk client is a member of the association
3. Duly accomplished Application Form signed by BFARMC and Punong Barangay (1 orig copy)	From Office of the Municipal Agriculturists
4. Picture of Fisherfolk (1 copy)	Fisherfolk Client

5. Picture of Fishing Boat (1 copy) 6. Certificate of ownership/Deed of Sale (for new permits) 1 orig copy		Fisherfolk Client From Fisherfolk (previous owner)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE. Client presents the requirements to OMA	1.1 Validation/check if requirements are complete	No Fee	10 MINUTES	<i>Agriculturist II-Fisheries (OMA)</i> OFFICE OF THE MUN. AGRICULTURIST
	1.2 If requirements are complete, the OMA issues FishR or BoatR forms to be accomplished by the client	No Fee	5 MINUTES	<i>Agriculturist II-Fisheries (OMA)</i> OFFICE OF THE MUN. AGRICULTURIST
2. Accomplish Fish R or BoatR forms and attached pictures	2.1 Validation/check if the forms are accomplished completely	No Fees	5 MINUTES	<i>Agriculturist II-Fisheries (OMA)</i> OFFICE OF THE MUN. AGRICULTURIST
3. Submit Fish R and BoatR accomplished forms to OMA for encoding to the system	3.1 Encoded to FishR and BoatR system	No Fees	10 MINUTES	<i>Agriculturist II-Fisheries</i> OFFICE OF THE MUN. AGRICULTURIST
	TOTAL		30 MINUTES	



**OFFICE OF THE MUNICIPAL ENGINEER/
OFFICE OF THE BUILDING OFFICIAL
EXTERNAL SERVICES**

I. APPLICATION FOR PERMITS (BUILDING, FENCING, ELECTRICAL, SANITARY AND PLUMBING, MECHANICAL, ELECTRON, POLE LOCATION, EXCAVATION AND GROUND PREPARATION, DEMOLITION, TEMPORARY SERVICE CONNECTION)



A legal document that is issued by the Office of the Building Official that authorizes the construction of a building/structure.

Office or Division:	Office of the Building Official / Office of the Municipal Engineer	
Classification:	Simple, Complex & Highly Technical	
Type of Transaction:	G2C - Government to Transacting Public	
Who may avail:	Transacting Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Photocopy of Cert. Of Title / Transfer Cert. Of Title		Mun. Assessor's Office / Bureau of Lands
Photocopy of Real Property Tax		Mun. Assessor's Office
Written Consent from Lot Owner/s or Heirs/ Deed of Absolute Sale/ Lease Contract/ Deed of Donation (If applicant is not the Lot Owner)		Owner of Lot
Current Tax Receipt		Mun. Assessor's Office
Lot Plan - Authenticated by the Mun. Assessor's Office / Bureau of Lands		Mun. Assessor's Office
Certification of Punong Barangay		Respective Barangay
Zoning Permit / Locational Clearance		MPDC
DPWH Form (Building / Sanitary / Plumbing / Electrical / Mechanical, etc.)		Office of the Municipal Building Official
Structural Analysis (2 or More Storey Building)		Licensed Professional (Civil Engineer)
Soil Analysis (3 Storey and Above)		Licensed Professional (Civil Engineer)
Five (5) Sets of Bill of Materials		Prepared by Licensed Architect or Civil Engineer
Five (5) Sets of Specifications		Prepared by Licensed Architect or Civil Engineer

Five (5) Sets of Working Plan	Prepared by Licensed Architect or Civil Engineer
Logbook	Prepared by Licensed Architect or Civil Engineer
Soft Copy of Working Plan (in JPEG or PDF Format)	Optional by Applicant's Architect or Civil Engineer

NOTE: Electrical Permit Requirements as per NBC, MC #2 Series of 2015

1	2. Voltage Drop Analysis (Reflected on Electrical Plan)	Prepared by Licensed Professional Electrical Engineer			
3	4. Short Circuit Analysis (Reflected on Electrical Plan)	Prepared by Licensed Professional Electrical Engineer			
	Plumbing Design Analysis (Reflected on Plumbing Plan)	Prepared by Registered Master Plumber			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Secure List of Requirements	1.1 Provides the client with short briefing on the service and its requirements	None	5 MINUTES	<i>Administrative Aide / OFFICE OF THE MUN. ENGINEER</i>
	2. Submit complete accomplished application and other requirements	2.1 Receives, reviews and analyzes plans, applications and other supporting documents	None	10 MINUTES	<i>Administrative Aide / OFFICE OF THE MUN. ENGINEER</i>
		2.2 Conducts Site Inspection and verification	None	1 DAY	<i>Administrative Aide / OFFICE OF THE MUN. ENGINEER</i>
		2.3 Evaluates and Assesses plans and other documents and recommends necessary compliances	None	7 DAYS	<i>Administrative Aide / OFFICE OF THE MUN. ENGINEER</i>
		2.4 Prepares Order of Payment	None	5 MINUTES	<i>Administrative Aide / OFFICE OF THE MUN. ENGINEER</i>

5	3. Applicant pays the order of payment at Municipal Treasurer's Office	None	None	By the Municipal Treasurer's Office	<i>MTO Personnel</i> OFFICE OF THE MUN. TREASURER
6	4. Applicant returns to Office and present Official Receipt	4.1 Receives copy of OR and issues transmittal form to the BFP	None	20 MINUTES	<i>Administrative Aide I</i> OFFICE OF THE MUN. ENGINEER
7	5. Submit Three (3) Sets of Requirements with Transmittal form to the BFP	None	None	By BFP Office	<i>BFP Personnel</i> BFP
8	6. Returns Transmittal form to the Office of the Building Official with FSEC issued by the BFP	6.1 Approves Permit	None	10 MINUTES	<i>Municipal Building Official</i> OFFICE OF THE MUN. ENGINEER
		6.2 Issue corresponding Permit Numbers and Require owner signage for posting	None	10 MINUTES	<i>Administrative Aide I</i> OFFICE OF THE MUN. ENGINEER
		6.3 Segregation of one (1) set of requirement as Owner's copy and records date	None	5 MINUTES	<i>Administrative Aide I</i> OFFICE OF THE MUN. ENGINEER
9	7. Returns to the office for signing of Bldg. Permit Signage	7. Signs and requires owner to post such signage at construction site	None	5 MINUTES	<i>Municipal Building Official</i> OFFICE OF THE MUN. ENGINEER
		TOTAL	None	1 week, 1 day and 70 mins	

II. APPLICATION FOR CERTIFICATE OF OCCUPANCY

A document certifying that a building/structure can now be utilized as a public edifice or a private residence which is now safe for occupancy.



Office or Division:	Office of the Building Official/ Office of the Municipal Engineer
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Classification:	Simple, Complex & Highly Technical			
Type of Transaction:	G2C - Government to Transacting Public			
Who may avail:	Transacting Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form for Certificate of Occupancy		Mun. Engineer's Office		
As Built- Plans		Licensed Professional		
Certificate of Completion (Electrical, Sanitary and Civil)		Licensed Professional		
Endorsement to BFP		Mun. Engineer's Office		
Construction Log Book		Licensed Professional		
Actual Photo (Front, Rear, Right and Left Side View)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure List of Requirements	1. Provides client of short briefing on the service and necessary requirements	None	5 MINUTES	<i>Administrative Aide I</i> OFFICE OF THE MUN. ENGINEER
2. Submit complete accomplished application and other requirements	2.1 Receives, reviews plans, certificates of completion and other documents	None	10 MINUTES	<i>Administrative Aide I</i> OFFICE OF THE MUN. ENGINEER
	2.2 Prepares order of payment and fees to be paid	None	10 MINUTES	<i>Administrative Aide I</i> OFFICE OF THE MUN. ENGINEER
3. Applicant pays the order of payment at Municipal Treasurer's Office	None	None	By Municipal Treasurer's Office	<i>MTO Personnel</i> OFFICE OF THE MUN. TREASURER
4. Return to Office and present Official Receipt	4.1 Approves and issues transmittal form to BFP	None	20 MINUTES	<i>Administrative Aide I</i> OFFICE OF THE MUN. ENGINEER

5. Submit One (1) Set of Requirements with Transmittal form to the BFP	None	None	By BFP Office	<i>BFP Personnel</i> BFP
6. Returns Transmittal to Office of the Building Official with FSIC issued by BFP	6.1 Approves and signs Certificate of Occupancy	None	10 MINUTES	<i>Municipal Building Official</i> OFFICE OF THE MUN. ENGINEER
	6.2 Controls and issues Certificate of Occupancy	None	10 MINUTES	<i>Administrative Aide I</i> OFFICE OF THE MUN. ENGINEER
	TOTAL	None	7 days	



III. APPLICATION FOR INDIGENOUS PERMIT

A document certifying the transacting public of their permit specifically for structures with indigenous materials. (Usually used for Electrical Service Connections)

Office or Division:	Office of the Building Official / Office of the Municipal Engineer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Transacting Public			
Who may avail:	Transacting Public, Accredited Electricians			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Three (3 Copies) of Working Plan		By ILECO Accredited Electricians		
Civil and Electrical permit forms		Office of the Municipal Building Official		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for Building and Electrical Permit Forms	1. Provides Applicant with necessary forms	None	5 minutes	<i>Administrative Aide I</i> (OFFICE OF THE MUN. ENGINEER
2. Submit plans, forms and other requirements (Owner or ILECO Accredited Electrician)	2.1 Receive, reviews and inspects plans and application forms	None	10 minutes	<i>Administrative Aide I</i> OFFICE OF THE MUN. ENGINEER

	2.2 Conduct Site Inspection and Verification	None	1 day	<i>Administrative Aide I / Authorized Personnel</i> OFFICE OF THE MUN. ENGINEER
3. Pay fees at Municipal Treasurer's Office	3. None	None	By Municipal Treasurer's Office	<i>MTO Personnel</i> OFFICE OF THE MUN. TREASURER
4. Return to Office and present Official Receipt	4.1 Approves and signs Working plan and application forms	None	10 minutes	<i>Municipal Building Official</i> OFFICE OF THE MUN. ENGINEER
5. Present Signed plans and application forms	5.1 Control / Issuance of Corresponding Bldg. Permit Number, Segregation File Copy and Records Date	None	5 minutes	<i>Administrative Aide I</i> OFFICE OF THE MUN. ENGINEER
	TOTAL	None	2 days	

IV. CHECKING OF PROGRAM OF WORK OF BARANGAYS



Checking of Program of Work of various Barangays for their pricing and labor cost.

Office or Division:	Office of the Municipal Engineer			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Barangay Officials			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Prepared Program Of Works (POW).	1.1 Check Material Cost and Labor Cost of Specific Project	None	10 MINUTES	<i>Admin Aide I, Admin Aide III, Engineering Assistant, Engr. I</i> OFFICE OF THE MUN. ENGINEER

	1.2 Present Corrections or Recommendations to Brgy. Officials	None	5 MINUTES	<i>Admin Aide I, Admin Aide III, Engineering Assistant, Engr. I</i> OFFICE OF THE MUN. ENGINEER
	1.3 Initially sign POW, under Municipal Engineer's name.	None	5 MINUTES	<i>Admin Aide I, Admin Aide III, Engineering Assistant, Engr. II</i> OFFICE OF THE MUN. ENGINEER
	1.4 Log specific Program of Works (POW) at Brgy. Projects Logbook	None	5 MINUTES	<i>Admin Aide I, Admin Aide III, Engineering Assistant, Engr. I</i> OFFICE OF THE MUN. ENGINEER
2. Forward POW to MPDC for checking of availability of fund and signing of MPDC	None	None	By MPDC	<i>MPDC Staff</i> MPDC
3. Present Program of Works to Municipal Engineer	3.1 Assesses Proposed Project and Signs Program of Works	None	5 MINUTES	<i>Municipal Engineer</i> OFFICE OF THE MUN. ENGINEER
	TOTAL	None	30 MINUTES	



MEEO – OPERATION OF MARKET EXTERNAL SERVICES

I. ISSUANCE OF LEASE CONTRACT FOR NEW APPLICANT



A lease is a contract outlining the terms under which one party agrees to rent an asset—in this case, property—owned by another party. It guarantees the lessee, also known as the tenant, use of the property and guarantees the lessor (the property owner or landlord) regular payments for a specified period in exchange.

Office or Division:	Municipal Economic Enterprise Office – Operation of Market			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All citizens who are at least 18 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of intent for vacant stall/table indicating the type of business to engage received by the office of the Municipal Mayor. (1 photocopy)		Client		
Resolution form the Market Committee (1 photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present letter of intent/ resolution to the Market In charge	1.1 Site inspection and validation	None	1 DAY	<i>Market Supervisor II Administrative Aide I</i> Office of the Market Supervisor
2. Secure and fill in the lease contract	2.1 Record, Issue & Examine the correctness of the lease contract	None	1 DAY	<i>Market Supervisor II Administrative Aide I</i> Office of the Market Supervisor
3. Approval of the lease contract	3.1 Signing of the lease contract	None	1 DAY	<i>Market Supervisor II Municipal Treasurer Municipal Mayor</i>
TOTAL		None	3 DAYS	

II. ISSUANCE OF LEASE CONTRACT FOR RENEWAL



A lease is a contract outlining the terms under which one party agrees to rent an asset—in this case, property—owned by another party. It guarantees the lessee, also known as the tenant, use of the property and guarantees the lessor (the property owner or landlord) regular payments for a specified period in exchange.

Office or Division:	Municipal Economic Enterprise Office – Operation of Market
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	All Market Vendors who are at least 18 years old and above

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Lease contract of the previous year		Client		
Business Permit of the previous year		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the lease of contract and business permit of the previous year	1.1 Examine the documents presented by the clients	None	5 MINUTES	<i>Market Supervisor II Administrative Aide I</i> Office of the Market Supervisor
2. Secure and fill in the lease contract	2.2 Record, Issue & Examine the correctness of the lease contact	None	1 DAY	<i>Market Supervisor II Administrative Aide I</i> Office of the Market Supervisor
3. Approval of the lease contract	3.1 Signing of the lease contract	None	1 DAY	<i>Market Supervisor II Municipal Treasurer Municipal Mayor</i>
	TOTAL	None	2 DAYS, 5 MINUTES	

III. ISSUANCE OF CASH TICKET

Cash Tickets are issued to public market table holders, transient vendors, and other clients as proofs of payment of entrance of their goods and parking fee.



Office or Division:	Municipal Economic Enterprise Office – Operation of Market			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Public market vendors and other clients.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait in their respective areas for their fees.	1.1 Issue cash tickets to the clients based on the Municipal Revenue Code 2019	None	3 MINUTES	<i>Revenue Collection Clerk Administrative Aide I</i> OFFICE OF THE MUN. TREASURER
2. Pay corresponding fees	2.1 Collect fees and charges	Based on the cash ticket issue	3 MINUTES	<i>Revenue Collection Clerk Administrative Aide I</i> OFFICE OF THE MUN. TREASURER
	TOTAL		6 MINUTES	



SPORTS, RECREATION & CULTURAL CENTER UNIT EXTERNAL SERVICE

I. RENT A VENUE

JRBBH and SK Gym are great venue for Wedding, Corporate events or any special occasions.



Office or Division:	Municipal Economic Enterprise Office – Miscellaneous Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All who are at least 18 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved letter of intent to rent a venue		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Letter of intent to rent a venue	1.1 Assessment & Scheduling	None	5 MINUTES	<i>Administrative Officer I</i> OFFICE OF THE MUN. TREASURER
2. Pay the assessed amount to the MTO cashier	2.1 Received the payment for rent a venue	Amount is based on the assessed charges found in the Revenue Code 2019	5 MINUTES	<i>Revenue Collection Clerk</i> OFFICE OF THE MUN. TREASURER
	TOTAL		10 MINUTES	



CEMETERY SERVICES EXTERNAL SERVICE

I. FACILITATING THE BURIAL



Office or Division:	Municipal Economic Enterprise Office – Public Cemetery			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All who are at least 18 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death certificate (photocopy) Official Receipt (photocopy) Burial Schedule		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents	1.1 Evaluate the correctness of the documents	None	5 MINUTES	<i>OIC-MEEO</i>
	Record	None	5 MINUTES	<i>OIC-MEEO</i>
	TOTAL	None	10 MINUTES	



OPERATION OF THE SLAUGHTERHOUSE EXTERNAL SERVICES

I. SLAUGHTERING OF ANIMALS



Office or Division:	Municipal Economic Enterprise Office – Operation of Slaughterhouse			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Miagao Registered Butchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Brgy. Certification of the origin of animal. Livestock Inspection Certificate for Disease Free. Ownership / Transfer of Ownership (for Cattle) Weight slip from Auction Market. 		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements	1.1 Validation	None	5 MINUTES	<i>Administrative Assistant II</i> MEEO - SLAUGHTERHOUSE
	Lairage	None		
	Hog Restrainer		20 MINUTES	
	Hog Bleeding			
	Scalding			
	Evisceration			
	Inspection			
	Dispatched			
	Weighing			
	Issuance of Meat Inspection Certificate			<i>Meat Inspector I</i> MEEO - SLAUGHTERHOUSE
2. Payment	2.1 Issuance of official receipt: Entrance Fee Slaughter Permit Slaughter Fee Inspection Fee Meat Transport Fee	For Public Consumption: Cattle, per head – P315.00 Hogs, per head – P165.00 Goats/Sheep/Others, per head – P75.00	5 MINUTES	<i>Administrative IV</i> MEEO - SLAUGHTERHOUSE
		For Home Consumption		

		Cattle, per head – P210.00 Hogs, per head – P140.00 Goats/Sheep/Others, per head – P75.00		
3. Releasing	3.1 Dispatched Meat Van Inspection/ Disinfection		5 MINUTES	<i>Administrative Assistant II</i> MEEEO - SLAUGHTERHOUSE
	TOTAL		35 MINUTES	



II. CERTIFICATION FOR BUTCHERS

Office or Division:	Municipal Economic Enterprise Office – Operation of Slaughterhouse			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Miagao Registered Butchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal or written request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the request	1.1 The Incharge of the Slaughterhouse shall assess the requesting personnel for the purpose of certification being requested.	None	5 MINUTES	<i>Administrative Assistant II</i> MEEEO - SLAUGHTERHOUSE
	1.2 The Incharge of the Slaughterhouse shall prepare a certification to be signed by the her/him and the OIC-MEEEO		3 MINUTES	<i>Administrative Assistant II</i> MEEEO - SLAUGHTERHOUSE
	1.3 Record data on log book		3 MINUTES	<i>Administrative Assistant II</i> MEEEO - SLAUGHTERHOUSE
	TOTAL	None	11 MINUTES	

III. WEIGHING OF ANIMALS



Office or Division:	Municipal Economic Enterprise Office – Operation of Slaughterhouse			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All who are at least 18 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay certification of the origin of animals		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the require document	1.1 Evaluate the correctness of the document presented	None	3 MINUTES	<i>Administrative Aide I</i> MEEEO - SLAUGHTERHOUSE
2. Weighing/ Assessment	2.1 Record the live weigh of animals and issue cash tickets	Cattle – P60.00 Swine – P30.00 Goats/Sheep/ Others – P15.00 Chicken/fowls – P2.00	5 MINUTES	<i>Administrative Aide I</i> MEEEO – SLAUGHTERHOUSE
	TOTAL		8 MINUTES	



IV. DAILY ENTRY OF ANIMALS

Office or Division:	Municipal Economic Enterprise Office – Operation of Slaughterhouse			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All who are at least 18 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the animals to the lairage area	1.1 Record the animals and assigned pen	None	5 MINUTES	<i>Administrative Aide I</i> MEEEO – SLAUGHTERHOUSE
	TOTAL	None	5 MINUTES	



PUBLIC EMPLOYMENT SERVICE OFFICE EXTERNAL SERVICES

I. ISSUANCE OF NO OBJECTION CERTIFICATE (NOC) TO CONDUCT SPECIAL OR LOCAL RECRUITMENT ACTIVITY



Issuance of No Objection Certificate (NOC) is an employment facilitation service of the PESO to allow the Licensed and Good Standing Companies/Agencies to conduct Local or Special Recruitment Activity.

Office or Division:	Public Employment Service Office			
Classification:	Complex			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Licensed and Good Standing Agencies or Companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original copy)		Client		
2. Company Profile (1 certified photocopy)		Client		
3. A) For overseas - Current Job Orders or Vacancies received by DMW (1 certified photocopy) B) For Local – Current List of Vacancies		Client		
4. Copy of PEIS-PhilJob Net Registration issued by DOLE (1 certified photocopy)		DOLE		
5. Certificate of Registration and Current Status issued by DMW (Valid and Good Standing) – (1 certified photocopy)		DMW		
6. Authority to Conduct Recruitment Activity Outside of Area of Jurisdiction (if the agency/company is located outside the City and Iloilo Province (1 original copy)		Client		
7. Certification re: Indicating the Authorized Representative (1 Original copy) and 1 photocopy of Company ID of the authorized representative)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Letter of Request with Complete Requirements Attached to the PESO Staff	1.1 Receive and validate the submitted documents	None	15 MINUTES	<i>Senior Labor and Employment Officer and/or Labor Employment Officer I PESO</i>
	1.2. Verify the authenticity to the issuing agency	None	1 DAY	
	1.3. Prepare and Issue the No	None	30 MINUTES	Senior Labor and Employment Officer

	Objection Certificate signed by the PESO Manager and Send via Electronic Mail			and/or Labor Employment Officer I (PESO)
	TOTAL	None	1 DAY, 45 MINUTES	



II. ISSUANCE OF REFERRAL FOR EMPLOYMENT OR SKILLS TRAINING

Issuance of Referral for Employment or Skills Training is an employment facilitation service of the Public Employment Service Office to assist jobseekers or applicants for possible employment or to avail free skills training.

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Jobseekers or Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter		Client		
2. Resume		Client		
3. National Skills Registry Form		PESO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Application Letter and Resume	1.1 Receive the required documents	None	5 MINUTES	Senior Labor and Employment Officer and/or Labor Employment Officer I PESO
	1.2 Conduct interview and issue NSRP Form	None	15 MINUTES	Senior Labor and Employment Officer and/or Labor Employment Officer I PESO
2. Fill-up and submit the NSRP Form	2.1 Receive and check the completeness of NSRP Form	None	30 MINUTES	Senior Labor and Employment Officer and/or Labor Employment Officer I PESO
	2.2 Prepare the Referral Letter or Endorsement	None	15 MINUTES	Senior Labor and Employment Officer and/or Labor Employment

				<i>Officer I</i> PESO
	2.3 Sign and release the Referral Letter or Endorsement	None	5 MINUTES	<i>PESO Manager, Senior Labor and Employment Officer and/or Labor Employment Officer I</i> PESO
	2.4 Encode the NSRP data to the Public Employment Information System (PEIS)		15 MINUTES	<i>Laborer I</i> PESO
	TOTAL	None	1 HOUR, 25 MINUTES	



III. ISSUANCE OF CASE INTAKE SHEET FORM

Issuance of Case Intake Sheet Form is one of the services of the Migrant Workers Help Desk under the Public Employment Service Office to assist distressed Overseas Filipino Workers or their Authorized/Qualified Dependents to avail assistance from the Overseas Workers Welfare Administration (OWWA) and other agencies.

Office or Division:	Public Employment Service Office			
Classification:	Complex			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Distressed OFWs or their Authorized/Qualified Dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Passport (1 photocopy)		Client		
2. Employment Contract (1 photocopy)		Client		
3. Overseas Employment Certificate (1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents	1. 1 Receive and validate the submitted documents	None	15 MINUTES	<i>Senior Labor and Employment Officer and/or Labor Employment Officer I</i> PESO
	2.1 Conduct interview	None	1 HOUR	<i>Senior Labor and Employment Officer and/or Labor Employment Officer I</i>

				PESO
	2.2 Prepare Case Intake Sheet Form	None	30 MINUTES	Senior Labor and Employment Officer and/or Labor Employment Officer I PESO
	2.3 Sign and release the Case Intake Sheet Form	None	10 MINUTES	PESO Manager, Senior Labor and Employment Officer and/or Labor Employment Officer I PESO
	2.4 Send electronic copy to OWWA for advance information	None	15 MINUTES	Senior Labor and Employment Officer and/or Labor Employment Officer I PESO
	TOTAL	None	2 HOURS, 10 MINUTES	



HUMAN RESOURCE MANAGEMENT OFFICE

EXTERNAL SERVICES

I. ISSUANCE OF CERTIFICATE OF EMPLOYMENT

A document certifying a former employee employment details and service records.



Office or Division:	Human Resource Management Office (HRMO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Former employee of the Local Government Unit of Miagao			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Present one (1) valid ID (for representative)		GSIS, PAGIBIG, UMID, TIN,		
SPA (for representative)		Notarized SPA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit request to HRMO the intention to secure COE.	1.1 Verify ID Presented 1.2 Validate if applicant is previously employed	None	10 MINUTES	<i>Casual Clerk/Administrative Aide IV</i> Human Resource Management Office
	1.2 Compute service record, salaries and wages	None	30 MINUTES	<i>Administrative Assistant II</i> Human Resource Management Office
	1.3 Forward document to HRMO for review and signature	None	5 MINUTES	<i>Administrative Assistant II</i> Human Resource Management Office
	1.4 Review and sign service record, salaries and wages.	None	10 MINUTES	<i>MGDH I – HRMO</i> Human Resource Management Office
	1.5 Route document to outgoing.	None	5 MINUTES	<i>Casual Clerk/Administrative Aide IV</i> Human Resource Management Office

2. Client Received signed CEO/ Service Record.	2.1 Client received documents from HRMO	None	5 MINUTES	<i>Casual Clerk/Administrative Aide IV</i> Human Resource Management Office
	TOTAL	None	1 HOUR, 5 MINUTES	



HUMAN RESOURCE MANAGEMENT OFFICE

INTERNAL SERVICES

I. APPLICATION FOR VACATION/SICK LEAVE

A document submitted by Municipal Officials, Regular Plantilla and Casual Employees applying for vacation or sick leave.



Office or Division:	Human Resource Management Office (HRMO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Officials, Regular and Casual employees of LGU Miagao			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Leave Application Form 3 original copies		HRMO		
Medical Certificate (if sick leave of more than five (5) days) 1 original copy		Licensed Physician		
Clearance for vacation leave (if thirty (30) days or more) 3 original copies		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished leave application form to HRMO (complete requirements)	1.1 HRMO receives application and forward to personnel in-charge	None	10 MINUTES	<i>Clerk, Administrative Aide IV</i> Human Resource Management Office
	1.2. Compute and Record Leave credits	None	30 MINUTES	<i>Administrative Assistant II</i> Human Resource Management Office
	1.3 Review and sign leave credits	None	30 MINUTES	<i>MGDH I -HRMO</i>
	1.4. Forward application to Municipal Administrator or Office of the Municipal Mayor for approval.	None	15 MINUTES	<i>Administrative Aide IV</i> Human Resource Management Office

	1.5 Documents Received	None	2 HOURS	<i>LEO I</i> <i>/Executive Assistant</i> (Office of the Municipal Administrator/ Office of the Municipal Mayor)
	1.6 Signed by Mun. Admin/Mun. Mayor for approval or disapproval	None	2 DAYS	<i>Office of the Municipal Administrator/</i> <i>Office of the Municipal Mayor</i>
	1.7 Forward signed documents to HRMO	None	2 HOURS	<i>LEO I</i> <i>/Executive Assistant</i> (Office of the Municipal Administrator/ Office of the Municipal Mayor)
2. Received signed documents	2.1 Received documents from the office of the Municipal Mayor and release copy to the clients	None	15 MINUTES	<i>Clerk, Administrative Aide IV</i> Human Resource Management Office
	TOTAL	None	2 DAYS, 4 HOURS, 40 MINUTES	

II. ISSUANCE OF CERTIFICATE OF EMPLOYMENT



A document certifying a current employee employment details and service records.

Office or Division:	Human Resource Management Office (HRMO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current employee of the Local Government Unit of Miagao			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Present one (1) valid ID (for representative)		GSIS, PAGIBIG, UMID, TIN, NATIONAL ID		
SPA (for representative)		Notarized SPA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee submit request to HRMO the intention to secure COE	1.1 Verify ID Presented 1.2 Validate if applicant employed	None	10 MINUTES	<i>Casual Clerk/Administrative Aide IV</i> Human Resource Management Office
	1.2 Compute service record, salaries and wages	None	30 MINUTES	<i>Administrative Assistant II</i> Human Resource Management Office
	1.3 Forward document to HRMO for review and signature	None	5 MINUTES	<i>Administrative Assistant II</i> Human Resource Management Office
	1.4 Review and sign service record, salaries and wages.	None	10 MINUTES	<i>MGDHI –HRMO</i> Human Resource Management Office
	1.5 Route document to outgoing.	None	5 MINUTES	<i>Casual Clerk/Administrative Aide IV</i> Human Resource Management Office

2. Employee Received signed CEO/ Service Record	2.1 Employee received documents from HRMO	None	5 MINUTES	<i>Casual Clerk/Administrative Aide IV</i> Human Resource Management Office
	TOTAL	None	1 HOUR, 5 MINUTES	



**MUNICIPAL DISASTER RISK REDUCTION AND
MANAGEMENT OFFICE
EXTERNAL SERVICES**

I. REQUEST FOR INFORMATION, EDUCATION AND COMMUNICATION (IEC) MATERIALS



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

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of	G2C – Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter from the Client addressed to the MDRRMO indicating what type of IEC material is needed		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	1.1 Receipt of request letter	None	5 MINUTES UPON RECEIPT OF REQUEST	<i>Personnel for Administration MDRRMO</i>
2. Wait for action of the request	2.1 Identification of IEC material being requested and coordinate with concerned division for the preparation of IEC material being requested	None	20 MINUTES	<i>Personnel for Administration MDRRMO</i>
	2.2 Preparation of the IEC material	None	30 MINUTES	<i>Personnel for Research and Planning MDRRMO</i>
3. Receipt of the requested	3.1 Issuance of the requested IEC material	None	5 MINUTES	
TOTAL		None	60 MINUTES	

II. REQUEST FOR MDRRM – RELEVANT TRAININGS AND SEMINARS



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

Office or Division:	Municipal Disaster Risk Reduction and Management Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter from the Client addressed to the Local Chief Executive or MDRRMO indicating what type of Training or Seminar to be conducted		Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	1.1 Receipt of request letter	None	15 MINUTES	Front Desk / Receiving Clerk Mayor's Office
2. Client will be advised to wait for the approval of the request through phone call or e-mail	2.1 Endorsement of the front desk to the Local Chief Executive or to the authorized official for the approval of the request	None	2 DAYS	Front Desk / Receiving Clerk Mayor's Office
	2.2 Upon approval, forward the request letter to the MDRRM Office	None	15 MINUTES	Staff / Messenger Mayor's Office
	2.3 The Training Division of the MDRRM Office will assign a training team to accommodate and inform the client of the schedule and other details of the training / seminar	None	1 HOUR	Personnel for Training MDRRMO

3. Client will prepare the programme and venue of the activity	3.1 Assigned training team will prepare the modules and topics to include	None	0 MINUTE (PREPARATIONS PRIOR TO THE ACTIVITY IS EXCLUDED)	Training Team MDRRMO
TOTAL		None	2 DAYS, 1 HOUR, 30 MINUTES	



III. REQUEST FOR EMERGENCY RESPONSE

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

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None (Request done verbally via any electronic communication device)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call or text the ff: HOTLINE NO. Cellphone #09639866435 / Landline No. 3324726 or contact Control or Emergency Operation "24/7" MDRRMO Miagao Facebook	1.1 Answer call or incident report asking for the following information and relay the information to the MDRRMO Operation and Warning Division - Nature of Emergency / Type of Incident - Caller's Information - Location of the Incident - Individuals affected and status	None	15 MINUTES	Personnel on duty MDRRMO

2. Wait for action of the request	2.1 Verify the availability of driver, vehicle, organize the rescuers and preparation of rescue equipment and medical kits	None	10 MINUTES	<i>Personnel for Operation and Warning</i> MDRRMO
	2.2 Mobilization of the assigned Emergency Response team towards the identified location of the incident	None	45 MINUTES	<i>Personnel for Operation and Warning</i> MDRRMO
3. Depending on the situation: Wait, assist or answer relevant queries from the emergency response team	3.1 Arrival at the scene of the incident with each members of the emergency response team performing specific task (First Aiders,	None	45 MINUTES	<i>Emergency Response Team</i> MDRRMO
	3.2 If required, Patient loading to ambulance or rescue vehicle; If			
4. If possible, accompany patient	4.1 Patient transport to the nearest hospital	None	120 MINUTES	<i>Emergency Response Team</i> MDRRMO
	TOTAL	None	240 MINUTES	

IV. REQUEST FOR MDRRMO CERTIFICATION

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



Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter from the Client addressed to the Local Chief Executive or MDRRMO indicating what type of Certification is needed		Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	1.1 Receipt of request letter	None	15 MINUTES	Front Desk / Receiving Clerk Mayor's Office
2. Client will be advised to wait for the approval of the request through phone call or e-mail	2.1 Endorsement of the front desk to the Local Chief Executive or to the authorized official for the approval of the request	None	2 DAYS	Front Desk / Receiving Clerk Mayor's Office
	2.2 Upon approval, forward the request letter to the MDRRM Office	None	15 MINUTES	Staff / Messenger Mayor's Office
	2.3 The Research and Planning Division of the MDRRM Office will identify the type of request and encode/ type the certification then submit it to the MDRRMO	None	1 HOUR	Personnel for Research and Planning MDRRMO
	2.4 Verification and signing of certification	None	25 MINUTES	MDRRMO

3. Receipt of the Certification	3.1 Issuance of MDRRMO Certification	None	5 MINUTES	Personnel for Research and Planning MDRRMO
TOTAL		None	2 DAYS, 2 HOURS	



V. ASSISTANCE FOR HOSPITAL TRANSFER

This service ensures that patients receive necessary care and treatment at the appropriate location.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transactions:	G2G – Government to Citizens			
Who may avail:	All			
Checklist of requirements			Where to secure	
a. PCR			MHO (First Aid Clinic), Hospitals	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Patient's request/consent for hospital transfer.	1.1 Log Patient's request/Consent for hospital transfer.	Gasoline expenses for vehicle used during transfer	15 MINUTES UPON RECEIPT OF REQUEST.	Emergency Response Team MDRRMO Rural Health Unit
	1.2 Referral to RHU personnel for assistance.		1 HOUR	
	1.3 Transport victim/patient to nearest hospital.		2 HOURS	
	1.4 Endorse victim/patient to hospital in-charge and signs the PCR		30 MINUTES	
Total			3 HOURS, 45 MINUTES	



VI. EVACUATION SERVICES

This involve safely relocating individuals from dangerous or emergency situations to secure locations.

Office or Division:	Municipal Disaster Risk Reduction and Management Office
Classification:	Simple
Type of Transactions:	G2C – Government to Citizens; G2G – Gov't. to Gov't.
Who may avail:	All

Checklist of requirements			Where to secure	
a. Request letter if applicable			MDRRMC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter or make phone call for appropriate action.	1.1 Receives call or letter request and refer/forward the request to the EOC thru the MDRRMO for approval.	None	15 MINUTES UPON RECEIPT OF CALL OR REQUEST	MSWDO, MHO, MDRRMO, PNP, BFP, BDRRMC <i>Volunteers</i> (Operation Center)
	1.2 MDRRMO informs EOC to activate SOPs on Evacuation.		1 HOUR	
	1.3 Encodes and prepare the certification.		4 HOURS	
2. Claim.	2.1 Issuance of			
Total		None	5 HOURS, 15 MINUTES	

VII. NON-EMERGENCY TRANSPORT (SUCH AS BEDRIDDEN CANCER, DIALYSIS, OR FRACTURED PATIENTS) WITHIN AND OUTSIDE THE MUNICIPALITY OF MIAGAO



The MDRRM Office also extend other services such as Non – Emergency Transport.

Office or Division:	MDRRMO			
Classification:	Simple			
Type of Transaction:	G2C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Submit letter request for transport to the Municipal Mayor 3 days prior to transportation schedule		Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved letter request for transport	1.1. Receive the approved letter for transport	Gasoline expenses for vehicle used during transfer	15 MINUTES UPON RECEIPT OF CALL OR REQUEST	MDRRMO (Operation Center)
	1.2. Issuance of Travel Order for outside the Municipality		15 MINUTES	<i>Administrative Assistant II</i> MDRRMO

	1.3 Transport victim/patient to nearest hospital.		2 HOURS	MDRRMO (Operation Center) PNP, BFP, RHU
	1.4 Endorse victim/patient to hospital in-charge		30 MINUTES	MDRRMO (Operation Center) - PNP, BFP, RHU
	TOTAL		3 HOURS	



VIII. STANDBY FIRST AIDERS FOR ANY EVENT

The MDRRM Office also extend other services such as Standby First Aiders.

Office or Division:	MDRRMO			
Classification:	Simple			
Type of Transaction:	G2C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Submit letter request for Standby First Aiders to the Municipal Mayor 3 days prior to event schedule		Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved letter request	1.1. Receive the approved letter for Standby First Aiders	None	15 MINUTES	<i>Personnel for Administration</i> MDRRMO
2. Wait for action of the request	2.1 Identification of activity being requested and coordinate with concerned division for the preparation of materials needed		30 MINUTES	<i>Personnel for Administration</i> MDRRMO
3. Receipt of the requested letter	3.1 Issuance of receipt of requested letter	None	5 MINUTES	<i>Personnel for Administration</i> MDRRMO
	TOTAL		50 MINUTES	



45IX. PROVISION OF HAZARD MAPS, DRRM DATA, WEATHER ADVISORIES

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizens			
Who may avail:	All			
Checklist of requirements			Where to secure	
a. Request Letter the requesting Agency/Person and other DRR Stakeholders			MDRRMO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letters.	1. Logs in at the office Visitor's Logbook.	None	5 MINUTES UPON RECEIPT OF REQUEST	Office In-Charge MDRRMO (Operation Center)
	1.2 Submit letter request for appropriate action and approval.		15 MINUTES	
	1.3 Provides flash drive (USB) for request of E-		15 MINUTES	
2. Claim	2.1 Receives requested		5 MINUTES	
TOTAL			40 MINUTES	



X. ASSISTANCE FOR RESPONSE IN EMERGENCIES AND PROVISION OF FIRST AID/BLS SERVICE

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

Office or Division:	Municipal Disaster Risk Reduction and Management Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
None (Request done verbally via any electronic communication device)		Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE
1. Call or text the ff: HOTLINE NO. Cellphone #09639866435 / Landline No. 3324726 or contact Control or Emergency Operation "24/7" MDRRMO Miagao Facebook	1.1 Answer call or incident report asking for the following information and relay the information to the MDRRMO Operation and Warning Division - Nature of Emergency / Type of Incident - Caller's Information - Location of the Incident - Individuals affected and status	None	15 MINUTES	<i>Personnel on duty</i> MDRRMO
2. Wait for action of the request	2.1 Verify the availability of driver, vehicle, organize the rescuers and preparation of rescue equipment and	None	10 MINUTES	<i>Personnel for Operation and Warning</i> MDRRMO
	2.2 Mobilization of the assigned Emergency Response team towards the identified location of the incident	None	45 MINUTES	<i>Personnel for Operation and Warning</i> MDRRMO
3. Depending on the situation: Wait, assist or answer relevant queries from the	3.1 Arrival at the scene of the incident with each members of the	None	45 MINUTES	<i>Emergency Response Team</i> MDRRMO
	TOTAL	None	1 HOUR, 55 MINUTES	

XI. ISSUANCE OF CERTIFICATION OF BARANGAYS CONSIDERED UNDER STATE OF CALAMITY



Issuance of Certification for those who are affected by a disaster is a main service being provided by the MDRRM office, most especially after the times that disaster strikes. The said Certification is being used to claim insurance benefits that the victims (with insurance) usually avails during those depressing times.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizens			
Who may avail:	All			
Checklist of requirements			Where to secure	
a. RDNA report			MDRRMC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request.	1. Logs –in at the office Visitor's Logbook.	None	15 MINUTES UPON RECEIPT OF REQUEST	<i>Office In-Charge, MDRRMO (Operation Center)</i>
	1.2 Receives letter request and documentary requirements and forward request to the MDRRMC and Office of		1 HOUR	
	1.3 Encodes and prepare the certification.		2 HOURS	
2. Claim	2.1 Issued duly signed certification.		5 MINUTES	
TOTAL			3 HOURS, 20 MINUTES	



**MUNICIPAL DISASTER RISK REDUCTION AND
MANAGEMENT OFFICE
(TRAFFIC OPERATION UNIT SERVICES)
EXTERNAL SERVICE**

I. TRAFFIC CITATION TICKET AND TRAFFIC VIOLATION REDEMPTION



To ensure the correct flow of vehicles traversing the roads, a proper traffic management operation is necessary. Discipline of the motorists as well as the general public is a key to maintain the orderliness of the public roads and places within the municipality. The process enables the apprehended person to process his/her violation with ease.

Office or Division:	Traffic Operation Unit			
Classification:	Simple			
Type of	G2C – Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Traffic Citation Ticket issued by the Apprehending Officer		Apprehending Officer		
2. Violation Fee (Depends on the type of violation)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of Traffic Citation Ticket (TCT)	1.1 Issuance of TCT from apprehending officer and receipt of apprehended license	None	10 MINUTES	<i>Traffic Enforcer</i> MDRRMO (Traffic Unit)
	1.2 Apprehending officer will surrender apprehended license to Business Permit and Licensing Office (BPLO) or impound motor vehicle at the designated impounding area	None	15 MINUTES	<i>Clerk</i> OFFICE OF THE MUN. TREASURER
2. Present TCT to BPLO	2.1 Receipt of TCT	None	5 MINUTES	<i>Clerk</i> OFFICE OF THE MUN. TREASURER
	2.2 Verification and Encoding of violation	None	5 MINUTES	<i>Clerk</i> OFFICE OF THE MUN. TREASURER

3. Receipt of Order of Payment	3.1 Issue order of payment with detail of violation and fines incurred and advise client to pay at the Municipal Treasurer's Office (MTO)	None	5 MINUTES	<i>Clerk</i> OFFICE OF THE MUN. TREASURER
4. Payment of the corresponding amount of fine / penalty	4.1 Receipt of order of payment and issuance of official receipt	Violation Fee / Payment (varies depending on the type of violation)	10 MINUTES	<i>Revenue Collection Clerk /</i> OFFICE OF THE MUN. TREASURER
5. Proceed and show official receipt to BPLO to claim apprehended license and/or impounded motor vehicle	5.1 Verification and releasing of license and/or impounded motor vehicle	None	10 MINUTES	<i>BPLO Staff for apprehended license; Traffic Enforcer for impounded motor vehicle</i>
	TOTAL	Varies depending on the type of violation	60 MINUTES	

FEEDBACK AND COMPLAINTS



How to send feedback	<p>Clients are encouraged to accomplish feedback forms at the designated drop boxes located at:</p> <ol style="list-style-type: none"> 1. All Local Government Offices 2. Public Assistance and Complaints Desk (PACD) <p>You can send your feedback through:</p> <ol style="list-style-type: none"> 1. Facebook: Miagao InfoCen 2. LGU Website: https://www.miagao.gov.ph/ 3. E-mail: miagaolgu@yahoo.com or miagaomayor@yahoo.com <p>Or you can call:</p> <ol style="list-style-type: none"> 1. 09166108145 2. 337-7692
How feedbacks are processed	<p>Your feedback is treated with confidentiality. The feedback is opened only by the Officer assigned, submitted to the Head of Office, routed to the concerned office for appropriate action, if needed.</p>
How to file a complaint	<p>You may file a complaint through any of the following:</p> <ol style="list-style-type: none"> a. Officer-in-charge or Head of Agency b. Accomplish Client Complain form and drop it at the designated dropbox area located at the Public Assistance and Complaints Desk (PACD)
How complaints are processed	<p>Your feedback is treated with confidentiality. The feedback is opened only by the Officer assigned, submitted to the Head of Office, routed to the concerned office for appropriate action, if needed.</p>

LIST OF OFFICES



Office	Address	Contact Information
Office to the Sangguniang Bayan Secretariat	LGU-Miagao, Mueda St., Baybay Sur, Miagao, Iloilo	sbmiagao@yahoo.com 09166832052/09216037676
Human Resource Management Office	LGU-Miagao, Mueda St., Baybay Sur, Miagao, Iloilo	hrmo.lgumiagao@gmail.com 09174605736
Office of the Municipal Planning and Development Coordinator	LGU-Miagao, Mueda St., Baybay Sur, Miagao, Iloilo	mpdc.miagao@gmail.com 09778503633
Office of the Municipal Civil Registrar	LGU-Miagao, Mueda St., Baybay Sur, Miagao, Iloilo	theresajambre@yahoo.com 09189626890
General Services Office	LGU-Miagao, Mueda St., Baybay Sur, Miagao, Iloilo	arlenenufuar58@gmail.com 09556937740
Office of the Municipal Budget Officer	LGU-Miagao, Mueda St., Baybay Sur, Miagao, Iloilo	biancaspasinag@yahoo.com 09454550185
Office of the Municipal Accountant	LGU-Miagao, Mueda St., Baybay Sur, Miagao, Iloilo	maylene_ft@yahoo.com 09471777248
Office of the Municipal Treasurer	LGU-Miagao, Mueda St., Baybay Sur, Miagao, Iloilo	ninfamomblan@yahoo.com 09159862437
Office of the Municipal Assessor	LGU-Miagao, Mueda St., Baybay Sur, Miagao, Iloilo	09387781307
Municipal Disaster Risk Reduction and Management Office	LGU-Miagao, Mueda St., Baybay Sur, Miagao, Iloilo	charlesfcm@gmail.com 09453321462
Office of the Municipal Legal Officer	LGU-Miagao, Mueda St., Baybay Sur, Miagao, Iloilo	henidagenise@gmail.com 09176320816
Office of the Municipal Health Officer	LGU-Miagao, Mueda St., Baybay Sur, Miagao, Iloilo	miagaomho@gmail.com 09705758660
Municipal Social Welfare and Development Office	LGU-Miagao, Mueda St., Baybay Sur, Miagao, Iloilo	mswdomiagao@gmail.com 09178408966
Office of the Municipal Agriculturist	LGU-Miagao, Mueda St., Baybay Sur, Miagao, Iloilo	09173607833
Municipal Environment and Natural Resources Office	LGU-Miagao, Mueda St., Baybay Sur, Miagao, Iloilo	menromiami@gmail.com 09179905430

Office of the Municipal Engineer	LGU-Miagao, Mueda St., Baybay Sur, Miagao, Iloilo	reymosura23@gmail.com 09665334964
Office of the Municipal Tourism Officer	LGU-Miagao, Mueda St., Baybay Sur, Miagao, Iloilo	dinezz07@gmail.com 09178984461
Public Employment Services Office	LGU-Miagao, Mueda St., Baybay Sur, Miagao, Iloilo	pesomiagao@gmail.com 09399155360
Office of the Municipal Information Officer	LGU-Miagao, Mueda St., Baybay Sur, Miagao, Iloilo	adoramande@yahoo.com 09985777688
MEEO – Operation of Market/Slaughterhouse/Cemetery	LGU-Miagao, Mueda St., Baybay Sur, Miagao, Iloilo	jimmuyong@gmail.com 09687280710