# 1. OFFICE OF THE MUNICIPAL MAYOR

**FRONTLINE SERVICE: ISSUANCE OF MAYOR’S CLEARANCE**

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| **REQUIREMENT(S)/ FORMS** | **FEES** |
| * Community Tax Certificate(CTC) * Barangay Clearance * Police Clearance | Php115.00 – Mayor’s clearance |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to service provider and present the requirements. | Review the requirements presented | 1 minute | Athena Ira G. Chua,  Ana D. Fronda, Mary Grace F. Tawagen, Emelinda P. Ramirez, Myla de Guzman, or J.O. | Office of the Municipal Mayor Second Floor (left wing of the Municipal Hall) |
| 1. Go to Treasurer’s Office and pay necessary fee | Issue Official Receipt (O.R.) | 3 minutes | Gloria C. Ranico, Esther S. Aguilar, Jovanni G. Diaz, Rubie Jean R. Pico, Janette E. Pita | Municipal Treasurer’s Office First Floor (right wing of the Municipal Hall) |
| 1. Go back to the Mayor’s Office | Prepare the Mayor’s Clearance | 5 minutes | Athena Ira G. Chua,  Ana D. Fronda, Mary Grace F. Tawagen, Emelinda P. Ramirez, Myla de Guzman, or J.O. | Office of the Municipal Mayor Second Floor (left wing of the Municipal Hall) |
| Endorse document to Local Chief Executive for her signature | 3 minutes | Athena Ira G. Chua,  Ana D. Fronda, Mary Grace F. Tawagen, Emelinda P. Ramirez, Myla de Guzman, or J.O. | Office of the Municipal Mayor Second Floor (left wing of the Municipal Hall) |
| Release the Mayor’s Clearance |  | Athena Ira G. Chua,  Ana D. Fronda, Mary Grace F. Tawagen, Emelinda P. Ramirez, Myla de Guzman, or J.O. | Office of the Municipal Mayor Second Floor (left wing of the Municipal Hall) |
| 1. Receive document. |  |  |  |  |

**About the service**: The Mayor’ Clearance is being issued for whatever legal purpose it may serve.

**Who can avail the service**: All residents of Asingan, Pangasinan.

**Schedule of Service**: Monday to Friday, 8:00am to 5:00 pm

**FRONTLINE SERVICE: ISSUANCE OF AFFIDAVIT**

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| **REQUIREMENT(S)/ FORMS** | | | | **FEES** |
| For late registration of birth/marriage/death:   * Community Tax Certificate(CTC) of two(2) disinterested witnesses | | | | **P115.00** |
| For legitimation:   * Community Tax Certificate(CTC) of parents * Marriage certificate of parents * Birth certificate of child for legitimation | | | | **P115.00** |
| Affidavit of Loss of ID:   * Community Tax Certificate(CTC) | | | | **P115.00** |
| Affidavit of being single:   * Certification from the Punong Barangay * Community Tax Certificate(CTC) of two(2) disinterested witnesses * Community Tax Certificate(CTC) of contracting parties | | | | **P115.00** |
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| **STEP/ ROCESS** | | **DURATION** | **PERSON RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to service provider and present the requirements. | Review the requirements presented. Advise client to pay the necessary fee at the Treasurer’s Office | 1 minute | Athena Ira G. Chua,  Ana D. Fronda, Mary Grace F. Tawagen, Emelinda P. Ramirez, Myla de Guzman, or J.O. | Office of the Municipal Mayor Second Floor(left wing of the Municipal Hall) |
| 1. Go to the Treasurer’s office and pay the corresponding fee | Issue Official Receipt (O.R.) | 5 minutes | Gloria C. Ranico, Esther S. Aguilar, Jovanni G. Diaz, Rubie Jean R. Pico, Janette E. Pita | Municipal Treasurer’s Office First Floor(right wing of the Municipal Hall) |
| 1. Go back to the Mayor’s Office | Prepare the affidavit | 3 minutes | Athena Ira G. Chua,  Ana D. Fronda, Mary Grace F. Tawagen, Emelinda P. Ramirez, Myla de Guzman, or J.O. | Office of the Municipal Mayor Second Floor (left wing of the Municipal Hall) |
| 1. Sign document | Endorse document to Local Chief Executive for her signature.  Release the affidavit and file office copy |  | Athena Ira G. Chua,  Ana D. Fronda, Mary Grace F. Tawagen, Emelinda P. Ramirez, Myla de Guzman, or J.O. | -same- |
| 1. Receive document. |  |  |  |  |

**About the service:** Affidavit is being issued for whatever legal purpose it may serve.

**Who can avail the service**: All concerned.

**Schedule of Service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: ISSUANCE OF MAYOR’S PERMIT**

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| **REQUIREMENT(S)/ FORMS** | **FEES** |
| For benefit dance, coronation and ball, children’s festival, wedding celebration, conference, meeting, rally or demonstration outdoors, in parks, plazas, roads, streets, and motorcade | Php 100.00/event |
| For promotional sales and other group activities (sports activities) | Php 150.00/day |
| For advertisements:   * Billboards and signboards of business | Single faced = Php 30.00 per square meter or fraction thereof  Double faced = Php 60.00 per square meter or fraction thereof |
| * Billboards or signs for professionals | Php25.00 per square meter or fraction thereof |

| **STEP/PROCESS** | | **DURATION** | **PERSON RESPONSIBLE** | **LOCATION** |
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| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to service provider and present the requirements. | Review the requirements presented. Advise client to pay the necessary fee at the Treasurer’s Office | 1 minute | Athena Ira G. Chua,  Ana D. Fronda, Mary Grace F. Tawagen, Emelinda P. Ramirez, Myla de Guzman, or J.O. | Office of the Municipal Mayor Second Floor (left wing of the Municipal Hall) |
| 1. Go to Treasurer’s Office and pay necessary fee | Issue Official Receipt (O.R.) | 5 minutes | Gloria C. Ranico, Esther S. Aguilar, Jovanni G. Diaz, Rubie Jean R. Pico, Janette E. Pita | Municipal Treasurer’s Office First Floor (right wing of the Municipal Hall) |
| 1. Go back to the Mayor’s Office | Prepare the Mayor’s Permit | 5 minutes | Athena Ira G. Chua,  Ana D. Fronda, Mary Grace F. Tawagen, Emelinda P. Ramirez, Myla de Guzman, or J.O. | Office of the Municipal Mayor Second Floor (left wing of the Municipal Hall) |
| Endorse document to Local Chief Executive for her signature. | 3 minutes | Athena Ira G. Chua,  Ana D. Fronda, Mary Grace F. Tawagen, Emelinda P. Ramirez, Myla de Guzman, or J.O. | Office of the Municipal Mayor Second Floor(left wing of the Municipal Hall) |
| Release the Mayor’s Permit and file office copy.  Advise client to give copies to the PNP and Sangguniang Barangay, if applicable. |  | Athena Ira G. Chua,  Ana D. Fronda, Mary Grace F. Tawagen, Emelinda P. Ramirez, Myla de Guzman, or J.O. | Office of the Municipal Mayor Second Floor(left wing of the Municipal Hall) |
| 1. Receive document. Furnish copies the PNP and Sangguniang Barangay concerned |  |  |  |  |

**About the service**: Mayor’s permit is being issued for whatever legal purpose it may serve.

**Who can avail the service**: All concerned.

**Schedule of Service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: ISSUANCE OF TRICYCLE MAYOR’S PERMIT AND FRANCHISE**

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| **REQUIREMENT(S)/ FORMS** | **FEES** |
| Tricycle Mayor’s Permit:   * Community Tax Certificate(CTC) * Barangay Clearance * Franchise * Tricycle (for inspection) | Permit:  P 270.00 (+P25.00 penalty if not renewed after the validity period) |
| Franchise(Submit original and photocopy of the following):   * CTC * Barangay Clearance * Tricycle Mayor’s Permit (if franchise is for renewal) * Official Receipt(LTO) * Certificate of Registration(LTO) * Tricycle (for inspection) | Franchise:  P 200.00 (+ 25% penalty if not renewed after the validity period) |
| **Note:** In case the owner has just bought the tricycle and serves as the new owner, the **DEED OF SALE** is required. | |

| **STEP/ PROCESS** | | **DURATION** | **PERSON RESPONSIBLE** | **LOCATION** |
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| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to service provider and present the requirements. | Review the requirements presented. If complete, issue inspection form and advise client to have the tricycle inspected by the PNP/POSG. Otherwise, advise client about the lacking requirements. | 2 minutes | Athena Ira G. Chua,  Ana D. Fronda, Mary Grace F. Tawagen, Emelinda P. Ramirez, Myla de Guzman, or J.O. | Office of the Municipal Mayor Second Floor (left wing of the Municipal Hall) |
| 1. Bring tricycle to the PNP/POSG station. | PNP/POSG personnel to inspect the tricycle for road worthiness. Sign the inspection form. If it passed inspection, advice client to go to the Treasurer’s office. | 10 minutes | COP Charlie O. Angya-on,  Alexander de Guzman, POSG | PNP-Asingan Police Station,  (front left side of Municipal hall) |
| 1. Pay necessary fees at the Treasurer’s Office | Issue Official Receipt (O.R.) | 3 minutes | Gloria C. Ranico, Esther S. Aguilar, Jovanni G. Diaz, Rubie Jean R. Pico, Janette E. Pita | Municipal Treasurer’s Office First Floor(right wing of the Municipal Hall) |
| 1. Go back to the Mayor’s Office | Record and prepare the ***Legalization*** and ***Franchise*** (Operator’s Permit) application forms. Advise client to go to a Notary Public and have the Legalization form notarized | 20 minutes | Athena Ira G. Chua,  Ana D. Fronda, Mary Grace F. Tawagen, Emelinda P. Ramirez, Myla de Guzman, or J.O. | Office of the Municipal Mayor Second Floor(left wing of the Municipal Hall) |
| 1. Have the Legalization application form notarized. Go back to the Mayor’s Office and submit notarized form | Review documents. If everything is on order, generate the corresponding Mayor’s Permit. | 15 minutes | Athena Ira G. Chua,  Ana D. Fronda, Mary Grace F. Tawagen, Emelinda P. Ramirez, Myla de Guzman, or J.O. | Office of the Municipal Mayor Second Floor(left wing of the Municipal Hall) |
| Endorse documents to Local Chief Executive for her signature | 5 minutes | Athena Ira G. Chua,  Ana D. Fronda, Mary Grace F. Tawagen, Emelinda P. Ramirez, Myla de Guzman, or J.O. | Office of the Municipal Mayor Second Floor( left wing of the Municipal Hall) |
| Release the Mayor’s Permit, plate and Operator’s permit (franchise) and file the office copy | 2 minutes | Athena Ira G. Chua,  Ana D. Fronda, Mary Grace F. Tawagen, Emelinda P. Ramirez, Myla de Guzman, or J.O. | -same- |
| 6. Receive and conspicuously post the Mayor’s permit in, and plate on, the tricycle. |  |  |  | Owner’s tricycle |

**About the service**: The Mayor’s permit and the Franchise (Motorized Tricycle Operator’s Permit) serve as proofs that the tricycle operator has complied with safety requirements, including LTO registration and payment of fees due to the LGU.

**Who can avail the service**: Tricycle owner and/or operator doing business within Asingan, Pangasinan.

**Schedule of Service**: Monday to Friday; 8:00am – 5:00 pm

**FRONTLINE SERVICE: ISSUANCE OF BUSINESS PERMIT**

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| **REQUIREMENT(S)/ FORMS** | **FEES** |
| Refer to the Municipal Economic Enterprise – Market Office for the processing of documents required and the corresponding fees. | Mayor’s business permit fee – depends on business capital assessment per Local Tax Code |

| **STEP/ PROCESS** | | **DURATION** | **PERSON RESPONSIBLE** | **LOCATION** |
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| **CLIENT** | **SERVICE PROVIDER** |
| 1. Submit the documents to the Mayor’s Office. | Review documents. If everything is on order, generate the corresponding Mayor’s Permit. | 15 minutes | Athena Ira G. Chua,  Mary Grace F. Tawagen, Myla de Guzman, Emelinda P. Ramirez, Glenda Paringit | Office of the Municipal Mayor Second Floor(left wing of the Municipal Hall) |
| Endorse documents to Local Chief Executive for her signature | 3 minutes | Athena Ira G. Chua,  Mary Grace F. Tawagen, Myla de Guzman, Emelinda P. Ramirez, Glenda Paringit | Office of the Municipal Mayor Second Floor( left wing of the Municipal Hall) |
| Release the Mayor’s Permit. and plate. File the office copy | 2 minutes | Athena Ira G. Chua,  Mary Grace F. Tawagen, Myla de Guzman, Emelinda P. Ramirez, Glenda Paringit | -same- |
| 2. Receive and conspicuously post the Mayor’s permit in the place where business is conducted. |  |  |  |  |

**About the service**: The Mayor’s permit serves as proof that the business owner has complied with the requirements

**Who can avail the service**: Owners of businesses operating within Asingan, Pangasinan.

**Schedule of Service**: Monday to Friday; 8:00am – 5:00 pm

**FRONTLINE SERVICE: ISSUANCE OF CERTIFICATE OF MARRIAGE**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| * Marriage license | Php 300.00 - *Certification of Marriage* fee. |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
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| **CLIENT** | **SERVICE PROVIDER** |
| 1. Submit the requirements, including list of sponsors (godparents) to service provider. | Receive & evaluate the documents | 5 minutes | Athena Ira G. Chua,  Ana D. Fronda, Mary  Grace F. Tawagen | Office of the Municipal Mayor Second Floor(left wing of the Municipal Hall) |
| Set the date of marriage solemnization. Advise client. | 3 minutes | Athena Ira G. Chua,  Ana D. Fronda, Mary  Grace F. Tawagen | Same |
| Prepare the Certificate of Marriage. | 20-45 minutes | Athena Ira G. Chua,  Ana D. Fronda, Mary  Grace F. Tawagen | Same |
| 1. Go to the venue on the scheduled day of marriage for solemnization. | Have the Certificate of Marriage signed on the solemnization day, by all concerned | 30- 45 minutes | Athena Ira G. Chua,  Ana D. Fronda, Mary  Grace F. Tawagen, Myla de Guzman, Emelinda P. Ramirez, Glenda Paringit | At the venue of solemnization |
|  | Advise newly-wed couple to come back to the office within ten (10) days to get copy of the Certificate of Marriage. | 2 minutes | Athena Ira G. Chua,  Ana D. Fronda, Mary  Grace F. Tawagen | Office of the Municipal Mayor Second Floor(left wing of the Municipal Hall) |
|  | Endorse the Certificate of Marriage for registration to the Local Civil Registry | 10 minutes | Athena Ira G. Chua,  Ana D. Fronda, Mary  Grace F. Tawagen | Office of the Municipal Mayor Second Floor(left wing of the Municipal Hall) |
| 1. Go back to the Mayor’s Office within 10 days and get copy of Certificate of Marriage. | Issue Certificate of Marriage. File copy. | 2 minutes | Athena Ira G. Chua,  Ana D. Fronda, Mary  Grace F. Tawagen | Office of the Municipal Mayor Second Floor(left wing of the Municipal Hall) |

**About the service**: The Certificate of marriage is being issued as proof of legality of the marriage.

**Who can avail the service**: All couples whose marriage were solemnized by the Municipal Mayor of Asingan,

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: APPLICATION FOR LEAVE OF ABSENCE**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| * Certificate of No Money and/or Property Accountability, if filed leave of absence is thirty (30) days or more. | NONE |
| * Medical Certificate, if filed sick leave is five (5) days or more |
| * Medical Certificate, for Maternity Leave |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Get an application form from the Human Resource Management Office and fill it up. Afterwards, submit it to Service Provider | Receive the Application for Leave of Absence | 1 minute | Rizalina C. Aying | Human Resource Mgt. Office  2nd floor, left wing of the Municipal Hall |
|  | Process Application for Leave of Absence:   * locate leave card * compute leave credits | 5 minutes | Rizalina C. Aying | Human Resource Mgt. Office  2nd floor, left wing of the Municipal Hall |
|  | Review/ certify the processed Application for Leave of Absence | 2 minutes | Rizalina C. Aying | Human Resource Mgt. Office  2nd floor, left wing of the Municipal Hall |
| 1. Go to the Department Head concerned for approval of application. |  |  | Department Head concerned | Office Concerned |
| 1. Go to the Office of the Mayor, or Office of the Vice Mayor if the employee is under the Office of the Vice Mayor, for approval of the Application for Leave of absence. |  |  | Ana D. Fronda  (for the Mayor’s Office)  Olivia Marie B. Sales  (for the Vice Mayor’s Office) | Office Of the Mayor  2nd floor, left wing of the Municipal Hall  XXXXXXXX |
| 1. Submit the Application form at the Human Resource Management Office | Record and release the approved Application for Leave of absence to the concerned official/ employee | 1 minute | Rizalina C. Aying | Human Resource Mgt. Office  2nd floor, left wing of the Municipal Hall |
| 1. Receive copy of the document. |  |  |  |  |

**Who can avail of Service:** All Municipal Officials and Employees of Asingan, Pangasinan

**Schedule of service:** Monday to Friday, 8:00 am to 5:00 pm

# OFFICE OF THE SANGGUNIANG BAYAN

**FRONTLINE SERVICE:** SUBMISSION OF REQUEST FOR FINANCIAL ASSISTANCE

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| * 18 copies resolution (of barangay council, school, NGO/PO, other duly-recognized organizations/associations) | **NONE** |
| * 18 copies-estimates and program of works duty signed by the following: Barangay-Punong Barangay; Schools- School Heads; NGO’s/PO’s - President (accredited by the SB); and Engr. Jesus Pico – Municipal Engineer or his duly authorized representative |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
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| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to service provider and submit the resolution. | Review the resolution | 30 minutes | Olivia Marie B. Sales,  Analie D. Soloria, Marina C. Pascual,  SB Sec. Diosdado C. Balanga | SB Office, 2nd Floor Right Wing of the Municipal Hall |
| 1. Sit comfortably while the service provider is reviewing the resolution | Advise client to reproduce copies of the resolution and wait for the schedule of SB session | 30 minutes | Olivia Marie B. Sales,  Analie D. Soloria, Marina C. Pascual,  SB Sec. Diosdado C. Balanga | SB Office, 2nd Floor Right Wing of the Municipal Hall |
| Include the resolution in the Agenda under the Business of the Day | 10 minutes |

**About the Service:** The Sangguniang Bayan approves resolution for financial assistance chargeable against the 20% Development Fund or personal fund of every member of the Sangguniang Bayan

**Who can avail of Service:**

* Barangays
* Schools
* NGO’s
* Others

Note: All of the above entities must be located in Asingan.

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: ISSUANCE OF RESOLUTION ON THE APPROVAL OF THE REQUEST FOR FINANCIAL ASSISTANCE**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| NONE | NONE |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
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| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to the service provider and state request | Get a copy of the SB approved resolution | 30 minutes | Olivia Marie B. Sales,  Analie D. Soloria, Marina C. Pascual,  SB Sec. Diosdado C. Balanga | SB Office, 2nd Floor, Right Wing of the Municipal Hall |
| 1. Sit comfortably | Record the approved resolution in the releasing logbook | 10 minutes | Olivia Marie B. Sales,  Analie D. Soloria, Marina C. Pascual,  SB Sec. Diosdado C. Balanga | SB Office, 2nd Floor, Right Wing of the Municipal Hall |
| 1. Sign in the releasing logbook | Release the resolution | 3 minutes | Olivia Marie B. Sales,  Analie D. Soloria, Marina C. Pascual,  SB Sec. Diosdado C. Balanga | SB Office, 2nd Floor, Right Wing of the Municipal Hall |

**About the Service:** The Sangguniang Bayan approves resolution for financial assistance chargeable against the 20% Development Fund or personal fund of every member of the Sangguniang Bayan

**Who can avail of Service:**

* Barangays
* Schools
* NGO’s
* Others

Note: All of the above entities must be located in Asingan.

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: ISSUANCE OF CERTIFIED PHOTO COPIES OF ORDINANCES AND RESOLUTIONS**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| **NONE** | Php 100.00 -first photocopy  Php 15.00 - per extra copy |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
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| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to the service provider and state request. Sit comfortably while waiting for the document | Search for documents being requested. | 1 ½ hour | Olivia Marie B. Sales,  Analie D. Soloria, Marina C. Pascual,  SB Sec. Diosdado C. Balanga | SB Office, 2nd Floor, Right Wing of the Municipal Hall |
| Advise client to proceed to the Mun. Treasurer’s Office to pay for the required fee | 10 minutes | Olivia Marie B. Sales,  Analie D. Soloria, Marina C. Pascual,  SB Sec. Diosdado C. Balanga | SB Office, 2nd Floor, Right Wing of the Municipal Hall |
| 1. Pay the required fee | Issue Official Receipt (O.R.) | 3 minutes | Esther Aguilar  Gloria C. Ranico,  Rubie Jean R. Pico,  Janette E. Pita | Treasurer’s Office  (1st Floor right wing of the Municipal Hall) |
| 1. Go back to the SB Office and present the Official Receipt | Sign the certified photo copy and indicate the date of issuance | 10 minutes | Olivia Marie B. Sales,  Analie D. Soloria, Marina C. Pascual,  SB Sec. Diosdado C. Balanga | SB Office, 2nd Floor, Right Wing of the Municipal Hall |
| 1. Receive the document requested | Issue the required document | 5 minutes | Olivia Marie B. Sales,  Analie D. Soloria, Marina C. Pascual,  SB Sec. Diosdado C. Balanga | SB Office, 2nd Floor, Right Wing of the Municipal Hall |

**About the Service:** The Sangguniang Bayan gives copies of ordinances and resolutions for information purposes.

**Who can avail the Service:** General public

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: ISSUANCE OF CERTIFICATE OF POSTING**

**(INFRASTRUCTURE PROJECT, CIVIL CASES AND CRIMINAL CASES)**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| * MTC/RTC – Civil Cases and Criminal Cases | Php 100.00 (Secretary’s Fee) |
| * Other Municipalities/Other Agencies – Infrastructure project |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
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| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to the service provider and present the documents to be posted in the Sangguniang Bulletin Board | Review the documents | 20 minutes | Olivia Marie B. Sales,  Analie D. Soloria, Marina C. Pascual,  SB Sec. Diosdado C. Balanga | SB Office, 2nd Floor Right Wing of the Municipal Hall |
| Advise client to pay the certification fee at the Municipal Treasurer’s Office | 10 minutes |
| 1. Proceed to the Municipal Treasurer’s Office to pay the Secretary’s fee | Issue Official Receipt (O.R.) | 5 minutes | Esther Aguilar  Gloria C. Ranico,  Rubie Jean R. Pico,  Janette E. Pita | Treasurer’s Office  (1st Floor right wing of the Municipal Hall) |
| 1. Present the Official Receipt to the service provider | Prepare the certificate of posting | 20 minutes | Olivia Marie B. Sales,  Analie D. Soloria, Marina C. Pascual,  SB Sec. Diosdado C. Balanga | SB Office, 2nd Floor Right Wing of the Municipal Hall |
| Type/encode the Official Receipt number and date of issue to the certificate of posting | 20 minutes |
| 1. Sit comfortably while waiting | Review and sign the certification | 10 minutes | Olivia Marie B. Sales,  Analie D. Soloria, Marina C. Pascual,  SB Sec. Diosdado C. Balanga | SB Office, 2nd Floor Right Wing of the Municipal Hall |
| Affix the Sangguniang Bayan dry seal and issue to the client the certification | 5 minutes |
| 1. Receive the certification and attached Official Receipt | Post the document at the SB Bulletin Board | 15 minutes | Olivia Marie B. Sales,  Analie D. Soloria, Marina C. Pascual,  SB Sec. Diosdado C. Balanga | SB Office, 2nd Floor Right Wing of the Municipal Hall |

**About the Service:** The Sangguniang Bayan regulates the posting of documents.

**Who can avail of Service:** Companies, groups, individuals, or any entity.

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: ACCEPTANCE REQUEST**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| 1. **Establishment/construction of cell site tower of DIGITEL/SMART, GLOBE, SUN CELLULAR and other telecommunication company.**  * 18 copies of Barangay Resolution   (18 copies Transcript of Barangay Public Hearing)  (18 copies List of attendees with their affixed signatures)   * 18 copies title/tax declaration * 18 copies Company profile * 18 copies Structural design or proposal cell site tower * 18 copies Clearance from the Department of Agrarian Reform * 18 copies ECC clearance from the DENR * 18 copies Letter of application * 18 copies Certification from the Municipal Assessor for non-tenancy of the lot * 18 copies ATO of the lot * 18 copies Certification from the DOH * 18 copies Feasibility study or background information of the project | NONE |
| 1. **Accreditation of Non-Government Organization/People’s Organization**    * 18 copies Duly accomplished application form for accreditation    * 18 copies Board resolution    * 18 copies Certificate of registration issued by the SEC or CDA    * 18 copies List of current officers and members    * 18 copies Latest Annual accomplishment report    * 18 copies Latest financial statement    * 18 copies Profile indicating the purpose and objectives of the organization    * 18 copies Copy of the minutes of the latest meeting of the organization    * 18 copies Constitution and by-laws duly registered with the SEC or CDA | NONE |
| 1. **Application for quarry permit**  * 18 copies Barangay Resolution * 18 copies Tax declaration * 18 copies Lot title * 18 copies Photocopy of the quarry site plan * 18 copies Letter of application * 18 copies Clearance from the IMPACT (Office of the Governor) * 18 copies Clearance from DENR | NONE |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to the service provider and submit the required documents | Review the documents | 20 minutes | Olivia Marie B. Sales,  Analie D. Soloria, Marina C. Pascual,  SB Sec. Diosdado C. Balanga | SB Office, 2nd Floor Right Wing of the Municipal Hall |
| 1. Sit comfortably while the service provider is reviewing the documents | Advise client to reproduce copies and wait for the schedule of the public/committee hearing and session\* | 20 minutes | Olivia Marie B. Sales,  Analie D. Soloria, Marina C. Pascual,  SB Sec. Diosdado C. Balanga | SB Office, 2nd Floor Right Wing of the Municipal Hall |

**\*Steps to be followed by the Service Provider:**

1. Include the application letter in the agenda, on the 1st reading and referred to committee concerned;
2. The concerned committee will conduct committee/public hearing and will render committee report/recommendation to adopt resolution;
3. After the committee report, the resolution will be calendared for 2nd reading for deliberation and approval; and
4. The final form of the resolution will be prepared for signature by the Sangguniang Bayan Secretary, Municipal Vice Mayor and Municipal Mayor. (5 working days)

(If the signatories are out or on official business or seminar, additional 10 working days)

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**About the Service:** Applies tocompanies, Civil Society Organizations, or any entity planning to operate within Asingan.

**Who can avail the service:**

* All Telecommunication companies
* All Non-Government Organizations and People’s Organization of Asingan, Pangasinan
* Quarry Operators

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: ACCEPTANCE OF VERIFIED ADMINISTRATIVE COMPLAINT AGAINST ERRING ELECTIVE BARANGAY OFFICIALS**

|  |  |
| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES** |
| * Filing fee | Php1000.00 |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to the service provider to file the document (complaint) | Review the documents | 30 minutes | Olivia Marie B. Sales,  AnalieD. Soloria, Marina C. Pascual,  SB Sec. Diosdado Balanga | SB Office, 2nd Floor Right Wing of the Municipal Hall |
| 1. Sit comfortably while the service provider will review the documents | Advise client to reproduce 18 copies and wait for the schedule of hearings (Notices) | 30 minutes | Olivia Marie B. Sales,  Analie D. Soloria, Marina C. Pascual,  SB Sec. Diosdado Balanga | SB Office, 2nd Floor Right Wing of the Municipal Hall |

**About the Service:** The Sangguniang Bayan resolves administrative complaints brought to its attention.

**Who can avail the service:** General public

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**RESPONSIBILITIES OF SERVICE PROVIDER**

1. PROVISIONS FROM THE LOCAL GOVERNMENT CODE

Section 62. NOTICE OF HEARING

1. That within seven (7) days, after the administrative complaint is filed, the Sanggunian concerned shall require the respondent to submit his/her verified answer with fifteen (15) days from receipt thereof and commence the investigation of the case within ten (10) days after the receipt of such answer of the respondent.
2. When the respondent is an elective official of the province or highly urbanized city, such hearing and investigation shall be conducted in the place where he renders or holds office. For all other local elective officials, the venue shall be the place where the Sanggunian concerned is located.
3. However, no investigation shall be held within ninety (90) days immediately prior to any local election, and no preventive suspension has been imposed to the 90-day period immediately preceding local election, it shall be deemed automatically lifted upon the start of aforesaid period.

Section 63 PREVENTIVE SUSPENSION

1. Preventive suspension may be imposed by the Mayor, if respondent is an elective official of the barangay
2. Preventive suspension may be imposed at any time after the issues are joined, when the evidence of guilt is strong, and given the gravity of the offense, there is great probability that the continuance in office of the respondent could influence or pose a threat to the witnesses, to the safety and integrity of the records and other evidence; Provided, that any single preventive suspension of the local elective official does not extend beyond sixty (60) days; Provided, further that the event that several administrative cases are filled against an elective official, he cannot be preventively suspended for more than ninety (90) days within a single year on the same grounds existing and known at the time of the first suspension.
3. Upon expiration of the preventive suspension, the suspended elective officials shall be deemed reinstated in the office without prejudice to the continuation of the proceedings against him, which shall be terminated within one hundred twenty (120) days from the time he was formally notice of the case against him. However if the delay in the proceedings of the case is due to his fault, neglect or request other than the appeal duly filed, the duration of such delay shall not be counted in computing the time of termination of the case.
4. Any abuse of the exercise of the power of preventive suspension shall be penalized as abuse of authority.

Section 64 SALARY OF RESPONDENT PENDING SUSPENSION:

The respondent official preventively suspended from office shall receive no salary or compensation but upon subsequent exoneration and reinstatement, he shall be paid full salary or compensation including such emoluments during such suspension

Section 65 RIGHTS OF RESPONDENT

The respondent shall be accorded full opportunity to appear and defend himself in person or by counsel, to confront and cross-examine the witnesses and the production of documentary evidence in his favor through the compulsory process of subpoena or subpoena duces tecum.

Section 66 FORM AND NOTICE OF DECISION

* 1. The investigation of the case shall be terminated within (90) days from the start thereof. Within thirty (30) days after the end of the investigation, the office of the President or the Sanggunian concerned shall render a decision in writing stating clearly and distinctly the facts and the reasons for such decision. Copies of said decision shall immediately be furnished the respondent and all interested parties.
  2. The penalty of suspension shall not exceed the unexpired term of the respondent or a period of six(6) months for every administrative offense, nor shall said penalty be a bar to the candidacy of the respondent so suspended as long as he meets the qualification on shall be considered a bar to the candidacy of the respondent for any elective position.

Section 67 ADMINISTRATIVE APPEALS

Decisions in administrative cases may, within (30) days from receipts thereof, be appealed to the following:

1. The Sangguniang Panlalawigan, in the case of decisions of the Sangguniang Panlungsod of component cities and the Sangguniang Bayan.

Section 68 EXECUTION PENDING APPEAL

An appeal shall not prevent a decision from becoming final or executory. The respondent shall be considered as having been placed under preventive suspension during the pendency of an appeal. And the event the appeal results in an exoneration, he shall be paid his salary and such other emoluments during the pendency of the appeal.

**FRONTLINE SERVICE: REVIEW AND APPROVAL OF BARANGAY ORDINANCE**

|  |  |
| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES** |
| * 18 copies – Barangay Ordinance * (18 copies – Transcript of Barangay Public Hearing) * (18 copies – list of attendees) | NONE |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to the service provider and present the documents | Review the Barangay Ordinance | 30 minutes | Olivia Marie B. Sales,  Analie D. Soloria, Marina C. Pascual,  SB Sec. Diosdado C. Balanga | 2nd Floor Right Wing of the Municipal Hall |
| 1. Sit comfortably while the service provider is reviewing the ordinance | Advise client to reproduce copies and wait for the schedule of public hearing and session | 30 minutes | Olivia Marie B. Sales,  Analie D. Soloria, Marina C. Pascual,  SB Sec. Diosdado C. Balanga | 2nd Floor Right Wing of the Municipal Hall |
| 1. Sign in the releasing logbook | Release the resolution | 3 minutes | Olivia Marie B. Sales,  Analie D. Soloria, Marina C. Pascual,  SB Sec. Diosdado C. Balanga | 2nd Floor Right Wing of the Municipal Hall |

**RESPONSIBILITIES OF THE SERVICE PROVIDER**

1. Include the application letter in the agenda, on the 1st reading and referred to the committee concerned.
2. The concerned committee will conduct committee hearing and render committee report/recommendation to adopt the ordinance. (10 working days)
3. After the committee report the ordinance will be calendared for 2nd reading for deliberation and approval. (5 working days)
4. The final form of the ordinance will be prepared for signature of the Sangguniang Bayan Secretary, Municipal Vice-Mayor and Municipal Mayor. (5 working days)

(If the signatories are out or on official business or seminar additional 10 working days)

1. The Secretariat will transmit the approved SB ordinance to the Sangguniang Panlalawigan for review and approval. (minimum of 2 months)

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**About the Service:** Review and approval will ensure that the projects, programs and activities of the barangays are aligned with those of the municipality.

**Who can avail of the Service:** All 21 barangays of Asingan, Pangasinan.

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: ISSUANCE OF APPROVED SB ORDINANCE**

|  |  |
| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES** |
| **NONE** | **NONE** |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to the service provider and state request | Get a copy of the SB approved ordinance | 20 minutes | Olivia Marie B. Sales,  Analie D. Soloria, Marina C. Pascual,  SB Sec. Diosdado C. Balanga | 2nd Floor Right Wing of the Municipal Hall |
| 1. Sit comfortably while waiting for the ordinance | Record the approved ordinance | 15 minutes | Olivia Marie B. Sales,  Analie D. Soloria, Marina C. Pascual,  SB Sec. Diosdado C. Balanga | 2nd Floor Right Wing of the Municipal Hall |
| 1. Sign in the releasing logbook | Release the ordinance | 3 minutes | Olivia Marie B. Sales,  Analie D. Soloria, Marina C. Pascual,  SB Sec. Diosdado C. Balanga | 2nd Floor Right Wing of the Municipal Hall |

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

# 3. OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR

**FRONTLINE SERVICE: ISSUANCE OF LOCATIONAL VIABILITY**

|  |  |
| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES** |
| * Title (1 photocopy) | Php 325.00 |
| * Tax Declaration (1 photocopy) |
| * Tax Receipt (1 photocopy) |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to service provider and submit required documents | Review documents presented and assist the client in filling up the application form. Advise client to pay at the Treasurer’s Office | 10 mins | Engr. Emeterio E. Laroya,  Mario C. Ganceña | MPDC Office 1st floor right wing across Treasurer’s Office of the MUNICIPAL HALL ASINGAN, PANG. |
| 1. Pay the necessary fee to the Treasurer’s Office | Issue Official Receipt (O.R.) | 5 mins | Gloria C. Ranico, Esther S. Aguilar, Jovanni G. Diaz, Rubie Jean R. Pico, Janette E. Pita | Treasurer’s Office 1st floor right wing across MPDC Office |
| 1. Present the OR to the service provider | Process the CERTIFICATE OF LOCATIONAL VIABILITY | 10 mins | Engr. Emeterio E. Laroya,  Mario C. Ganceña | MPDC Office 1st floor right wing across Treasurer’s Office of the MUNICIPAL HALL ASINGAN, PANG. |
| 1. Have the application form notarized. |  |  |  |  |
| 1. Return the notarized application form to the service provider at the MPDC Office | Release the certificate of locational viability. File office copy. | 1 min | Engr. Emeterio E. Laroya,  Mario C. Ganceña | MPDC Office 1st floor right wing across Treasurer’s Office of the MUNICIPAL HALL ASINGAN, PANG. |

**About the service**: The Locational Viability serves as proof that the location identified by the building/business owner is within the areas/zone identified for such use in the zoning plan.

**Who can avail the service**: For those who will construct a building, for business or dwelling.

**Schedule of service:** Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: ISSUANCE OF LOCATIONAL CLEARANCE**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| * Perspective plan Blueprint (in the plan, include site development plan & locational plan, scale 1:1000) and Conformity to Municipal Ordinance No. 14 series of 2002 known as “An Ordinance Revising the Zoning Regulation of the Municipality of Asingan, Pangasinan” and providing for the administration, enforcement and amendment thereof and for the repeal of all ordinances in conflict thereof: | Per Revised Schedule of Fees as prescribed by HLURB |
| * Environmental Compliance Certificate (ECC) from DENR. |
| * Land use conversion from DAR. |
| * Certificate for base stations of cellular mobile, telephone service, trunking services, wireless loop service and other communication services (ref. HLURB Res. No. 779 series of 2005 |
| * Sangguniang Bayan Resolution Approving the project if the project is covered by B.P. 220, P.D. 957 & P.D. 1216 |
| ***NOTE:*** *Submit one (1) photocopy of each document* | |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to service provider and present documents, get an application form | Review documents presented and compute payments | 10 mins | Engr. Emeterio E. Laroya,  Mario C. Ganceña | MPDC Office 1st floor right wing across Treasurer’s Office of the MUNICIPAL HALL ASINGAN, PANG. |
| 1. Fill up the application form and have it notarized and then go back to the service provider at the MPDC Office. | Process the locational clearance | 10 mins | Engr. Emeterio E. Laroya,  Mario C. Ganceña | MPDC Office 1st floor right wing across Treasurer’s Office of the MUNICIPAL HALL ASINGAN, PANG. |
| 1. Submit a notarized document received the approved locational clearance | Advise client to pay the required fee at the Treasurer’s Office. | 3 mins | Engr. Emeterio E. Laroya,  Mario C. Ganceña | MPDC Office 1st floor right wing across Treasurer’s Office of the MUNICIPAL HALL ASINGAN, PANG. |
| 1. Go to the Treasurer’s office and pay the corresponding fee | Issue Official Receipt (O.R.) | 5 minutes | Gloria C. Ranico, Esther S. Aguilar, Jovanni G. Diaz, Rubie Jean R. Pico, Janette E. Pita | Treasurer’s Office 1st floor right wing across MPDC Office |
| 1. Present Official Receipt to the service provider at MPDC Office. | Release the locational clearance | 2 mins | Engr. Emeterio E. Laroya,  Mario C. Ganceña | MPDC Office 1stfloor right wing across Treasurer’s Office of the MUNICIPAL HALL ASINGAN, PANG. |

**Schedule of service:**Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: ISSUANCE OF ZONING CLEARANCE FOR BUILDING PERMIT AND TEMPORARY ELECTRICAL PERMIT**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| * Land Title (1 photocopy) * Tax Declaration (1 photocopy) * Tax receipt (1 photocopy) | Php 325.00 for Residential  Zone |
| If the applicant is not the property owner, secure from the property owner the ff:   * Affidavit of Consent duly notarized by a notary public (1 copy) | Php425.00 for Industrial/ Agro Industrial Zone |
| If the applicant's real property is not yet transferred in his name, secure the ff (1 copy each):   * Affidavit of self-adjudication; * Affidavit of extra judicial partition; * Subdivision or survey plan; * Documents must be notarized by a notary public; and * An applicant whose building is w/in a public property shall secure certificate from the Punong Barangay that the applicant is an informal settler in that area or stating therein that the applicant is a bona fide resident of that place. | Php 625.00 for Commercial Zone  (M.O. No. 7 s. 2010) |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to service provider front line staff and present requirements | Review the documents presented and compute the payment | 10 mins | Engr. Emeterio E. Laroya,  Mario C. Ganceña | MPDC Office 1st floor right wing across Treasurer’s Office of the Municipal Hall, Asingan, Pangasinan. |
| 1. Pay the computed fee at the Treasurer’s Office. | Issue Official Receipt (O.R.) | 5 mins | Gloria C. Ranico, Esther S. Aguilar, Jovanni G. Diaz, Rubie Jean R. Pico, Janette E. Pita | Treasurer’s Office 1st floor right wing across MPDC Office |
| 1. Go back to the service provider at the MPDC Office | Process the certification | 5 mins | Engr. Emeterio E. Laroya,  Mario C. Ganceña | MPDC Office 1st floor right wing across Treasurer’s Office of the Municipal Hall, Asingan, Pangasinan. |
| 1. Go to the Office of the Mayor | Endorse Clearance to the Mayor for her signature.  Advise the client to go back to MPDC Office | 2mins | Athena Ira G. Chua, Ana D. Fronda, Mary Grace F. Tawagen, Emelinda P. Ramirez, Myla de Guzman, or J.O. | Mayor’s Office 2nd floor left wing of Municipal Hall, Asingan, Pangasinan. |
| 1. Return the certification to the MPDC office | Get copy, record, and release the Certificate to the client | 3 mins | Engr. Emeterio E. Laroya,  Mario C. Ganceña | MPDC Office 1st floor right wing across Treasurer’s Office of the Municipal Hall, Asingan, Pangasinan. |

**About the service**: The Zoning Clearance serves as proof that the building owner has complied with zoning requirements, including payment of fees due to the LGU.

**Who can avail the service**: For those who will construct a building, or whose dwelling is for electrical connection.

**Schedule of service:** Monday to Friday, 8:00 am to 5:00 pm

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**FRONTLINE SERVICE: SIGNING OF BUSINESS PERMIT**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| * Business Permit Application | NONE |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to the MPDC office and present the business permit application issue by the License Inspector/Processor | Record the Business Permit application | 5 mins | Engr. Emeterio E. Laroya,  Mario C. Ganceña | MPDC Office 1stfloor right wing across Treasurer’s Office of the MUNICIPAL HALL ASINGAN, PANG. |

**Schedule of service:** Monday to Friday, 8:00 am to 5:00 pm

# OFFICE OF THE MUNICIPAL ENGINEER

**FRONTLINE SERVICE: ISSUANCE OF BUILDING/ELECTRICAL PERMIT**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| * Complete plan duly signed and sealed by PEE, SE, Arch or CE | As computed based on the prescribed rate in the National Building Code (NBC) |
| * Tax declaration |
| * Tax receipts (current year) |
| * Specifications estimates |
| * CTC |
| * Specification and estimate signed and sealed by an Architect or Civil Engineer |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to the Office of the Municipal Engineer, submit the required documents. | Review the documents. Issue an Application permit to the client. | 5 mins | Engr. Jesus V. Pico  Engr. Juanito M. Claro | Engineering Office First Floor (Left wing of the Municipal Hall) |
| 1. Submit filled-up application form together with the required documents to the Office of the Municipal Engineer. | Issue endorsement to Bureau of Fire Protection (BFP) for the issuance of Fire Safety Evaluation Certificate (FSEC) and instruct client to go to MPDC Office for the issuance of zoning/ locational clearance | 7 mins | Engr. Jesus V. Pico,  Engr. Juanito M. Claro | Engineering Office, 1st Floor (Left wing of the Municipal Hall) |
| 1. Go to the BFP for the Fire Safety Evaluation Certificate (FSEC) | BFP to evaluate. Issue FSEC. | 2 days,  2 hrs and  26 mins  (max) | SFO4 Loreto Bernardino | BFP Office (Left side of Municipal Building) |
| 1. Go to MPDC Office for the issuance of zoning/ locational clearance | Issue zoning/ locational clearance | 5 mins | Engr. Emeterio E. Laroya,  Mario Ganceña | MPDC Office (Front of Municipal Treasurer’s Office.) |
| 1. Submit FSEC, zoning and locational clearance to building official (BO). | Receive the documents and compute the necessary fees. | 20 mins | Engr. Jesus V. Pico,  Engr. Juanito M. Claro | Engineering Office 1stFloor (Left wing of the Municipal Hall) |
| 1. Pay computed fee to the Municipal Treasurer’s Office (MTO) | Issue Official Receipt. | 3 mins | Jovannie G. Diaz,  Gloria Ranico,  Rubie Jean Pico,  Janette E. Pita | Municipal Treasurer’s Office (MTO) 1stFloor (Right wing of the Municipal Hall) |
| 1. Go to the Municipal Engineering Office. | Record and release the building permit. Issue copy of permit to the client. | 20 mins | Engr. Jesus V. Pico | Engineering Office 1stFloor (Left wing of the Municipal Hall) |
| 1. Receive and post the permit in the construction site |  |  |  |  |

**Who can avail of Service:** Any person/Firm/Corporation that intends to construct/repair/renovate/demolish/ transfer any building or structure.

**Schedule of service:** Monday to Friday, 8:00 am to 5:00 pm

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**FRONTLINE SERVICE: ISSUANCE OF CERTIFICATE OF OCCUPANCY**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| None | As computed based on the prescribed rate in the National Building Code (NBC) |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to the Office of the Municipal Engineer, get a Certificate of Completion Form and fill it up. | Issue a Certificate of Completion Form to the applicant/client. | 1 min | Engr. Jesus V. Pico  Engr. Juanito M. Claro | Engineering Office First Floor (Left wing of the Municipal Hall) |
| 1. Submit filled-up Certificate of Completion Form duly singed by a licensed Civil Engineer or Architect in charge of the construction. | Review the document and Issue endorsement to Bureau of Fire Protection (BFP) for the issuance of Fire Safety Inspection Certificate (FSIC). | 10 mins | Engr. Jesus V. Pico,  Engr. Juanito M. Claro | Engineering Office, 1st Floor (Left wing of the Municipal Hall) |
| 1. Go to the BFP for the Fire Safety Inspection Certificate (FSIC) | BFP to inspect. Issue FSIC. | 4 hrs and  39 mins | SFO4 Loreto Bernardino | BFP Office (Left side of Municipal Building) |
| 1. Submit FSIC to Building official (BO) at the Engineering Office. | Review the documents and refer to the National Building Code (NBC) for the prescribed fees. | 15 mins | Engr. Jesus V. Pico,  Engr. Juanito M. Claro | Engineering Office 1stFloor (Left wing of the Municipal Hall) |
| 1. Pay prescribed fee to the Municipal Treasurer’s Office (MTO) | Issue Official Receipt. | 3 mins | Jovannie G. Diaz,  Gloria Ranico,  Rubie Jean Pico,  Janette E. Pita | Municipal Treasurer’s Office (MTO) 1stFloor (Right wing of the Municipal Hall) |
| 1. Go to the Municipal Engineering Office. | Prepare, record and release the Certificate of Occupancy. | 15 mins | Engr. Jesus V. Pico | Engineering Office 1stFloor (Left wing of the Municipal Hall) |
| 1. Receive and post the Certificate of Occupancy in front of the newly-constructed building |  |  |  |  |

**Who can avail of Service:** Any person/Firm/Corporation that constructed/repaired/renovated/ transferred any building or structure.

**Schedule of service:** Monday to Friday, 8:00 am to 5:00 pm

# OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

**FRONTLINE SERVICE: REGISTRATION OF BIRTH/MARRIAGE/DEATH**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| **For Birth:**   * Accomplished Certificate of Live Birth (MF 102) | P100.00 |
| **For Marriage:**   * Accomplished Certificate of Marriage (MF 97) | P100.00 |
| **For Death:**   * Accomplished Certificate of Death (MF 103) | P100.00 |
| ***NOTE:*** *Four (4) photo copies each* | |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Secure the document from the hospital/clinic (for birth and death) or church/ chapel/court (for marriage) |  |  |  | Hospital/ clinic, or church/ chapel/court |
| 1. Submit the document to service provider | Receive the document, advise the client to wait, evaluate the document if properly filled out/assign registry number | 5 minutes | Gemma P. Peralta or  Benjamin B. Gines, Jr, or  Salud D. Panida (MCR) | LCR office, 1st floor (right wing of Municipal Hall) |
| 1. Wait for the document |  |  |  | Waiting area in front of LCR office |
| 1. Receive and review the document | Sign, release and advise client review document | 1 minute | Salud D. Panida (MCR) or the officer in charge | LCR office, 1st floor (right wing of Municipal Hall) |

**About the service:** Registration must be within the 30 days reglamentary period from the date of occurrence except those marriages solemnized with license which must be registered within 15 days from the date of marriage.

**Who can avail of Service:** Those whose birth/marriage/death occurred in Asingan Pangasinan only.

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: ISSUANCE OF CERTIFIED TRUE COPIES OF BIRTH, MARRIAGE AND DEATH CERTIFICATES**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| **For Birth:** | Php100.00 + Php15.00 Documentary Stamp Tax per copy |
| * Name of owner of document, date & place of birth, name of parents |
| * Special power of attorney/authorization and ID of the owner if requesting party is not the owner/parents of the owner of the document |
| **For Marriage:** |
| * Name of contracting parties, date and place of marriage |
| **For Death:** |
| * Name of deceased, date and place of death |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to a front line staff and fill-up request form. Submit to service provider | Verify if record exists, advice client to pay required fee | 3 minutes | Gemma P. Peralta,  Benjamin B. Gines, Jr.,  Salud D. Panida (MCR) | LCR office, 1st floor (right wing of Municipal Hall) |
| 1. Go to the Treasurer’s office and pay the required fee | Issue official receipt | 3 minutes | Gloria C. Ranico,  Jovannie G. Diaz, Esther S. Aguilar,  Rubie Jean R. Pico,  Janette E. Pita | Treasurer’s office  1st floor (right wing)  Municipal Hall beside LCR office |
| 1. Present OR to service provider. Wait for the release of the document at the waiting area outside of the LCR office. | Receive official receipt. Advise client to wait, prepare the document and “Verifier” affixes his/her signature. | 10 minutes | Gemma P. Peralta,  Benjamin B. Gines, Jr.,  Salud D. Panida (MCR) | LCR office – 1st floor (right wing) of Municipal Hall |
| Review document, affix signature. | 2 minutes | Salud D. Panida, (MCR) or the officer in charge | -same- |
| Issue document and advise the client to review document before leaving. | 2 minutes | Gemma P. Peralta,  Benjamin B. Gines, Jr.,  Salud D. Panida (MCR) | -same- |
| 4. Receive and review the document |  |  |  |  |

**About the service:** Certified true copies are provided if the record is available in Registry Books.

**Who can avail of Service:** Interested parties who want to avail of birth, marriage and death that occurred in Asingan, Pangasinan only.

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: REGISTRATION OF BIRTH (ATTENDED BY MIDWIVES)**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| * Accomplished certificate of Live Birth (MF 102) – 4 copies | P100.00 |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Submit document to the service provider | Receive the document, advise client to wait, evaluate if properly filled out, assign registry number | 3 minutes | Gemma P. Peralta or  Benjamin B. Gines, Jr. or  Salud D. Panida (MCR) | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Wait for the document |  |  |  | Waiting area in front of LCR office |
| 1. Receive & review documents | Sign, release & advise client to review the document | 2 minutes | Salud D. Panida (MCR) or the officer in charge | LCR office – 1st floor (right wing) of Municipal Hall |

**About the service:** Live Birth must be registered within the 30 days reglamentary period from the date of occurrence. Midwife is responsible in the registration of the birth she has attended.

**Who can avail of Service:** Those who were born in Asingan, Pangasinan only.

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: REGISTRATION OF BIRTH (ATTENDED BY HILOT)**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| List of information necessary in filing out the Certificate of Live Birth (MF 102) – 4 copies | Php 100.00 |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Submit the requirements | Receive and evaluate the requirements, prepare the documents, sign the document (prepare by portion, assign registry number) | 15 minutes | Gemma P. Peralta,  Benjamin B. Gines, Jr.,  Salud D. Panida (MCR) | LCR office, 1st floor (right wing) Municipal Hall |
| 1. Go to the Treasurer’s office and pay the required fee. | Issue official receipt | 3 minutes | Gloria C. Ranico,  Jovannie G. Diaz, Esther S. Aguilar,  Rubie Jean R. Pico,  Janette E. Pita | Treasurer’s Office, 1st floor (right wing) Municipal Hall, beside LCR Office |
| 1. Present OR to service provider.   Review/sign document | Advise client to review the document | 3 minutes | Salud D. Panida, MCR or the officer in charge | Waiting area in LCRO  LCR office, 1st floor (right wing) Municipal Hall |
| 1. Receive and review again the document | Sign, issue & advise the client to review again document | 2 minutes | Salud D. Panida, MCR or the officer in charge | LCR office, 1st floor (right wing) Municipal Hall |

**About the service:** Live Birth must be registered within the 30 days reglamentary period.

**Who can avail of Service:** Those who were born in Asingan, Pangasinan only.

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: DELAYED REGISTRATION OF BIRTH**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| * Negative Certification of birth from NSO | Php 100.00 |
| * Any 2 documents showing the name of the child/person to be registered, date/place of birth/name of parents |
| * Affidavit of late registration to be executed by two disinterested persons. |
| * Certificate of Marriage of person to be registered, if already married. |
| * Community Tax Certificate. |
| ***Note****: Each requirement must have four (4) photocopies.* | |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Submit the requirements | Receive & evaluate if requirements are complete, interview the informant (father or mother of child) | 10minutes | Gemma P. Peralta,  Benjamin B. Gines, Jr.,  Salud D. Panida (MCR) | LCR office, 1st floor (right wing) of Municipal Hall |
| Prepare the document, sign. Advise client to review document and affix signature | 15 minutes | Gemma P. Peralta,  Benjamin B. Gines, Jr.,  Salud D. Panida (MCR) | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Review document and affix signature, return document to service provider | Advise client to come back after 10 days of posting | 2 minutes | Gemma P. Peralta,  Benjamin B. Gines, Jr.,  Salud D. Panida (MCR) | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Go to Treasurer’s Office and pay necessary fee | Issue Official Receipt (O.R.) | 3 minutes | Gloria C. Ranico,  Jovannie G. Diaz,  Esther S. Aguilar,  Rubie Jean R. Pico, Janette E. Pita | Treasurer’s office 1st floor (right wing) Municipal Hall, beside LCRO |
| 1. After 10 days, go back to the Service Provider | Sign and release document, advise client to review again document | 2 minutes | Salud D. Panida or officer in charge | LCR office – 1st floor (right wing) of Municipal Hall |
| 1. Receive and review again document |  |  |  |  |

**About the service:** Late registration applies to births that are not registered within the 30-day reglamentary period (after the occurrence of the birth).It also applies to the registration of births that are found to be negative in the Civil Registry office and in the National Statistics Office.

**NOTE**: A 10-day posting period must be observed before the document is registered. Only application with complete requirements will be processed.

**Who can avail of Service:** Those who were born in **Asingan, Pangasinan** only.

**Schedule of service:** Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: DELAYED REGISTRATION OF MARRIAGE OR DEATH**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| **Basic requirements:**   * Negative Certification from NSO * Affidavit of late registration to be executed by two disinterested persons. * Community Tax Certificate | NONE |
| **Marriage:**   * Transcription from the records of the church/court where the event took place, or   client’s original copy of marriage certificate, if available |
| **Death:**   * Transcription of records from the hospital where the event took place * Or original copy of death certificate, if available |
| ***Note****: All requirements must be photocopied in four (4) copies each.* | |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Submit requirements to service provider | Receive and evaluate requirements if complete. | 5 minutes | Gemma P. Peralta,  Benjamin B. Gines, Jr.,  Salud D. Panida (MCR) | LCR office, 1st floor (right wing) of Municipal Hall |
|  | Advise client to return after 10 day posting period | 1 minute |  |  |
| 1. Come back after 10 days | Sign, issue document and advise client to review document | 2 minutes | Salud D. Panida, MCR or the officer in charge | LCR office – 1st floor (right wing) of Municipal Hall |
| 1. Receive and review document |  |  |  |  |

**About the service:** It applies to events (marriage without license/death) that are not registered within the 30-day reglamentary period and marriage with license that is not registered within the 15-day reglamentary period.

**Who can avail of Service:** Those whose marriage/death occurred in Asingan, Pangasinan only.

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: REGISTRATION OF LEGAL INSTRUMENTS (LEGITIMATION, ACKNOWLEDGEMENT, AFFIDAVIT TO USE SURNAME OF FATHER)**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| **Basic Requirement:**   * Certificate of Live Birth of Child from NSO | Php 100.00 – Legitimation Fee  + Php 15.00 - Documentary Stamp Tax |
| **Legitimation:**  Joint affidavit of legitimation (both parents) | Php 100.00 – photocopy of Certificate |
| **Marriage Contract of Parents:**   * Certificate of No Marriage (CENOMAR) from NSO. | Php 100.00 – Endorsement |
| **Acknowledgement:**   * Affidavit of Acknowledgement (father) | Acknowledgement/AUSF  Php 100.00 –Endorsement  Php 100.00 – Photocopy of Certificate  +Php 15.00 – Documentary stamp tax |
| **AUSF:**   * Affidavit to use Surname of Father to be executed either the father or mother |
| ***NOTE:*** *All requirements must be photocopied in four (4) copies each.* | |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Submit requirements | Receive and evaluate if requirements are complete and advise client to pay required fees | 3 minutes | Gemma P. Peralta,  Benjamin B. Gines, Jr.,  Salud D. Panida (MCR) | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Go to the Treasurer’s 0ffice and pay required fees | Issue Official Receipt | 3 minutes | Gloria C. Ranico,  Jovannie G. Diaz, Esther S. Aguilar,  Rubie Jean R. Pico,  Janette E. Pita | Treasurer’s office 1st floor (right wing) Municipal Hall beside LCR office |
| 1. Wait for the document | Process documents including endorsement to NSO-OCRG | 10 minutes | Gemma P Peralta,  Benjamin B. Gines, Jr.,  Salud D. Panida (MCR) | Waiting area in front of LCR office |
| 1. Receive, review document and mail endorsement thru LBC or any courier and follow-up after five (5) working days | Sign and issue documents, advise client to review document, mail and endorsement and follow-up at NSO East Ave. QC after five (5) working days | 2 minutes | Salud D. Panida, (MCR) or the officer in charge | LCR office – 1st floor (right wing) of Municipal Hall |

**About the service:** Documents that are required to update the birth record of the registrant.

**Who can avail of Service:** Only those who were born in Asingan, Pangasinan.

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: REGISTRATION OF FOUNDLING**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| * 3 copies of accomplished certificate of Foundling | NONE |
| * Affidavit of finder stating the facts and circumstances surrounding the finding of the child, that it has been reported to the Punong Barangay or the Police Authorities |  |
| * Certification of Punong Barangay attesting to the facts as reported by the finder |  |
| * Certification of the Police Authorities, if this event was reported to the Police headquarters. |  |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Submit requirements | Receive and evaluate the requirements if complete, assign registry number. | 15 mins | Gemma P. Peralta,  Benjamin B. Gines, Jr.,  Salud D. Panida (MCR) | LCR office – 1st floor (right wing) of Municipal Hall |
| Sign the document | 3 mins | Salud D. Panida, MCR or the officer in charge | LCR office – 1st floor (right wing) of Municipal Hall |
| 1. Receive and review document. | Issue document and advise registrant to review document. | 3 mins | Gemma P. Peralta,  Benjamin B. Gines, Jr.,  Salud D. Panida (MCR) | LCR office – 1st floor (right wing) of Municipal Hall |

**About the service:** Foundling is the finding of a deserted or abandoned infant or child, with parents, guardians or relatives being unknown, or a child committed in an orphanage or charitable or similar institutions with unknown facts of birth and parentage and must be registered within the 30-day reglamentary period if found in Asingan Pangasinan

**Who can avail of Service:** Abandoned infants/children with unknown facts of birth and parentage found in Asingan, Pangasinan

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: APPLICATION/ISSUANCE OF MARRIAGE LICENSE**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| * Birth Certificate of the contracting parties | Php 100.00- marriage application fee.  PhP 100.00 – marriage license |
| * Community Tax Certificate of both parties |
| * Death Certificate of dead spouse, if widow or widower. |
| * Court decision for contracting party whose previous marriage was annulled. |
| * Divorce documents for contracting party who is divorce. |
| * Legal Capacity to marry (if one of the contracting parties is a foreigner). |
| * Picture of would-be couple. |
| * Certificate of Pre-Marriage Counseling from MSWD Office or Solemnizing Officer and Certificate of Family Planning from RHU |
| * CENOMAR (Certificate of No Marriage) from NSO |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
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| **CLIENT** | **SERVICE PROVIDER** |
| 1. Submit the requirements | Receive & evaluate the documents | 5 minutes | Gemma P. Peralta,  Benjamin B. Gines, Jr.,  Salud D. Panida (MCR) | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Fill out the information sheet & submit to service provider | Receive & review the information sheet, prepare the application/consent/ advise | 20 minutes | Gemma P. Peralta,  Benjamin B. Gines, Jr.,  Salud D. Panida (MCR) | -do- |
| Request the would-be couple to review and sign the application form, parents sign consent or advise, if would-be couple are below 25 years old; advise the client to pay the required fee & | 3 minutes | Gemma P. Peralta,  Benjamin B. Gines, Jr. ,  Salud D. Panida (MCR) | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Sign the application for marriage license, parents sign consent or advise if would-be couple are below 25 years of age. |  |  |  |  |
| 1. Go to the Treasurer’s Office and pay the required fee and submit OR to service provider. | Issue official receipt | 3 minutes | Gloria C. Ranico,  Jovannie G. Diaz, Esther S. Aguilar,  Rubie Jean R. Pico,  Janette E. Pita | Treasurer’s office 1st floor (right wing) Municipal Hall beside LCR office |
| 1. Go back to the LCR office. | Advise would-be couple to come back after ten (10) day posting period for the issuance of marriage license (10) day posting period starts after the completion of requirements | 2 minutes | Gemma P. Peralta,  Benjamin B. Gines, Jr.,  Salud D. Panida (MCR) | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Go back to the LCR Office after the 10-day posting period. | Prepare, sign and issue marriage license after payment of the marriage license fee and advise would-be couple to review the marriage license then submit to the Solemnizing Officer. | 5 mins | Salud D. Panida, MCR or the officer in charge | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Receive document, pay the required fees. Review the document and submit to the Solemnizing Officer. |  |  |  |  |

**About the service:** Applies to all would-be couples who intend to get married, except for live-in partners for five (5) years or more who will opt to marry under the provisions of Article 34 of the Family Code of the Philippines

**Who can avail of Service:** Must be bona fide residents of Asingan, Pangasinan or one of the contracting parties is a bona fide resident of Asingan, Pangasinan.

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: SUPPLEMENTAL REPORT**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| Certificate of Live Birth/Marriage/Death from NSO | Php 100.00 – Supplemental Report Fee |
| Affidavit of Supplemental report | Php 100.00 – Photocopy of Certificate |
| Any 2 public or private document showing the missing entry in the certificate of birth/marriage/death | Php 100.00 – Endorsement Fee |
| ***NOTE:*** *Two (2) photo copies each* | |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Submit requirements | Receive and evaluate requirements, advice client to pay required payment. Prepare document | 20 minutes | Gemma P. Peralta,  Benjamin B. Gines, Jr.,  Salud D. Panida (MCR) | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Pay the required fee at the Treasurer’s office. | Issue official receipt | 3 minutes | Gloria C. Ranico,  Jovannie G. Diaz, Esther S. Aguilar,  Rubie Jean R. Pico,  Janette E. Pita | Treasurer’s office 1st floor (right wing) Municipal Hall beside LCR office |
| 1. Present OR. | Receive OR, advise client to review document | 2 minutes | Salud D. Panida, MCR or the officer in charge | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Receive, review and mail document | Sign, release document advise client to mail document to NSO via LBC or JRS and follow-up after five (5) days at NSO, East Ave QC. | 2 minutes | Salud D. Panida, MCR or the officer in charge | LCR office, 1st floor (right wing) of Municipal Hall |

**About the service:** Allows the client to have his/her birth/marriage/death certificate completed by providing the data for the missing entries

**Who can avail of Service:** Those whose birth/marriage/death happened in Asingan, Pangasinan only

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm.

**FRONTLINE SERVICE: ENDORSEMENT OF CIVIL REGISTRY DOCUMENTS**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| Negative Certification of birth, marriage or death from NSO | Php 100.00 |
| ***NOTE:*** *Two (2) photo copies* | |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Submit requirements. | Receive & evaluate requirements, advise client to pay the required fee and prepare document | 20 minutes | Gemma P. Peralta,  Benjamin B. Gines, Jr.,  Salud D. Panida (MCR) | LCR office, 1st floor (right wing) of Municipal |
| 1. Go to the Treasurer’s Office and pay necessary fee. | Issue official receipt | 3 minutes | Gloria C. Ranico,  Jovannie G. Diaz,  Esther S. Aguilar,  Rubie Jean R. Pico, Janette E. Pita | Treasurer’s office 1st floor (right wing) Municipal Hall beside LCR office |
| 1. Present OR to service provider.   Receive, review & mail document | Issue document and advise client to review document and mail endorsement to NSO, Q.C. or NSO Calasiao and follow-up endorsement after 5 days for the issuance of Security Paper (SECPA) | 2 minutes | Gemma P. Peralta,  Benjamin B. Gines, Jr.,  Salud D. Panida (MCR) | LCR office, 1st floor (right wing) of Municipal |

**About the service:** Enables owner of document (birth, marriage, death) whose records are found to be negative in NSO but available at LCRO to have his/her records included in NSO file.

**Who can avail of Service:** Those whose birth/marriage/death occurred in Asingan, Pangasinan

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: ISSUANCE OF AMENDED BIRTH CERTIFICATE (WITH JUDICIAL ORDER)**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| * Certificate of Live Birth from NSO | Php 100.00 (Certificate of Live Birth Fee) |
| * Decree of Adoption from court | + Php 15.00 (Documentary Stamp) |
| * Certificate of Finality from court | Php 100.00 (Tax Endorsement Fee) |
| * Certificate of registration of Court decision from the Civil Registry Office where the Court is functioning and certificate of authenticity. |  |
| ***NOTE:*** *Two (2) photo copies each* | |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Submit requirements | Receive & evaluate requirements. Advise client to pay the required fees and prepare document | 20 minutes | Gemma P. Peralta,  Benjamin B. Gines, Jr.,  Salud D. Panida (MCR) | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Pay the required fees at the Treasurer’s Office | Issue official receipt | 3 minutes | Gloria C. Ranico,  Jovannie G. Diaz,  Esther S. Aguilar,  Rubie Jean R. Pico, Janette E. Pita | Treasurer’s office 1st floor (right wing) Municipal Hall beside LCR office |
| 1. Present Official Receipt to the Service provider | Sign & issue document, advise client to read the documents and mail document to NSO via LBC, JRS or any courier and to follow-up document after five (5) days at NSO Q.C. | 2 minutes | Salud D. Panida, MCR or the officer in charge | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Receive, review and mail document |  |  |  |  |

**About the service:** Allows the adopted child to have a new/amended birth certificate

**Who can avail of Service:** Adopted children born in Asingan, Pangasinan

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: ISSUANCE OF ANNOTATED BIRTH/MARRIAGE/DEATH CERTIFICATE (WITH JUDICIAL ORDER)**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| * Birth/Marriage/Death Certificate from NSO | Php 100.00 (Certificate of Live Birth Fee) |
| * Court decision | + Php 15.00 (Documentary Stamp Tax) |
| * Certificate of Finality from court | Php 100.00 ( Endorsement Fee) |
| * Certificate of registration of Court decision from the Civil Registry Office where the court is functioning and certificate of authenticity. | P100.00 (First photocopy) + P15.00 (per additional copy |
| ***NOTE:*** *Two (2) photo copies each* | |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Submit requirements | Receive & evaluate requirements advise client to pay the required fees and prepare document | 20 minutes | Gemma P. Peralta,  Benjamin B. Gines, Jr.,  Salud D. Panida (MCR) | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Go to the Treasurer’s office and pay the required fee. | Issue Official Receipt | 3 minutes | Gloria C. Ranico,  Jovannie G. Diaz,  Esther S. Aguilar,  Rubie Jean R. Pico, Janette E. Pita | Treasurer’s office 1st floor (right wing) Municipal Hall beside LCR office |
| 1. Present official receipt to service provider | Sign and issue document, advise the client to review the document, mail to LBC, JRS, etc., and follow up after 5 days at NSO, QC | 2 minutes | Salud D. Panida, MCR or the officer in charge | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Receive, review and mail document |  |  |  |  |

**About the service:** Allows the client to have his/her birth certificate annotated reflecting the corrections made in the birth/marriage/death certificate a Judicial Order.

**Who can avail of Service:** All those whose birth/marriage/death occurred in Asingan, Pangasinan

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: PETITION FOR CORRECTION OF CLERICAL ERROR (CCE) UNDER RA 9048**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| **Basic requirements:** | Php 1,000.00 – filing fee |
| * Birth/marriage/death certificate to be corrected from NSO (5 photocopies) | Php 100.00 – verification fee |
| * Any 3 documents showing the correct entry of the item/items to be corrected like: | P115 – Certificate of Finality |
| 1. Baptismal Certificate | P100.00 (First photocopy) + P15.00 (per additional copy) |
| 1. Marriage Contract of parents/petitioner |  |
| 1. Birth certificate of siblings |  |
| 1. Medical Certificate |  |
| 1. Voter’s affidavit |  |
| ***Note:*** *Each requirement must have three (3) photocopies.* | |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
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| **CLIENT** | **SERVICE PROVIDER** |
| 1. Submit requirements | Receive and evaluate requirements. Present requirements to MCR, advise client to pay the required fees & prepare the petition | 20 minutes | Benjamin B. Gines, Jr. | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Go to the Treasurer’s office and pay the required fee. | Issue Official Receipt | 3 minutes | Gloria C. Ranico,  Jovannie G. Diaz,  Esther S. Aguilar,  Rubie Jean R. Pico, Janette E. Pita | Treasurer’s office 1st floor (right wing) Municipal Hall beside LCR office |
| 1. Submit Official Receipt at LCR Office. | Advise petitioner to review and sign the petition, and to come back after the 10-day posting. | 3 minutes | Benjamin B. Gines, Jr.,  Salud D. Panida (MCR) | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Review and sign petition |  |  |  |  |
| 1. Go back to the LCR Office after the 10-day posting | Sign & endorse petition to OCRG, advise petitioner to mail petition through LBC or JRS. Get contact number of petitioner. | 20 minutes | Salud D. Panida (MCR) or the officer in charge | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Receive and mail petition |  |  |  |  |
| 1. Go back to the LCR Office. | Prepare Certificate of Finality, Annotated birth/marriage/death Certificate, advise petitioner to read the document | 5 minutes | Salud D. Panida, MCR | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Review the document | Sign and issue document, advise petitioner to hand carry document to NSO Q.C. and follow-up after 5 days working days. | 3 minutes | Salud D. Panida, MCR | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Receive the document |  |  |  |  |

**About the service:** It is limited to those mistakes committed in the performance of clerical work in writing, copying, transcribing or typing an entry in the Civil Register which is harmless.

**Who can avail of Service:** Those whose birth/marriage/death occurred in Asingan, Pangasinan

**NOTE:** Processing for affirmation at NSO is 2-3 months

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: PETITION FOR CHANGE OF FIRST NAME (CFN) UNDER RA 9048**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| * Certificate of Live Birth from NSO (5 photocopies) | Php3000 – filing fee  Php100 – verification fee  Php100.00 – certificate of finality  Php15 – documentary stamp tax  Php100 – final photocopy; + Php 15 (per additional copy) |
| * 2 public or private documents showing the correct first name of the document owner |
| * Clearance from employer certifying there is no pending administrative case, if not, affidavit of non-employment |
| * NBI clearance |
| * Police clearance |
| * Barangay clearance |
| * Affidavit of publication from accredited local newspaper with newspaper clippings |
| ***NOTE:*** *Unless specified, submit three (3) photocopies of each document* |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
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| **CLIENT** | **SERVICE PROVIDER** |
| 1. Submit requirements | Receive & evaluate requirements, advise client to pay the required fees and prepare the petition | 20 mins | Salud D. Panida (MCR) | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Go to the Treasurer’s office and pay the required fee. | Issue the official receipt | 3 mins | Gloria C. Ranico,  Jovannie G. Diaz,  Esther S. Aguilar,  Rubie Jean R. Pico, Janette E. Pita | Treasurer’s office 1st floor (right wing) Municipal Hall beside LCR office |
| 1. Present the Official Receipt at LCR office. | Receive Official Receipt, advise petitioner to review and sign petition | 3 mins | Salud D. Panida (MCR) | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Review & sign the petition | Issue notice for Publication and advise petitioner to submit to any accredited local newspaper together with the payment and submit affidavit of publication after the 2 week publication to the service provider for decision | 3 mins | Salud D. Panida (MCR) or the officer in charge | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Receive notice for Publication submit and pay the publication cost | Receive affidavit of Publication with newspaper clipping; grant/deny the petition, sign the documents, advise client to review documents | 20 mins | Salud D. Panida, MCR | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Submit affidavit of publication with newspaper clipping after the 2-week publication | Prepare endorsement. Advise petitioner to mail petition through LBC or other courier to NSO Sta. Mesa, Manila | 10 mins | Salud D. Panida, MCR | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Review documents and mail petition. |  |  |  |  |

**About the service:** Enables owner of document to change his/her first name if registered name is different from the name he/she uses or name is tainted with dishonor, ridiculous, extremely difficult to write or pronounce.

**Who can avail the Service:** Those who were born in Asingan, Pangasinan only.

**NOTE:** Processing for affirmation at NSO is 2-3 months

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: OUT OF TOWN REGISTRATION/REPORTING (BIRTH, MARRIAGE, DEATH)**

|  |  |
| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES** |
| **Basic Requirements:**   * Negative Certification from NSO * Affidavit of delayed registration to be executed by the registrant and to be attested by 2 witnesses | Php100.00 - Certificate of Live Birth Fee  Php100.00 -Endorsement Fee­ |
| **BIRTH:**   * Any 2 documents showing the date/place of birth and name of parents * Marriage contract, if married |
| **MARRIAGE:**   * Client’s original copy if available   Certified transcription of marriage from the church/chapel/court where the event was solemnized |
| **DEATH:**   * Client’s original copy of Death Certificate, if available or * Certificate of Death from church/chapel or * Certificate of Death from hospital * Community Tax Certificate |
| ***Note:*** *All requirements must be photo copied in four (4) copies each* | |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Submit the requirements | Receive & evaluate requirement advise client to get postal money order | 5 minutes | Gemma P. Peralta,  Benjamin B. Gines, Jr.,  Salud D. Panida (MCR) | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Secure Postal money order (PMO) at the Post Office, Asingan, Pangasinan amounting to Php 300.00 |  |  |  |  |
| 1. Submit the PMO | Receive the PMO, process document, sign the prepared by portion, advise client to review document & affix signature, pay required fees | 15 minutes | Gemma P. Peralta,  Benjamin B. Gines, Jr.,  Salud D. Panida (MCR) | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Review document, affix signature, pay required fees | Sign the affidavit. Advise client to mail document at LBC or other courier | 3 minutes | Gemma P. Peralta,  Benjamin B. Gines, Jr.,  Salud D. Panida (MCR) | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Go to Treasurer’s Office and pay necessary fee | Issue Official Receipt (O.R.) | 3 minutes | Gloria C. Ranico,  Jovannie G. Diaz,  Esther S. Aguilar,  Rubie Jean R. Pico, Janette E. Pita | Treasurer’s office 1st floor (right wing) Municipal Hall beside LCR office |
| 1. Receive mail document give contact number | Get contact number of client | 2 minutes | Gemma P. Peralta,  Benjamin B. Gines, Jr.,  Salud D. Panida (MCR) | LCR office – 1st floor (right wing) of Municipal Hall |
| 1. Awaits phone call or text message | Inform client as soon as document is received | 2 minutes | Gemma P. Peralta,  Benjamin B. Gines, Jr.,  Salud D. Panida (MCR) | LCR office – 1st floor (right wing) of Municipal Hall |
| 1. Receive document | Release document to client | 2 minutes | Gemma P. Peralta,  Benjamin B. Gines, Jr.,  Salud D. Panida (MCR) | LCR office – 1st floor (right wing) of Municipal Hall |

**About the service:** Applies to residents of Asingan whose vital events - birth/marriage/death - took place outside the municipality and whose records are not available in the records of NSO

**Who can avail of Service:** Residents of Asingan, Pangasinan only.

**NOTE:**  Client should prepare a postal money order (PMO) to defray incidental expenses

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

FRONTLINE SERVICE: PETITION FOR CORRECTION OF GENDER AND MONTH AND DAY OF BIRTH

UNDER RA 10172

|  |  |
| --- | --- |
| REQUIRMENT(S)/FORMS | FEES |
| 1. Certified true copy of the birth certificate or certified transcription or the certified true copy of the page of the registry book containing the entry or entries sought to be corrected. (Both NSO and LCRO copy. | Php 3000 – filing fee |
| 1. Earliest school record or earliest school documents. In case where the petitioner/document owner never entered school, an affidavit attesting to the facts shall be submitted. | Php 100 – verification fee |
| 1. Medical records. In case where the petitioner/documents owner has no medical records, an affidavit attesting to the facts shall be submitted. | Php 100 – Certificate of Finality |
| 1. Baptismal certificate and other documents issued by religious authorities. In case where the petitioner/document owner has no baptismal certificate or similar documents, an affidavit attesting to the facts shall be submitted | Php 15 – Documentary Stamp Tax |
| 1. Clearance or a certification that the owner of the documents has no pending administrative, civil or criminal case, or no criminal record, which shall be obtained from the following.    1. Employer, if employed (no pending administrative case); if not employed, affidavit of non-employment;    2. National Bureau of Investigation;    3. Philippine National Police, and    4. Barangay Clearance   Those with criminal records or those with pending administrative or criminal cases are prohibited from filing a petition under RA 10172 for the correction on the day and/or month in the date of birth as well as correction in the entry for sex in the birth certificates.  In case the petition is filed on behalf of another person, the clearances to be submitted shall not be for the petitioner but for the person being represented is a minor (under 18 years old), such clearances shall be complied with, only if required by the C/MCR. | Php 100 – Certified photocopy plus Php 15 each extra photocopy |
| 1. Proof of Publication:   Copy of newspaper clipping of the published petition;  Affidavit of publication from the publisher |  |
| 1. In case of correction of sex, Medical Certificate issued by an accredited government physician. |  |
| 1. Certificate of Authenticity of Medical Certification to be issued by MCR |  |
| 1. Other documents which the petitioner or the C/MCR, or the CG may consider relevant and necessary for the approval of the petition. |  |
|  |  |
| ***NOTE****: Unless specified, submit three (3) photocopies of each documents.* |  |

| **STEP/PROCESS** | | **DURATION** | **PERSON RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Submit requirements | Receive & evaluate requirements, advise client to pay the required fees and prepare the petition | 20 mins | Salud D. Panida  (MCR) | LCR Office, 1st flor (right wing) of Municipal Hall |
| 1. Go to the Treasurer’s office and pay the required fee. | Issue the official receipt | 3 mins | Gloria C. Ranico,  Jovannie G. Diaz, Esther S. Aguilar,  Rubie Jean R. Pico,  Janette E. Pita | Treasurer’s office 1st floor (right wing) Municipal hall beside LCR office |
| 1. Present the Official Receipt | Receive Official Receipt, advise petitioner to review and sign | 3 mins | Salud D. Panida  (MCR) | LCR office, 1st floor (right wing) of Municipal Hall |
| 1. Review &sign the petition | Issue notice for Publication and advise petitioner to submit to any accredited local newspaper together with the payment and submit affidavit of publication after the 2 week publication to the service provider for decision | 3 mins | Salud D. Panida  (MCR) or the Officer in Charge | LCR office, 1st fllor (right wing) of Municipal Hall |
| 1. Receive notice for Publication submit and pay the publication post | Receive affidavit of Publication with newspaper clipping; grant/deny the petition, sign the documents, advise client to review documents | 20 mins | Salud D. Panida  MCR | LCR office, 1st fllor (right wing) of Municipal Hall |
| 1. Submit affidavit of publication with newspaper clipping after the 2-week publication | Prepare endorsement. Advise petitioner to mail petition through LBC or other courier to NSO Sta. Mesa, Manila.  Get contact number of Petitioner | 10 mins | Salud D. Panida  MCR | LCR office, 1st fllor (right wing) of Municipal Hall |
| 1. Review documents and mail petition |  |  |  |  |
| 1. Return after affirmation of petition and request for Certificate of Finality | Issue Certificate of Finality after paying the required fees and advise petitioner to submit documents to PSA | 20 mins | Salud D. Panida  MCR | LCR office, 1st fllor (right wing) of Municipal Hall |

**About the service:** It is limited to those mistakes committed in the performance of clerical work in writing, copying, transcribing or typing an entry in the Civil Register which is harmless.

**Who can avail of Service:** Those whose birth/marriage/death occurred in Asingan, Pangasinan

**NOTE:** Processing for affirmation at NSO is 2-3 months

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

# OFFICE OF THE MUNICIPAL BUDGET OFFICER

**FRONTLINE SERVICE: SIGNING OF OBLIGATION REQUEST (OR)**

|  |  |
| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES** |
| * Obligation Request signed by proper authority/head of office/ requesting officer | NONE |
| * Disbursement Voucher |
| * Purchase Request, Purchase Order, Canvass, Inspection Report (for supplies & materials) |
| * Certificate of Eligibility approved by the Municipal Mayor (For financial assistance) |
| * Timebook & Payroll (for Wages) |
| * Travel Order, Certificate of Appearance, Itinerary of Travel (for payment of per diems & travelling expenses/liquidation of cash advances) |
| * Job Order (for repair of vehicles, equipment and other utilities) |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Present documents /papers to the Service Provider | Record the transaction in the logbook for the numbering of the Obligation Request (OR) | 3 minutes | Rosalie A. Jover  or  Emely S. Badua | Budget Office Ground Floor  (Left wing of the Mun. Building) |
| 1. Let client take a sit and wait for the review of the documents | Review the requirements if properly signed and accomplished | 5 minutes | Emely S. Badua or  Rosalie A. Jover | Budget Office Ground Floor  (Left wing of the Mun. Building) |
| 1. Receive the documents | Sign and release the documents | 2 minutes | Emely S. Badua or  Rosalie A. Jover | Budget Office Ground Floor  (Left wing of the Mun. Building) |

**About the service:** The Municipal Budget Office ensures that disbursements conform to the Annual Procurement Plan, quarterly allotment of the different offices and Annual Investment Plan of the municipality.

**Who can avail of Service:** Municipal and national officials and employees of the municipality, suppliers, contractors and indigent families as endorsed by the Office of the Municipal Social Worker & Development Officer (MSWDO)

**Schedule of service:** Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: REVIEW AND ENDORSEMENT OF BARANGAY BUDGET**

|  |  |
| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES** |
| 1. Brgy. Budget Authorization Form No. 1 | NONE |
| 1. Barangay Budget Preparation Forms (BBPF)  * Certified Statement of Income * Programmed Appropriation and Obligation by Object Expenditures * Personnel Schedule |
| 1. Annual Investment Forms  * Strategic Directions * Priorities for Development Projects (20% of IRA CY \_\_\_\_\_\_) * Priorities for Development Projects (To be funded from External Sources) |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Submit Proposed Brgy. Budget for review and evaluation to the service provider | Receive the documents for review | 2 minutes | Emely S. Badua  or  Rosalie A. Jover | Budget Office Ground Floor  (Left wing of the Mun. Building) |
| 1. Let the client sit and wait for the review of the documents | Review the submitted documents and prepare endorsement letter if it conforms with the budgetary requirements | 4 hours  to  8 hours | Emely S. Badua | Budget Office Ground Floor  (Left wing of the Mun. Building) |
| if it needs revision/ corrections return to the client the documents for proper amendments |
| 1. Receive the documents with endorsement letter to be submitted to the Office of the Sangguniang Bayan | Sign the endorsement letter and release it together with the reviewed documents | 3 minutes | Emely S. Badua | Budget Office Ground Floor  (Left wing of the Mun. Building) |

**About the service:** The Municipal Budget Office is tasked to assist barangays in the preparation of their Annual and Supplemental Budgets to ensure compliance with statutory, contractual obligation and budgetary requirements prior to the review and approval of the Sangguniang Bayan

**Who can avail of Service:** 21 barangays of the municipality

**Schedule of service:** Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: SIGNING OF PURCHASE REQUEST (PR)**

|  |  |
| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES** |
| * Purchase Request | NONE |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Present document to the service provider | Receive the document and let the client have a sit | 2 minutes | Emely S. Badua  or  Rosalie A. Jover | Budget Office Ground Floor  (Left wing of the Mun. Building) |
| 1. Wait for the document for verification and signing | Check and verify if there is an available fund for the request and properly signed by the requesting official | 5 minutes | Emely S. Badua  or  Rosalie A. Jover |
| 1. Receive the document | Sign and release the document | 2 minutes | Emely S. Badua |

**About the service:** The Municipal Budget Office will ensure that no overdraft will be incurred through proper recording of balances of allotment of the different offices of the municipal government

**Who can avail of Service:** Municipal and national officials and employees of the municipality, suppliers, contractors and indigent families as endorsed by the Office of the Municipal Social Worker & Development Officer (MSWDO)

**Schedule of service:** Monday to Friday, 8:00 am to 5:00 pm

# OFFICE OF THE MUNICIPAL TREASURER

**FRONTLINE SERVICE: ISUANCE OF OFFICIAL RECEIPT FOR GENERAL COLLECTION**

| **REQUIREMENT(S)/FORMS** | **FEES** |
| --- | --- |
| **For Violations Fees**   * Citation tickets | No safety net (Provincial Ord. 82-99) – Php 500.00  (Ord. No.5 series 2007)  No mayor’s permit/tricycle permit – Php 200.00  Illegal parking – Php 50.00  One way – Php 50.00 |
| **Police Clearance**   * Barangay Clearance * Community Tax Cert. | Abroad/Local – Php 115.00  Fire Arm – Php 315.00  Tricycle Permit – Php 295.00w/penalty – Php 320.00  Legalization – Php 200.00 |
| **Civil Registration Fee**   * No requirements needed | **A. MARRIAGE FEES**:  Marriage application fee – Php 100.00  Marriage license – Php 100.00  Marriage Solemnization fee – Php 300.00  Family planning fee – Php 115.00  Sponsor’s fee – Php 50.00  **B. FOR REGISTRATION OF THE FOLLOWING:**  Legitimation Fee – Php 100.00  Adoption Fee – Php 100.00  Annulment of marriage fee – Php 100.00  Divorce/legal separation fee – Php 100.00  Naturalization fee – Php 100.00  For change of first name/nick name – Php 3,000.00  For correction of clerical error – Php 1,000.00  Recognition/acknowledgement fee – Php 100.00  Plus Php 25.00 per additional copy  Registration of affidavit to use surname of father – Php 100.00  Parental advice /consent fee – Php 100.00  Endorsement fee – Php 100.00  Certificate of Live Birth (COLB) – Php 100.00  Supplemental Report – Php 100.00  **C. OTHER LEGAL DOCUMENTATION FOR RECORD PURPOSES:**  Verification Fee – Php 100.00  Affidavit For Late Registration – Php 115.00  Certified True Copy – Php 115.00  in case a petition is filed w/ consul general  Correction Of Clerical Error –USD 50  Change Of First Name/Nickname –USD 50 service fee for migrant petitions (RA 9048) Correction Of Clerical Error – Php 500.00  Change Of First Name – Php 1,000.00  Burial Permit – Php 100.00  Transfer of Cadaver Fee – Php 100.00  Exhumation of Cadaver fee – Php 200.00  Removal of Cadaver Fee – Php 100.00  Certificate of finality (RA 9048) – Php 100.00 |
| **Zoning Clearance:**   * No requirements needed | Residential – Php 325.00  Commercial – Php 625.00  Institutional – Php 425.00  **Locational Clearance:**  **Residential:**  1st Php 100,000 = Php 100 in excess of Php 100,00 x 1/10 of 1% plus 1% Legal  Research Fee but not lower than 10 pesos  **Commercial/Industrial:**  1st Php 100,000 = Php 1,000 in excess of Php 100,000 x 1/10 of 1% plus 1% Legal  Research Fee but now lower than 10 pesos  **Institutional:**  1st Php 100,000 = Php 400 in excess of Php 100,000 x 1/10 of 1% plus 1% Legal Research Fee but not lower than 10 pesos  Building/Electrical Permits is based on Assessment from Engineering Office as prescribed in the National Building Code (PD 1096) |

**FOR VIOLATIONS FESS AND POLICE CLEARANCE:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to the service provider and state request | Advise Client to sit in front of vacant collector to review the requirements | 3 mins | Gloria C. Ranico,  Jovannie G. Diaz, Esther S. Aguilar,  Rubie Jean R. Pico,  Janette E. Pita | Treasurer’s Office (1st Floor right wing of the Municipal Hall) |
| 1. Pay the necessary fees | Issue Official Receipt | 3 mins | Gloria C. Ranico,  Jovannie G. Diaz, Esther S. Aguilar,  Rubie Jean R. Pico,  Janette E. Pita | Treasurer’s Office (1st Floor right wing of the Municipal Hall) |

**FOR CIVIL REGISTRATION FEES:**

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to the Service Prov*i*der and state request | Advise Client to sit in front of vacant collector to pay the Clearance or Certification Fee | 3 mins | Elma A. Espedido  Gloria C. Ranico,  Jovannie G. Diaz, Esther S. Aguilar,  Rubie Jean R. Pico,  Janette E. Pita | Treasurer’s Office (1st Floor right wing of the Municipal Hall) |
| 1. Pay the necessary fees | Issue Official Receipt | 3 mins | Elma A. Espedido  Gloria C. Ranico,  Jovannie G. Diaz, Esther S. Aguilar,  Rubie Jean R. Pico,  Janette E. Pita | Treasurer’s Office (1st Floor right wing of the Municipal Hall) |

**FOR ZONING AND LOCATIONAL CLEARANCE:**

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to the service provider and state request | Advise Client to sit in front of vacant collector to pay the Clearance or Building Permit fee | 3 mins | Elma A. Espedido  Gloria C. Ranico,  Jovannie G. Diaz, Esther S. Aguilar,  Rubie Jean R. Pico,  Janette E. Pita | Treasurer’s Office (1st Floor right wing of the Municipal Hall) |
| 1. Pay the necessary fees | Issue Official Receipt | 3 mins | Elma A. Espedido  Gloria C. Ranico,  Jovannie G. Diaz, Esther S. Aguilar,  Rubie Jean R. Pico,  Janette E. Pita | Treasurer’s Office (1st Floor right wing of the Municipal Hall) |

**Schedule of Service: Monday to Friday** 8:00 am to 5:00 pm

**FRONTLINE SERVICE: ISSUANCE OF REAL PROPERTY TAX OFFICIAL RECEIPT**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| Previous official Receipt (OR) and RPTOP | Total Real Property Tax Due as computed in RPTOP current year plus years, if delinquent |

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| --- | --- | --- | --- | --- |
| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to the Service Provider and Present the requirements | Review the requirements presented and compute the Real Property Tax Order of Payment (RPTOP) | 7 mins | Edita C. Casipit,  Gloria C. Ranico,  Jovannie G. Diaz, Esther S. Aguilar,  Rubie Jean R. Pico,  Janette E. Pita, | Treasurer’s Office  (1st Floor right wing of the Municipal Hall) |
| 1. Receive for approval the computed tax due for payment | Present to the Client the computed tax due | 2 mins | Edita C. Casipit,  Gloria C. Ranico,  Jovannie G. Diaz, Esther S. Aguilar,  Rubie Jean R. Pico,  Janette E. Pita, | Treasurer’s Office  (1st Floor right wing of the Municipal Hall) |
| 1. Pay the necessary fee | Issue Official Receipt, get a file copy of the RPTOP and release the document | 5 mins per receipt | Edita C. Casipit,  Gloria C. Ranico,  Jovannie G. Diaz, Esther S. Aguilar,  Rubie Jean R. Pico,  Janette E. Pita, | Treasurer’s Office  (1st Floor right wing of the Municipal Hall) |
| 1. Receive the Official Receipt and Documents |  | 1 min |  |  |

**ABOUT THE SERVICE:** Collection of Real Property Tax on Lands, Buildings and Machineries based on percentage of the property’s assessed value.

Payment of Real Property Taxes in Installments – The owner of the real property or the person having legal interest therein may pay the basic real property tax and the additional tax for the SEF due thereon without interest in four (4) equal installments: the first installment to be due and payable on or before the thirty-first (31st ) of March; the second installment, on or before the thirtieth (30th ) of June; the third installment, on or before the thirty-first of September, and the last installment on or before thirty-first (31st ) of December

Tax Discount for Advance Prompt Payment – If the basic real property tax and the additional tax accruing to the SEF are paid in advance in accordance with the prescribed schedule of payment as provided under Section 250, the sanggunian concerned may grant a discount not exceeding twenty percent (20%) of the annual tax due.

**WHO CAN AVAIL THE SERVICE:** Taxpayers with properties in Asingan, Pangasinan

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: ISSUANCE OF A CERTIFICATION OF REAL PROPERTY TAX PAYMENTS (TAX CLEARANCE)**

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| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES** |
| * Current Real Property Tax Receipt | Php 115.00 per clearance |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to the Service Provider and Present the requirement | Verify the record & prepare the Clearance/Certificate | 5 mins | Gloria C. Ranico,  Rubie Jean R. Pico,  Janette E. Pita,  Jovannie G. Diaz, Esther S. Aguilar | Treasurer’s Office  (1st Floor right wing of the Municipal Hall) |
| Advise the client to pay the necessary fee |
| 1. Pay the Necessary Fee/s | Accept payment/s and Issue Official Receipt/s | 3 mins | Gloria C. Ranico,  Jovannie G. Diaz, Esther S. Aguilar,  Rubie Jean R. Pico,  Janette E. Pita, | Treasurer’s Office  (1st Floor right wing of the Municipal Hall) |
| Sign and seal the Certificate of non-delinquency | 3 mins | Edita C. Casipit,  Gloria C. Ranico,  Jovannie G. Diaz, Esther S. Aguilar,  Rubie Jean R. Pico,  Janette E. Pita, | Treasurer’s Office  (1st Floor right wing of the Municipal Hall) |
| 1. Receive the Document/s | Release and retain a file copy or the document | 1 min | Edita C. Casipit,  Gloria C. Ranico,  Jovannie G. Diaz, Esther S. Aguilar,  Rubie Jean R. Pico,  Janette E. Pita, | Treasurer’s Office  (1st Floor right wing of the Municipal Hall) |

**About the service:** For purposes of availing other services, the Office of the Municipal Treasurer issues a Certificate/Clearance of Real Property Tax Payments to property owners who are non-delinquent

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: ISSUANCE OF COMMUNITY TAX CERTIFICATE**

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| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES** |
| NONE | minimum of 5.00 plus 1.00 for every 1,000 gross income |

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| --- | --- | --- | --- | --- |
| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to the Service Provider and be seated for interview | Ask all personal data to be filled up at the Community Tax Certificate | 5 mins | GLORIA C. RANICO | Treasurer’s Office  (1st Floor right wing of the Municipal Hall) |
| 1. Affix the signature and Thumb mark and wait for the issuance of the CTC | Advise the client to pay | 2 mins | GLORIA C. RANICO | Treasurer’s Office  (1st Floor right wing of the Municipal Hall) |
| 1. Pay the necessary fee | Detach and release the Original copy of the CTC | 2 mins | GLORIA C. RANICO | Treasurer’s Office  (1st Floor right wing of the Municipal Hall) |
| 1. Receive the CTC |  | 1 min |  |  |

**WHO CAN AVAIL THE SERVICE:** Individuals liable to Community Tax are inhabitants of the Philippines eighteen (18) years of age and above

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

# OFFICE OF THE MUNICIPAL ACCOUNTANT

**FRONTLINE SERVICE: PROCESSING OF CLAIMS**

|  |  |
| --- | --- |
| **REQUIREMENT(S)/ FORMS** | **FEES** |
| * Approval Obligation Request | None |
| * Disbursement Voucher |
| * Approved Purchase Request, Purchase Order, Canvass, Inspection Report, Bid Notice Abstract – Philgeps (for supplies and materials) |
| * Certification of Eligibility approved by the Mun. Mayor (for financial assistance) |
| * Timebook and Payroll (for Salaries and Wages) |
| * Travel Order, Certificate of Appearance, Itinerary of Travel (for payment of per diems, & travelling expenses/liquidation of cash advances) |
| * Job Order (for repair of vehicles, equipment and other utilities) |
| * Liquidation Report (for cash advances - travel) |
| * Approved documents under Government Procurement Reform Act (RA 9184) |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Present documents/papers to the service provider | Assign number on disbursement voucher | 3 minutes | Myrna Luisa M. Alipio,  Melba B. Bagood, Michael C. Soliven | Accounting Office  Ground Floor  (Left wing of the Municipal Hall) |
|  | Review the documents if complete and properly signed | 15 minutes | Marjorie V. Tinte, CPA | -same- |
|  | Sign and release the documents | 3 minutes | Marjorie V. Tinte, CPA | -same- |
| 1. Receive the documents |  |  |  |  |

**About the service:**  The Municipal Accounting Office safeguards the use and disposition of the Municipal Governments assets and determines its liabilities from claims. Pre-audit is undertaken by the Municipal Accountant to determine that all necessary supporting documents are complete.

**Who can avail of the Service:** Municipal and national officials and employees of the municipality, suppliers, contractors and indigent families (as endorsed by the Municipal Social Welfare and Development Officer (MSWDO))

**Schedule of Service:**  Monday – Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: ISSUANCE OF ACCOUNTANT’S ADVICE FOR LOCAL CHECK DISBURSEMENT**

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| --- | --- |
| **REQUIREMENT(S)/ FORMS** | **FEES** |
| Disbursement voucher with complete supporting documents and the check issued. | NONE |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Present documents with check issued by the Municipal Treasurer | Review the check issued and documents submitted. | 3 minutes | Myrna Luisa M. Alipio,  Melba B. Bagood, Michael C. Soliven | Accounting Office, Ground Floor (Left wing of the Mun. Hall) |
|  | Prepare the JournalEntry Voucher (JEV) and Accountant’s Advice. | 5 minutes | -same- | -same- |
|  | Sign the JEV, Advice and release the documents | 3 minutes | Marjorie V. Tinte, CPA | -same- |
| 1. Receive the documents. |  |  |  |  |

**About the service:** Every local check should be accompanied by an Accountant’s Advice for Local Check Disbursement. This is in compliance with the Commission on Audit (COA) requirement.

**Who can avail of the Service:** Municipal and national officials and employees of the municipality, suppliers, contractors and indigent families as endorsed by the Office of the Municipal Social Welfare and Development Officer (MSWDO)

**Schedule of Service: Monday to Friday,** 8:00 am to 5:00 pm

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**FRONTLINE SERVICE: ISSUANCE OF CERTIFICATE OF INCOME TAX WITHHELD FROM EMPLOYEES**

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| --- | --- |
| **REQUIREMENT(S)/ FORMS** | **FEES** |
| Identification Card | NONE |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to the service Provider and request for the Certificate of Income tax withheld. | Acknowledges client Advise client to sit down and wait for the document | 2 minutes | Myrna Luisa M. Alipio, Michael C. Soliven | Accounting Office,  Ground Floor, (Left wing of the Municipal Hall) |
|  | Prepare BIR FORM (W2) | 5 minutes | -same- | -same- |
| Sign Client Logbook | Sign and release the form | 2 minutes | Marjorie V. Tinte, CPA | -same- |
| 1. Receive the document |  |  |  |  |

**About the service:** Government employee’s income taxes are withheld pursuant to the National Revenue Code. The Certificate of Compensation Payment Tax withheld is annually given to show proof that tax due from employees has been paid.

**Who can avail of the Service:** Municipal officials and employees of the municipality.

**Schedule of Service: Monday to Friday,** 8:00 am to 5:00 pmMonday to Friday, 8:00 A.M. to 5:00 P.M.

**FRONTLINE SERVICE: ISSUANCE OF CERTIFICATE OF NET TAKE HOME PAY**

|  |  |
| --- | --- |
| **REQUIREMENT(S)/ FORMS** | **FEES** |
| NONE | NONE |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Sign Client Logbook | Advise client to sit down and wait for the document. | 2 minutes | Myrna Luisa M. Alipio, Michael C. Soliven | Accounting Office  Ground floor,  (Left wing of the Municipal Hall) |
| 1. Sit down and wait for the document. | Prepare the form | 5 minutes | Myrna Luisa M. Alipio, Michael C. Soliven | -same- |
| 1. Receive the document | Sign and release the form | 2 minutes | Marjorie V. Tinte, CPA | -same- |

**About the service:** Employees shall secure from the Municipal Accounting Office the certificate for whatever purpose it may serve them.

**Who can avail of the Service:**  Municipal officials and employees of the municipality.

**Schedule of Service:** Monday to Friday, 8:00 A.M. to 5:00 P.M.

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**FRONTLINE SERVICE: ISSUANCE OF CERTIFICATE OF TAX WITHHELD (BIR Form 2306 and 2307)**

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| --- | --- |
| **REQUIREMENT(S)/ FORMS** | **FEES** |
| NONE | NONE |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Sign Client Logbook | Advise client to sit down and wait for the document. | 2 minutes | Melba B. Bagood or Myrna Luisa M. Alipio, Michael C. Soliven | Accounting Office  Ground floor,  (Left wing of the Municipal Hall) |
| 1. Sit down and wait for the document. | Prepare the form | 8 minutes | Myrna Luisa M. Alipio, Michael C. Soliven | -same- |
| 1. Receive the document | Sign and release the forms. | 2 minutes | Marjorie V. Tinte, CPA | -same- |

**About the service:** Suppliers and contractors shall secure from the Municipal Accounting Office the Certificate of tax withheld for Bureau of Internal Revenue (BIR) purposes.

**Who can avail of the Service:**  Suppliers and contractors

**Schedule of Service: Monday to Friday,** 8:00 am to 5:00 pm

# OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICER

**FRONTLINE SERVICE: PROVISION OF ASSISTANCE FOR INDIVIDUAL IN CRISIS SITUATION**

|  |  |
| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES** |
| * Certificate of indigence from the Punong Barang | NONE |
| * Medical Certificate or Death Certificate or Certificate of confinement and hospital statement of account |
| * Police report in case of accident |
| * AICS form, ALOBS and Disbursement Voucher |
| * Latest Community Tax Certificate |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to the service provider and register on the client’s logbook | Interview and assess qualification of applicant | 30 minutes | Princess Poon or  job order on duty | MSWD Office (Back of the Police Station) |
|  | Prepare the documents for Assistance in Crisis Situation (AICS) | 10 minutes | Princess Poonor  job order on duty | MSWD Office (Back of the Police Station) |
|  | Review and approve documents and give it to the client | 2 minutes | Teresa O. Mamalio or the Officer in Charge | MSWD Office (Back of the Police Station) |
| 1. Proceed to the following offices: |  |  |  |  |
| * Mayor’s Office | Approval of AICS Form | 5 minutes | Athena Ira G. Chua | Office of the Municipal Mayor Second Floor (left wing of the Municipal Hall) |
| * Mun. Budget Office | Approval of Obligation Request | 5 minutes | Emely S. Badua | Budget Office Ground Floor  (Left wing of the Mun. Building) |
| * Mun. Accounting Office | Approval of Disbursement Voucher | 5 minutes | Marjorie V. Tinte | Accounting Office Ground Floor  (Left wing of the Mun. Building) |
| * Mun. Treasurer’s Office | Approval of Disbursement Voucher | 5 minutes | Edita C. Casipit | Treasurer’s Office Ground Floor  (Right wing of the Mun. Building) |
| * Mayor’s Office | Final approval | 5 minutes | Heidee G. Chua  Mun. Mayor | Office of the Municipal Mayor Second Floor (left wing of the Municipal Hall) |
| 1. Go back to the Municipal Treasurer’s Office and get the financial assistance in cash/check |  |  |  | Treasurer’s Offcie Ground Floor  (Right wing of the Mun. Building) |

**Who can avail of the Service:** Families or individuals below poverty threshold with no PhilHealth indigent ID card who has sick family member/death in the family/ have inadequate resources.

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: PREPARATION OF SOCIAL CASE STUDY REPORT FOR MEDICAL/HOSPITAL ASSISTANCE FROM PHILIPPINE CHARITY SWEEPSTAKES OFFICE AND REFERRAL TO GOVERNMENT/PRIVATE HOSPITAL**

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| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES** |
| 1. **Referral to PCSO** |  |
| 1. Hospitalization  * Certificate of Indigence signed by Punong Barangay * Medical Abstract from the hospital * Police Report in case of accident * Hospital statement of account | NONE |
| 1. Medical Assistance  * Certificate of Indigence signed by Punong Barangay * Updated Medical Certificate * Medical prescription signed by a physician (indicate his/her PRC license number) |
| 1. For CT Scan  * Certificate of Indigence signed by Punong Barangay * Request of the licensed physician that client will undergo a CT Scan |
| 1. **Referral to Hospital** |
| * Certificate of Indigence signed by Punong Barangay * Medical Certificate or Medical Abstract * Request from the hospital where the client is undergoing treatment |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to the service provider and register on the client’s logbook and present the requirements | Interview, assess client to establish eligibility and review the required documents | 30 minutes | Teresa O. Mamalio or Princess Poon | MSWD Office  (Back of the Police Station) |
| 1. Wait for the Social Case Study Report | Prepare Social Case Study Report | 30 minutes | Teresa O. Mamalio or Princess Poon | MSWD Office  (Back of the Police Station) |
| 1. Receive Social Case Study Report | Sign and release the Social Case Study Report to the client | 1 minute | Teresa O. Mamalio or Princess Poon | MSWD Office  (Back of the Police Station) |

**Who can avail of the Service:**

* Those who wish to avail of Medical/Hospital assistance from PCSO.
* Family below poverty threshold who wish to avail of medical/hospital assistance from government/private hospital

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: ISSUANCE OF SOLO PARENTS IDENTIFICATION CARD**

**“***Solo Parents” Identification Cards are issued to identified beneficiaries to avail benefits embodied in the Solo Parents Act*

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| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES** |
| 1. **FOR NEW APPLICANT** | NONE |
| * Court decision for annulled marriage/legal separation/ for the spouse who is entrusted with the custody of children/ spouse serving a sentence for conviction |  |
| * Medical certificate of spouse, in case of physical/mental disability |  |
| * Death certificate of spouse, in case of death |  |
| * Certification from the Punong Barangay for residency and solo parent left alone with the responsibility of parenthood |  |
| 1. **FOR RENEWAL OF ID CARD** |  |
| * Old Solo Parent ID Card |  |
| * Certification from the Punong Barangay for residency and solo parent left alone with the responsibility of parenthood |  |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to the service provider and register on the client’s logbook and present the requirements | Give the Solo Parent application form and assist client in the filling up of application form | 5 minutes | Teresa O. Mamalio or Princess Poon  or job order on duty | MSWD Office  (Back of the Police Station) |
| 1. Submit the accomplished application form and required documents | Review the requirements needed | 3 minutes | Teresa O. Mamalio or Princess Poon  or job order on duty | MSWD Office  (Back of the Police Station) |
| 1. Wait for the Processing of ID Card | Prepare and process the ID Card | 5 minutes | Teresa O. Mamalio or Princess Poon  or job order on duty | MSWD Office  (Back of the Police Station) |
| 1. Receive Solo Parent Identification Card | Release Identification Card and instruct Solo Parent on how to use the ID Card | 10 minutes | Teresa O. Mamalio or Princess Poon  or job order on duty | MSWD Office  (Back of the Police Station) |

**Who can avail of the Service:**

* Solo Parent with children below 18 years old and left alone with the responsibility of parenthood

**Note:**

* Considered Solo Parents:
  + A woman who gives birth as a result of rape and keeps and raises the child,
  + A parent left solo due to the death of spouse, or
  + A parent whose spouse is detained or serving a sentence for criminal conviction for at least one year, or spouse is physically/mentally incapacitated, or left “single” due to legal separation, annulment of marriage, abandonment of spouse for at least 1 year, or
  + Unmarried mother/father who has preferred to keep and rear his/her child/children.
* Solo Parent Identification Card must be renewed every year.

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: ISSUANCE OF “PERSONS WITH DISABILITY” IDENTIFICATION CARD**

**“***Person with Disability Identification” Cards are issued to Persons with Disabilities as embodied in RA 9442.*

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| 1. **FOR NEW APPLICANT** | NONE |
| * Medical certificate from private or government physician |
| * School assessment form duly signed by the school principal or adviser |
| * Certificate of Disability from the head of business establishment |
| 1. **FOR RENEWAL OF ID CARD** |
| * Person with Disability old identification card |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. **New Applicant** |  |  |  |  |
| 1. Go to the service provider and register on the client’s logbook and present the requirements | Give to the client the PWD registry form and assist in the filling up of form and instruct him/her to go to the Municipal Health Officer or any physician to determine his/her disability and return the PWD form the next working day | 3 minutes | Rose Ann T. Alfonso | MSWD Office  (Back of the Police Station) |
| 1. Submit the accomplished registry form and other required documents | Review the requirements | 5 minutes | Rose Ann T. Alfonso | MSWD Office  (Back of the Police Station) |
| 1. Wait for the processing of ID Card | Prepare and process the ID Card | 5 minutes | Rose Ann T. Alfonso | MSWD Office  (Back of the Police Station) |
| 1. Receive Identification Card | Release the Identification Card | 2 minutes | Rose Ann T. Alfonso | MSWD Office  (Back of the Police Station) |
| 1. **Renewal of ID Card** |  |  |  |  |
| 1. Go to the service provider and register on the client’s logbook and present the requirements | Verify in the Persons Disability record logbook | 3 minutes | Rose Ann T. Alfonso | MSWD Office  (Back of the Police Station) |
| 1. Wait for the processing of ID Card | Prepare and process the ID Card | 5 minutes | Rose Ann T. Alfonso | MSWD Office  (Back of the Police Station) |
| 1. Receive Identification Card | Release the Identification Card | 2 minutes | Rose Ann T. Alfonso | MSWD Office |

**Who can avail of Service:** Persons with Disability 0-59 years old with chronic illness.

**Note: “**Persons with Disability Identification” Card is valid for 3 years and can be renewed every 3 years thereafter.

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: ISSUANCE OF SENIOR CITIZEN’S IDENTIFICATION CARD (ID)**

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| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES** |
| **For New Applicant:**   * Two (2) 1x1 ID picture * Identification cards or documents to prove the citizenship of the client * Passport and Order of Approval & Oath of Allegiance for other citizenship | NONE |
| **For Replacement of Lost ID:**   * 1 pc 1x1 ID picture * Affidavit of Loss * Police Report * Recent Community Tax Certificate * Identification cards or documents to prove the citizenship of the client * Passport and Order of Approval & Oath of Allegiance for other citizenship | Php100.00 |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. **FOR NEW APPLICANT:** | | | | |
| 1. Go to the Service Provider and present the requirements | Interview the client and review the documents presented | 5 mins | Miss Catherine Mercado | Asingan Senior Citizens Center  (Back of Municipal Library & beside Asingan Fire Station) |
| 1. Fill up the registration form | Assist the Senior Citizen in filling up the registration form | 5 mins | Miss Catherine Mercado | Asingan Senior Citizens Center  (Back of Municipal Library & beside Asingan Fire Station |
| 1. Wait for the processing of Identification card at the visitors lobby | Verify in the logbook, prepare, process and record Identification Card in the log book | 20 mins | Miss Catherine Mercado | Asingan Senior Citizens Center  (Back of Municipal Library & beside Asingan Fire Station |
| 1. Get the Identification card & sign in the logbook | Release the OSCA ID Card | 5 mins | Miss Catherine Mercado | Asingan Senior Citizens Center  (Back of Municipal Library & beside Asingan Fire Station |
| 1. **FOR REPLACEMENT OF LOST IDENTIFICATION** | | | | |
| 1. Go to the Service Provider and present the requirements | Interview the client, review the documents presented | 10 mins | Miss Catherine Mercado | Asingan Senior Citizens Center  (Back of Municipal Library & beside Asingan Fire Station |
| 1. Pay replacement fee | Issue Official Receipt | 2 mins | Miss Catherine Mercado | Asingan Senior Citizens Center  (Back Municipal Library & beside Asingan Fire Station |
| 1. Wait for the processing of Identification card at the visitors lobby | Verify in the logbook, prepare process and record Identification Card in the log book | 20 mins | Miss Catherine Mercado | Asingan Senior Citizens Center  (Back Municipal Library & beside Asingan Fire Station |
| 1. Get the Identification card and sign in the logbook | Release the OSCA ID Card | 5 mins | Miss Catherine Mercado | Asingan Senior Citizens Center  (Back Municipal Library & beside Asingan Fire Station |

**Who can avail of Service:**

* Filipino Citizen, 60 years old or above
* Filipino Citizen presently residing in the Philippines for at least 183 days or 6 months with a definite intention to reside therein.

**Note:** “Person with Disability Identification” Card is valid for 3 years and can be renewed every 3 years thereafter.

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

# OFFICE OF THE MUNICIPAL ASSESSOR

**FRONTLINE SERVICE: ISSUANCE OF TAX DECLARATION FOR TRANSFER OF OWNERSHIP /SUBDIVIDED OR CONSOLIDATED REAL PROPERTY**

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| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES** |
| * 2 Photocopies of land title | Php 100.00 per lot/real property unit plus transfer tax of 1/2 of 1% of sales value or market value whichever is higher |
| * 2 Photocopies of Deed of Conveyance | ***Note:*** *A* ***SURCHARGE***  *and an* ***INTEREST*** *are collected as part of the tax if the declarant fails to declare the property within 2 months from the date of execution of the deed which are computed as follows:*  ***Surcharge:***  *25% of the computed transfer tax*  ***Interest:***  *2% of the computed transfer tax times the number of months of late declaration but not exceeding 36 months* |
| * 2 Photocopies of Approved Sketch Plan (In case of subdivision/ consolidation) |
| * 2 Photocopies of Certificate Authorizing Registration from the BIR |
| * 2 Photocopies of current real property tax receipt |
| * Transfer Tax Receipt * Approved Sketch Plan |
|  |
|  |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to the service provider and present the requirements | Review the documents  presented | 15 mins | Nelson P Sarmiento,   Rogelio P. Lopez,  Dominic R Tarangco Crisman O. Olivas  Imelda T. Sison,  Edna C. Padayao  Edna Padayao, CrismanOlivas,  Dominic Tarangco | Mun Assessor's Office, 1st Floor right wing of the Municipal Hall, Asingan, Pang. |
| Prepare the Field Appraisal Assessment Sheet (FAAS) and appraise the real property subject for transfer to be approved by the Mun. Assessor and  countersigns the F AAS |
| Compute the transfer fee |
| Instruct the client to pay the transfer & service fee to the Treasurer's Office while the document is being processed. |
| 1. Pay the necessary fee at the Treasurer's Office | Issue Official Receipt | 5 mins | Crisman O. Olivas,  Gloria C. Ranico,  Juanito M. Claro | Treasurer’s Office Ground floor - right wing of the Municipal Hall across the Mun. Assessor's Office |
| 1. Go back to Assessor’s Office and present the OR to the service provider | Plots on the tax map in case of subdivision/ consolidation and assigns Property Index Number (PIN) record the serial no in the FAAS | 10 mins | Rogelio P. Lopez  Edna C Padayao     Dominic R Tarangco Crisman O. Olivas, Nelson P.Sarmiento | Mun Assessor's Office, 1st Floor right wing of the Municipal Hall, Asingan, Pang. |
| MA reviews and approves the FAAS |
| Upon approval of the FAAS is the data encoding |
| Print Tax Declaration |
| 1. Sign the Sworn Statement as to the current and fair market value of the real property subject for transfer and gives back signed SS | MA signs the Tax Declaration | 12mins | Edna C. Padayao, | Mun Assessor's Office, 1st Floor right wing of the Municipal Hall, Asingan, Pang. |
| 1. Receive new tax declaration | Record and issue the approved new tax declaration | 2 mins | Nelson P Sarmiento,  Imelda T. Sison, Crisman O. Olivas | Mun Assessor's Office, 1st Floor right wing of the Municipal Hall, Asingan, Pang. |

**About the service:** The Office of the Municipal Assessor issues updated Tax Declaration upon transfer of ownership of real property from the previous owner to the new owner. The office also issues updated tax declarations for consolidated or subdivided real properties.

**Who can avail of Service:** Tax Payers/Real Property Owners/Representative

**Schedule of service:** Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: ISSUANCE OF TAX DECLARATION FOR NEWLY CONSTRUCTED BUILDING AND NEWLY INSTALLED MACHINERY**

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| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES** |
| * Letter Request | Php300.00 per real  property unit |
| * Building Permit/Building Plan |
| * Cost of Acquisition/Installation (for machinery) |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to service provider and present the requirements | Review the documents submitted | 8 mins | Edna Padayao,  Imelda T. Sison | Mun Assessor's Office 1ST Floor (right wing of the Municipal Hall,  Asingan, Pangasinan) |
| 1. Assist the service provider to the site | Conduct ocular inspection then Instruct the client to pay the service fee | 2 hours | Imelda T. Sison  Rogelio P. Lopez,  Nelson P Sarmiento Dominic R. Tarangco  Crisman O. Olivas,  Edna C. Padayao | Location of the  property |
| 1. Pay the necessary fee at the Treasurer's Office | Issue Official Receipt (OR) | 3 mins | Gloria C. Ranico,  Jovannie G. Diaz, Esther S. Aguilar  Rubie Jean R. Pico,  Janette E. Pita | Municipal Treasurer’s Office ground floor - right wing across the MA's Office |
| 1. Go back to Assessor’s Office. Present OR then comfortably sit in the waiting area while document is being processed | Record the OR Serial # in the FAAS | 30 mins | Nelson P. Sarmiento | Mun Assessor’s Office |
| Compute the market and assessed value of the property |  | Edna C. Padayao,  Imelda T. Sison | -same- |
| * Prepare FAAS * Assign PIN |  | Imelda T. Sison,  Rogelio P. Lopez, | -same- |
| Evaluates & reviews the FAAS and signs in the recommending approval, approval of which is the Provincial Assessor |  | Edna C. Padayao | Mun Assessor's Office 1ST Floor (right wing of the Municipal Hall,  Asingan, Pangasinan) |
| Encode data on the computer & prints the Tax Declaration |  | Crisman O. Olivas,  Dominic R. Tarangco  Nelson P. Sarmiento | -same- |
| 1. Sign the Sworn Statement as to the current and fair market value of the real property subject for transfer and gives back signed SS | Advice the client to come back after 8 working days to get the approved new tax declaration | 2 mins | Nelson P. Sarmiento  Imelda T. Sison  Rogelio P. Lopez | Mun Assessor's Office 1ST Floor (right wing of the Municipal Hall,  Asingan, Pangasinan) |
| Go to the Provincial Assessor's Office to have the newly assessed real property be approved by the Provincial  Assessor | every after 10  working days | Imelda T. Sison  Rogelio P. Lopez,  Nelson P Sarmiento Dominic R. Tarangco  Crisman O. Olivas,  Edna C. Padayao | -same- |
| 1. Come back to the Office of the Mun. Assessor to get approved copy of tax declaration | Look for the document onthe release file | 2 mins | Crisman O. Olivas  Nelson P Sarmiento  Imelda T. Sison,  Rogelio P. Lopez, | -same- |
| 1. Receive the copy of the new tax declaration | Record and issue the approved new tax declaration | 2 mins | Imelda T. Sison,  Rogelio P.Lopez,  Crisman O. Olivas,  Dominic R.Tarangco | -same- |

**About the service:** The Office of the Municipal Assessor issues Tax Declarations for newly constructed/renovated buildings and newly installed machineries.

**Who can avail of Service:** Tax Payers/Real Property Owners/Representative

**Schedule of service:** Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: ISSUANCE OF TAX DECLARATION FOR UNDECLARED LAND (TITLED/UNTITLED)**

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| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES** |
| **In Case of Titled Land**   * Certified true copy of the title issued by the Register of Deeds | Php300.00 per  real property unit |
| **In Case of Untitled Land**   * Survey plan prepared by a duly licensed Geodetic Engineer duly approved by the Land Management Bureau (LBM) of the Dept. Of Environment & Natural Resources (DENR)- (2 copies * Certification from Community Environment & Natural Resources Office (CENRO), stating among others, that the land is within the alienable & disposable area * Affidavit of Ownership- (2 copies) * Certification from the Punong Barangay that the declarant is the present possessor and occupant of the land * Affidavit of Adjoining Owners |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to the service provider and present the requirements | Review the documents submitted | 15 mins | Rogelio P. Lopez,  Nelson P Sarmiento Dominic R Tarangco  Crisman O. Olivas,  Imelda T. Sison  Edna C. Padayao | Mun Assessor's Office, 1st Floor right wing of the Municipal Hall, Asingan, Pang. |
| 1. Assist the service provider to the site | Conduct ocular inspection | 2 hrs | Nelson P Sarmiento,  Imelda T. Sison,  Crisman O. Olivas,  Dominic R. Tarangco  Rogelio P. Lopez,  Edna C. Padayao | Mun Assessor's Office, 1st Floor right wing of the Municipal Hall, Asingan, Pang. |
| Instruct the client to pay the  service fee | 1 min |
| 1. Pay the necessary fee at the Treasurer's Office | Issue Official Receipt (OR) | 3 mins | Gloria C. Ranico,  Jovannie G. Diaz,  Esther S. Aguilar,  Rubie Jean R. Pico,  Janette E. Pita | Mun. Treasurer’s Office  ground flr - right wing across the MA's Office |
| 1. Present OR then comfortably sit in the waiting area while document is being processed | Records the OR Serial # in the FAAS | 38 mins | Nelson P. Sarmiento  Imelda T. Sison,  Edna C. Padayao,  Dominic R. Tarangco  Rogelio P. Lopez  Edna C. Padayao  Crisman O. Olivas  Dominic R. Tarangco | Mun Assessor's Office, 1st Floor right wing of the Municipal Hall, Asingan, Pang. |
| Compute the market  and assessed value of the property  \*Prepare FAAS  \* Assign PIN |
| Evaluates & reviews the FAAS and signs in the recommending approval, approval of which is the Provincial Assessor |
| Encode data on the computer & print the Tax Declaration |
| 1. Sign the Sworn Statement as to the current and fair market value of the real property being declared and giveback the signed SS | Advice the client to come back after 8 working days to get the approved new  tax declaration | 2 mins | Nelson P. Sarmiento  Dominic R. Tarangco  Rogelio P. Lopez,  Nelson P. Sarmiento  Dominic R. Tarangco  CrismanO. Olivas  Imelda T. Sison,  Edna C. Padayao | Mun Assessor's Office, 1st Floor right wing of the Municipal Hall, Asingan, Pang. |
| Go to the Provincial Assessor's Office to have the newly assessed real property be approved by the Provincial  Assessor | every after 10  working days |
| 1. Come back to get the new copy of approved tax declaration. | Advice the client to pay the real property tax of the land declared for the first time which is subject to ten (10) years back taxes plus the current year, computation of which is based on the schedule of values in force during the corresponding period. | 5 mins | Crisman O. Olivas,  Nelson P.Sarmiento  Imelda T. Sison,  Rogelio P. Lopez,  Edna C. Padayao  Dominic R.Tarangco  Nelson P. Sarmiento  Crisman O. Olivas | Mun Assessor's Office, 1st Floor right wing of the Municipal Hall, Asingan, Pang. |
| Print the Real Property Tax Order of Payment (RPTOP) then give it to the client for payment of the real property tax at the Mun. Treasurer's Office | 2 mins |
| 1. Pay the necessary tax at the Treasurer's Office | Issue Official Receipt (OR) | 10 mins | Gloria c. Ranico,  Jovannie G. Diaz,  Esther S. Aguilar,  Rubie Jean R. Pico,  Janette E. Pita | Mun. Treasurer’s Office  ground flr - right wing across the MA's Office |
| 1. Present the OR at the Mun. Assessor's Office | Encode the serial number of  the OR in the computer | 2 mins | Dominic R. Tarangco  Nelson P. Sarmiento  Crisman O. Olivas | Mun Assessor's Office, 1st Floor right wing of the Municipal Hall, Asingan, Pang. |
| 1. Receive the copy of the new tax declaration | Record and issue the approved new tax declaration | 3 mins | Dominic R. Tarangco  Nelson P. Sarmiento  Crisman O. Olivas  Rogelio P. Lopez | Mun Assessor's Office, 1st Floor right wing of the Municipal Hall, Asingan, Pang. |

**About the service:** The Office of the Municipal Assessor issues Tax Declarations for newly constructed/ renovated buildings and newly installed machineries.

**Who can avail of Service:** Tax Payers/Real Property Owners/Representative

**Schedule of service:** Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION**

|  |  |
| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES** |
| * Current Real Property Tax Receipt of the subject Tax Declaration | Php 100.00 per Tax Declaration  Plus P15.00 Documentary Stamp Tax |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to the service provider and present the requirement. | Search the real property from the computer | 3 mins | Rogelio P. Lopez,  Nelson P.Sarmiento  Dominic R Tarangco  Crisman O. Olivas,  Imelda T. Sison | Mun Assessor's Office 1st Floor ( right wingof the Municipal Hall |
| Advice the client to go to the Mun. Treasurer's Office to pay the service fee | 1 min |
| 1. Pay the necessary fee at the Mun. Treasurer's Office | Receive payment and issue OR | 10 mins | Gloria C. Ranico,  Giovannie G. Diaz, Esther S. Aguilar | Mun. Treasurer’s Officeground floor - right wing  across the MA's Office |
| 1. Present the OR to the service provider and comfortably sits at the waiting area while the document is being processed | Print/Type the Tax Declaration while waiting for the client's receipt | 1min | Imelda T. Sison,  Crisman O. Olivas,  Nelson P. Sarmiento  Dominic R. Tarangco | Municipal Assessor's Office |
| Write the serial No. of OR on the Tax Declaration then affix his/her signature at the Checked& Verified Section | 1 min | Rogelio P. Lopez,  Nelson P.Sarmiento  Dominic R Tarangco  Crisman O. Olivas,  Imelda T. Sison |
| Municipal Assessor/ Officer In Charge sign the Certified True Copy of Tax Declaration | 2 min | Edna C. Padayao,  Imelda T. Sison |
| 1. Receive the Certified True Copy of Tax Declaration | Record and release the Certified Tax Declaration | 2 mins | Nelson P. Sarmiento  Dominic R. Tarangco | Municipal Assessor's Office |

**About the service:** The Office of the Municipal Assessor issues certified true copy of Tax Declaration. This is a requirement in the transfer of ownership/application of loan/mortgages and in securing building permit and zoning clearance.

**Who can avail of Service:** Tax Payers/Real Property Owner/Claimant/Representative

**Schedule of service:** Monday to Friday, 8:00 am to 5:00 pm

**INE SERVICE: ISSUANCE OF CERTIFICATION OF REAL PROPERTY HOLDINGS/CERTIFICATION OF WITH/WITHOUT IMPROVEMENT**

|  |  |
| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES**  Php 100.00 per certification  Plus P15.00 Documentary stamp Tax |
| NONE |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to service provider and state the request | Evaluate request and verifies from the computer | 10 mins | Rogelio P. Lopez,  Nelson P. Sarmiento  Imelda T. Sison | Mun. Assessor's Office 1st Floor (right wing of the Municipal Hall,  Asingan, Pang.) |
| Advice the client to go to the Mun. Treasurer's Office to pay the service fee. | 1 min. |
| 1. Pay the necessary fee at the Mun. Treasurer's Office | Receive payment and issue OR | 4mins. | Gloria C. Ranico,  Jovannie G. Diaz, Esther S. Aguilar,   Rubie Jean R. Pico,  Janette E. Pita | Mun. Treasurer's Office, Ground floor - right wing across the Mun. Assessor's Office |
| 1. Present the OR at the Mun. Assessor's Office | Write the serial # of OR on the CERTIFICATION then affixes his/her signature at the Checked & Verified Section | 2 min. | Dominic R. Tarangco  Crisman O. Olivas | Mun. Assessor's  Office |
| 1. Receive the document | Sign ,record and release the document | 2 min. | Edna C. Padayao, Imelda T. Sison | Mun. Assessor's  Office |

**About the service:** The Office of the Municipal Assessor issues certification of various property holdings and certification of real property improvement/no improvement

**Who can avail of Service:** General Public

**Schedule of service:** Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: ANNOTATING/CANCELLING MORTGAGES AND BAIL BONDS ON TAX DECLARATION**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| * 2 photocopies of Contract/Release of Mortgage | Php 100.00/ Tax Declaration |
| * Court Order ( For Bail Bonds) |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to the service provider and present the requirement. | Evaluate the documents presented. Advice the client to go to the Mun. | 3 min. | Crisman O. Olivas  Rogelio P. Lopez,  Imelda T. Sison | Mun. Assessor's Office 1st Floor, right wing of the Municipal Hall,  Asingan, Pang. |
| Treasurer's Office to pay the service fee. | . |
| 1. Pay the necessary fee at the Mun. Treasurer's Office | Receive payment and  issues OR | 3 min. | Gloria C. Ranico,  Jovannie G. Diaz,  Esther S. Aguilar | Mun. Treasurer's Office ground floor - right wing across the Mun. Assessor |
| 1. Present the OR to the service provider and comfortably sits at the waiting area while the document is being processed | Record the serial number of the OR on the logbook | 2 min. | Dominic R.Tarangco  Nelson P. Sarmiento | Mun Assessor's Office 1st Floor, right wing of the Municipal Hall,  Asingan, Pang. |
| Update the data source in the computer the transactions made | 2 min. | Edna C. Padayao,  Dominic R. Tarangco  Nelson P. Sarmiento |
| Annotate on the hard copy transaction made & countersign | 1 min | Crisman O. Olivas  Imelda T. Sison |
| Print the updated Tax Declaration then countersign. | 2 min | Crisman O. Oivas  Nelson P. Sarmiento  Dominic R. Tarangco |
| Sign the hard copy and the certified true copy of the updated Tax Declaration for the client | 1 min | Edna C. Padayao,  Imelda T. Sison |
| 1. Receive the document | Record and release the document | 2 min. | Nelson P Sarmiento  Rogelio P. Lopez | Mun Assessor's Office 1st Floor, right wing of the Municipal Hall,  Asingan, Pang. |

**About the service:** The Office of the Municipal Assessor issues annotation or cancellation on Tax Declaration for loan/mortgages and by bond purposes.

**Who can avail of Service:** Real Property Owner/Representative

**Schedule of service:** Monday to Friday, 8:00 am to 5:00 pm

# OFFICE OF THE MUNICIPAL HEALTH OFFICER

**FRONTLINE SERVICE: MEDICAL CONSULTATION**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| Patient’s Folder | NONE |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to service provider and state assigned family folder number | Get individual treatment folder from the filing cabinet and give to the concerned RHU personnel | 2 – 3 mins | Barangay Health Workers | Main Health Center  Pob.East Asingan, Pangasinan |
| Admission | 3 – 5 mins | Sharon M. Bugarin,  Lourdes R. Padilla,  Karen Karolyne V. Garcia |
| Take and record vital signs |
| Record chief complaints |
| Advise client to wait for his/her number to be called |
| 1. Go to the Consultation Room and present patient’s folder | Consultation/ examination of patient and prescription of appropriate medicines | 3 – 5 mins | Dr. Ronnie S. Tomas | Consultation Room  (left wing of the Main Health Center) |
| 1. Go to Treatment Room | Issue medicines prescribed advise patient how to take medicines prescribed | 3 – 5 mins | Nita L. Romero | Treatment Room  (beside Consultation Room) |
| Let client sign in the log book |
| Discharge patient |

**ABOUT THE SERVICE:** The purpose of this service is to diagnose and treat illness and give appropriate medical services. The service is available at the Municipal Health Office and Barangay Health Station to any person or individual who needs medical assistance.

**SERVICE SCHEDULES:** M-W-F (Main Health Center) 8:00 am – 5:00 pm

T-TH (Bantog Health Center) 8:00 am – 12:00 noon

Main Health Center 1:00 pm – 5:00 pm

2nd; Last Wednesday (Toboy Health Center) 8:00 am – 12:00 noon

Main Health Center 1:00 pm – 5:00 pm

**FRONTLINE SERVICE: PRENATAL SERVICE**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| Family Folder | NONE |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to service provider and state family folder number | Admission | 2 – 3 mins | Sharon M. Bugarin,  Karen Karolyne V. Garcia | Main Health Center  Pob.East Asingan, Pangasinan |
| Ask last menstrual period for new client |
| Take blood pressure |
| Weigh pregnant women  Advise client to wait for her name to be called |
| 1. Go to Prenatal Room   (RHM room) | Examine the pregnant woman | 5 mins  2 mins | Lourdes R. Padilla | Prenatal Room  (annex bldg. left wing Main Health Center) |
| Give health education |
| Advise her for next visit base on trimester |
| Give vitamin and let her sign in the log book |
| Instruct schedule of immunization |
| Discharge the patient |

**ABOUT THE SERVICE:** The purpose of prenatal service is to assure that every wanted pregnancy culminates in the delivery of a health body without impairing health of the mother.

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: IMMUNIZATION PROGRAM**

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| **REQUIREMENT(S)/ FORMS** | **FEES** |
| Growth Monitoring Card (GMC) | NONE |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Register and secure Immunization card (new patient) | Issue immunization card for new patient, | 2 – 3 mins | Lourdes R. Padilla  Barangay Health Workers | Main Health Center Pob. East Asingan, Pangasinan |
| 1. Present Growth Monitoring Card (Immunization Card) (for old patient) | Weigh and take temperature of the child and record at the same time, | 2 – 5 mins | Lourdes R. Padilla  Barangay Health Workers | -same- |
| Check or review immunization card history of the child |
| 1. Assist in the injection of the child | Inform the mother of the child what vaccine is to be injected  Advise her what to do after | 5 mins | Lourdes R. Padilla Barangay Health Workers | -same- |
| The immunization |
| 1. Take note of next Immunization schedule | Schedule next immunization |  | Lourdes R. Padilla  Barangay Health Workers | -same- |
| Discharge patient |

**ABOUT THE SERVICE:** The Department of Health through the Municipal Health Office provides free immunization to children 0 to 15 month old from eleven immunizable diseases. The Health Personal at the Rural Health Unit and Barangay Health Station also immunize pregnant women to prevent the occurrence of Tetanus Neonatorum among Infants.

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: NATIONAL TUBERCULOSIS PROGRAM**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| Family Folder | NONE |
| Result of the sputum examination | NONE |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to service provider and state family folder number | Admit patient | 2 – 3 mins | Sharon M. Bugarin,  Karen Karolyne V. Garcia | Main Health Center Pob. East Asingan, Pangasinan |
| Ask his/her chief complaints |
| Advise client to wait for his/her number to be called |
| 1. Go to Consultation Room | Consultation/ examination of patient and prescription of appropriate medicines | 5 – 10 mins | Dr. Ronnie S. Tomas | Consultation Room (left wing of the Main Health Center) |
| Advise the patient to undergo sputum examination (3 sets) to be submitted on the following day |
| 1. Go to Treatment Room or Nurse Room | Issue medicines prescribed | 5 mins | Dr. Ronnie S. Tomas | Treatment Room (beside Consultation Room) |
| Advise patient how to take the medicines |
| Instruct how to do sputum collection |
| 1. Inform the service provider of the result of the sputum examination | If positive   * enroll the patient at TB registry * issue NTP treatment and ID card * give information education to the patient   If negative   * refer to rural health physician for chest x-ray * discharge patient | 45 mins (DOTS) | Dr. Ronnie S. Tomas,  Nita L. Romero,  Rural Health Midwife (on duty) | Consultation Room  (left wing of the Main Health Center) |

**ABOUT THE SERVICE:** The Department of Health through the Municipal Health Office has an anti-tuberculosis program in the Directly Observed Treatment Short Course Chemotherapy Center at Barangay Health Center. The purpose is to identify and treat patients with tuberculosis

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: ISSUANCE OF HEALTH/MEDICAL CERTIFICATES AND RELATED PERMITS**

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| **REQUIREMENT(S)/ FORMS** | **FEES** |
| 1. MEDICAL CERTIFICATE  * NONE | Php 115.00 |
| 1. SANITARY PERMIT/HEALTH CERTIFICATE  * Laboratory result | Php 50.00 (sputum)  Php 50.00 (stool) |
| 1. TRANSFER OF CADAVER/OPEN A TOMB/SIGNING OF DEATH CERTIFICATE  * None | Php 100.00 burial fee  Php 200.00 permit to transfer of cadaver  Php 200.00 exhumation permit |

1. **MEDICAL CERTIFICATE**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to service provider and state request | * Ask for information about the patient * Take his/her bp * Advise client to wait for his/her name to be called * Issue the patient’s record | 3 mins | Sharon M. Bugarin,  Karen Karolyne V. Garcia | Main Health Center Pob. East Asingan, Pangasinan |
| 1. Go to Consultation Room. State request | Consult and diagnose | 10 mins | Dr. Ronnie S. Tomas | Main Health Center Consultation Room (Left Wing) |
| 1. Go to the Dental Room and pay the required fee | Issue official receipt | 2 mins | Cleofe A. Gante | Dental Room |
| 1. Go back to frontline staff and present the Official Receipt | Type or issue medical certificate | 2 mins | Sharon M. Bugarin,  Karen Karolyne V. Garcia | Main Health Center Pob. East |
| 1. Go to back to the Consultation Room | * Affix signature * Putting of official seal on medical certificate * Discharge the patient | 3 mins | Dr. Ronnie S. Tomas,  Sharon M. Bugarin,  Mrs. Karen Karolyne V. Garcia | Main Health Center Consultation Room (Left Wing) |

1. **SANITARY PERMIT/HEALTH CERTIFICATE**

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Submit specimen (stool & sputum) and pay the required fees | Receive specimen and check if fee was paid | 3 mins | Sharon M. Bugarin,  Karen Karolyne V. Garcia | Main Health Center Pob. East |
| Conduct laboratory examination and release result to patient | 30 mins | Karen Karolyne V. Garcia | Laboratory Room (Annex) |
| 1. Go back to Consultation Room | Interpret result of laboratory examination | 5 mins | Dr. Ronnie S. Tomas | Main Health Center Pob. East |
| 1. Go to the Sanitary Inspector Office | Prepares Health certificate/Sanitary Permit | 5 mins | Karen Karolyne V. Garcia | Sanitary Inspector Room (Annex) |
| 1. Go back to Consultation Room | Sign the Health Certificate/ Sanitary Permit | 5 mins | Dr. Ronnie S. Tomas | Sanitary Inspector Room (Annex) |
| 1. Receive medical certificate | Record and release Health Certificate/Sanitary Permit | 2 mins | Dr. Ronnie S. Tomas | Main Health Center Pob. East |

1. **TRANSFER OF CADAVER/OPEN A TOMB/SIGNING OF DEATH CERTIFICATE**

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| --- | --- | --- | --- | --- |
| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to service provider and state your request. | Ask some information from the requesting person | 5 mins | Sharon M. Bugarin,  Karen Karolyne V. Garcia | Main Health Center Pob. East |
| 1. Go to consultation room | Indicate causes of death and the death certificate | 5 mins | Dr. Ronnie S. Tomas | Main Health Center Pob. East |
| 1. Go back to service provider | Prepare document/s | 1 min | Sharon M. Bugarin,  Karen Karolyne V. Garcia | -do- |
| 1. Go back to consultation room | Sign document/s | 1 mins | Dr. Ronnie S. Tomas | -do- |
| 1. Go to Dental Room and pay the required fees | Issue Official Receipt | 2 mins | Cleofe A. Gante | Dental Room  Main Health Center (Center Aisle) |
| 1. Receive document | Record and release document | 2 mins | Sharon M. Bugarin,  Karen Karolyne V. Garcia | Front Desk  Main Health Center Pob. East |
| Instruct client to go to the embalmer for his/her signature at the back of the Death Certificate before going to the Municipal Civil Registrar’s Office for registration |

**ABOUT THE SERVICE:** Issuance of Health, Medical Certificate, Sanitary Permits, Permit to Open a Tomb (Exhumation Permit), Transfer of Cadaver.

**NOTE:** Exhumation period for non-infectious diseases is three (3) years; for infectious disease is five (5) years

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: DENTAL CONSULTATION**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| NONE | Php 100.00/tooth extraction  Php 25.00 (for additional anesthesia)  Php 100.00 per oral prophylaxis |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Proceed to the Dental Room | Ask the dental aide for admission | 5 mins | Ms. Cleofe Gante | Main Health Center  (Dental Room)  (Center Aisle) |
| Taking of medical or dental history |
| Taking of Blood Pressure |
| 1. Go to the Waiting Area and wait for his/her turn |  |  |  |  |
| 1. Go back to the Dental Room | Extraction/Oral Prophylaxis  Advise patient to pay dental fee | 30 mins | Dr. Aurelia D. Velasco | Main Health Center  Dental Room  (Center Aisle) |
| 1. Pay the Dental Fee to the Dental Aide | Issue Official Receipt | 3 mins | Ms. Cleofe Gante | Main Health Center Dental Room  (Center Aisle) |
|  | Give Oral Health Education |  | Dr. Aurelia D. Velasco | Main Health Center Dental Room  (Center Aisle) |
|  | Discharge the patient |  |  |  |

**ABOUT THE SERVICE:** Tooth Extraction service is available to pre-schoolers, school children and adults

**SERVICE SCHEDULES:** M-W-F (Main Health Center) 8:00 am –5:00 pm

T-TH (Bantog Health Center) 8:00 am – 12:00 noon

Main Health Center 1:00 pm – 5:00 pm

2nd and Last Wednesday (Toboy Health Center) 8:00 am – 12:00 noon

**FRONTLINE SERVICE: LABORATORY SERVICE**

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| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES** |
| * Laboratory Result | Php 50.00 (urinalysis) |
| Php 50.00 (stool) |
| Php 120.00 (CBC) |
| Php 100.00 (platelet) |
| Php 120.00 (FBS) |
| Php 200.00 (ECG) |
| Php 50.00 (GRAM STAIN) |
| Php 50.00 (SPUTUM EXAMINATION) |

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| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to frontline service and state your request | Ask for information of the patient | 3 mins | Sharon M. Bugarin,  Karen Karolyne V. Garcia | Main Health Center Pob. East |
| Take his/her BP |
| 1. Go to Dental Room to pay required fee | Issue official receipt |  | Cleofe A. Gante | Main Health Center Dental Room  (Center Aisle) |
| 1. Go to Laboratory Room and present the official receipt | Conduct laboratory examination |  | Karen Karolyne V. Garcia | Main Health Center Laboratory Room  (Annex) |
| (Urinalysis) | 25 mins |
| (Fecalysis/stool exam) | 25 mins |
| (Complete blood count) | 30 mins |
| (Platelet count) | 30 mins |
| (Hemoglucotest/hgt) | 5 mins |
| (Electrocardiography) | 20 mins |
| (GRAM STAIN) | 1 hr |
| (SPUTUM EXAMINATION) | 1 day |
| 1. Go to the Waiting Area and wait for the laboratory result |  |  |  |  |
| 1. Go to Consultation Area and present the laboratory result | Interpret laboratory result | 10 mins | Dr. Ronnie S. Tomas | Main Health Center Consultation Room  (Left wing) |
| Advise patient and prescribe appropriate medicine |

**ABOUT THE SERVICE:** The purpose is to identify and treat client with illness.

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

# OFFICE OF THE MUNICIPAL AGRICULTURIST

**FRONTLINE SERVICE: PROVISION OF TECHNICAL / EXTENSION SERVICES**

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| **REQUIREMENT(S)/FORMS** | **FEES** |
| NONE | Based on the quantity of produce that passed the analysis. |
|  | P130.00/sample - laboratory fee for seed analysis |

**A. CROP PRODUCTION/PROTECTION**

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| --- | --- | --- | --- | --- |
| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Inform Agricultural Technologist concerned of the actual date of farm visit for crop protection | Confirm presence at the date of crop protection | 10 minutes | Alejandra R. Melchor,  Erlinda P. Mariano,  Nena P. Bautista,  Minerva L. Rosas,  Dr. Antonio S. Soliven,  Maria Jonabel I. Gidayao, Susana R. Coloma | Municipal Agricultural Office beside Poblacion East Barangay Hall, Asingan, Pangasinan |
| 1. Accompany the Agricultural Technologist concerned in farm inspection | Inspect the farm, the physical appearance of the plants. | 15 minutes | Alejandra R. Melchor,  Erlinda P. Mariano,  Nena P. Bautista,  Minerva L. Rosas,  Dr. Antonio S. Soliven,  Maria Jonabel I. Gidayao, Susana R. Coloma | Municipal Agricultural Office beside Poblacion East Barangay Hall, Asingan, Pangasinan |
| Analyze the plants and prepare report | 15 minutes |
| 1. Receive results of plant analysis | Discuss results of plants analysis with the client and give appropriate recommendations | 30 minutes | Alejandra R. Melchor,  Erlinda P. Mariano,  Nena P. Bautista,  Minerva L. Rosas,  Dr. Antonio S. Soliven,  Maria Jonabel I. Gidayao, Susana R. Coloma | - Municipal Agricultural Office beside Poblacion East Barangay Hall, Asingan, Pangasinan |

**B. SEED CERTIFICATION**

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Approach concerned Agri–Tech on the intention to attend training for Seed Growers | Advice client to attend training at Sta. Barbara for Seed Grower Accreditation | 10 minutes | Erlinda P. Mariano  (AT/ Seed Inspector) | Municipal Agricultural Office beside Poblacion East Barangay Hall, Asingan, Pangasinan |
| 1. Present Certificate of Accreditation to Seed Inspector at MAO Office | Advice client to purchase foundation/ registered seeds for seed production | 15 minutes | Erlinda P. Mariano  (AT/ Seed Inspector) | Municipal Agricultural Office beside Poblacion East Barangay Hall, Asingan, Pangasinan |
| 1. Plant foundation/ registered seeds | Supervise the Seed Grower Cropping Season | From transplanting to harvesting season  (5 months) | Erlinda P. Mariano  (AT/ Seed Inspector) | Municipal Agricultural Office beside Poblacion East Barangay Hall, Asingan, Pangasinan |
| 1. After harvesting, submit one kilo seed sample for analysis and laboratory fee amounting to P130 sample to Seed Inspector | Submit the seed sampl and pay the corresponding amount for analysis to Seed Laboratory at Sta. Barbara | 15 minutes | Erlinda P. Mariano  (AT/ Seed Inspector) | Municipal Agricultural Office beside Poblacion East Barangay Hall, Asingan, Pangasinan |
| Advice client to wait for the result of the seed analysis  If the seed is found to be certified, advise the seed grower to pay the seed tag. | 5 days | Erlinda P. Mariano  (AT/ Seed Inspector) | Municipal Agricultural Office beside Poblacion East Barangay Hall, Asingan, Pangasinan |
| 1. Pay the corresponding amount of seed tag to the seed inspector | Receive the payment | 5 minutes | Erlinda p. Maariano  (AT/ Seed Inspector) | Municipal Agricultural Office beside Poblacion East Barangay Hall, Asingan, Pangasinan |
| Give the corresponding Official Receipt and tag to the concerned seed grower | 2 minutes | Erlinda P. Mariano  (AT/ Seed Inspector) | Municipal Agricultural Office beside Poblacion East Barangay Hall, Asingan, Pangasinan |

**C. SOIL ANALYSIS**

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Approach and Consult the Agri-Tech concerned on the collection of soil sample analysis | Confirm presence on the date of collection of soil sample | 10 minutes | Alejandra R. Melchor,  Erlinda P. Mariano,  Nena P. Bautista,  Minerva L. Rosas,  Dr. Antonio S. Soliven,  Maria Jonabel I. Gidayao, Susana R. Coloma | Municipal Agricultural Office beside Poblacion East Barangay Hall, Asingan, Pangasinan |
| 1. Collect and turn over soil sample to the concerned Agri-Tech | Receive the soil sample subject for laboratory analysis for submission to the soil laboratory at Dagupan City | 5 minutes | Alejandra R. Melchor,  Erlinda P. Mariano,  Nena P. Bautista,  Minerva L. Rosas,  Dr. Antonio S. Soliven,  Maria Jonabel I. Gidayao, Susana R. Coloma | Municipal Agricultural Office beside Poblacion East Barangay Hall, Asingan, Pangasinan |
| Advice client to return for the result after one week | 3 minutes |
| 1. Receive result and sign in the logbook | Deliver and discuss the result of soil sample analysis and give recommendation | 1 hour | Alejandra R. Melchor,  Erlinda P. Mariano,  Nena P. Bautista,  Minerva L. Rosas,  Dr. Antonio S. Soliven,  Maria Jonabel I. Gidayao, Susana R. Coloma | Address of the Farmer |

**D. DISTRIBUTION OF ASSORTED VEGETABLES SEEDS**

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
|  | Agricultural Technologist will go to their respective Barangay coverage for the distribution of seeds. | 1 day / barangay | Mr. Ernesto D. Pascual  (Municipal Agriculturist) |  |
| AGRICULTURAL TECHNOLOGISTS:  Alejandra R. Melchor | Barangay:  Cabalitian  Macalong  Domanpot |
| Receive vegetable seeds then sign on the master list of recipient form. |  |
|  |  | Maria Jonabel I. Gidayao | Baro  Bantog  Toboy |
| Nena P. Bautista | Coldit  Sobol  San Vicente East |
| Erlinda P. Mariano | Ariston East  Ariston West  Dupac |
| Dr. Antonio S. Soliven | Carosucan Norte  Poblacion. East  Sanchez |
| Susana R. Coloma | Calepaan  Bobonan  Poblacion West |
| Minerva L. Rosas | San Vicente West  Palaris  Carosucan Sur |

**ABOUT THE SERVICES**: The Municipal Government of Asingan thru the Municipal Agricultural Office provides free technical and extension services in the area of Crop Production/Protection, Seed Certification, Soil Analysis and distribution of Assorted Vegetable Seeds.

**WHO CAN AVAIL THE SERVICES?**

* Must be bonafide farmer of Asingan, Pangasinan
* Must be an accredited seed growers of Asingan, Pangasinan
* Community, Schools and Farm Families

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: LOAN ASSISTANCE PROGRAM ON YELLOW CORN (PLANT NOW PAY LATER)**

|  |  |
| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES** |
| NONE | Based on the quantity of produce that passed the analysis |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
|  | Scout/Pre-Masterlist corn grower who will avail the loan assistance | 1 day/ barangay | SUPERVISING TECHNOLOGISTS:  Alejandra R. Melchor  Maria Jonabel I. Gidayao  Nena P. Bautista  Erlinda P. Mariano  Dr. Antonio S. Soliven  Minerva L. Rosas | Barangay:  Cabalitian  Baro  Bantog  San Vicente East  Ariston East  Ariston West  Dupac  Sanchez  Poblacion. East  San Vicente West  Carusucan Sur |
|  | Inform the farmers about the schedule of distribution/ release of loan assistance (farm inputs) | 1 day/ barangay |
| Receive the loan assistance and sign on the Post Masterlist | Distribute/ release of loan assistance. Post Masterlist. | Half day/ barangay |
| Pay the loan to the Supervising Technologist right after harvesting/ selling the product (corn) | Collect the payment for loan from the borrower-farmer | From harvesting up to full payment of the total loan |
| Turn over the payment to the party that financed the Loan Assistance Program and take the receipt for the full payment of the borrower-farmer | Right away after collection | Rosales, Pangasinan |
| Send the receipt to the farmer | Right after issuance of receipt | Barangay of borrower-farmer |

**ABOUT THE SERVICES**: The Municipal Government of Asingan thru the Municipal Agricultural Office the Loan Assistance Program for Yellow Corn (Plant Now Pay Later)

**WHO CAN AVAIL THE SERVICES:**

* Must be bonafide farmer of Asingan, Pangasinan
* Must be corn farmer

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: VACCINATION AND DEWORMING OF LARGE ANIMALS**

|  |  |
| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES** |
| NONE | NONE |

**A. CROP PRODUCTION/PROTECTION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| Request Municipal Agriculturist for the Vaccination/Deworming | Prepare communication letter for the concerned barangay | 5 minutes | Mr. Ernesto D. Pascual  (Municipal Agriculturist) | Municipal Agricultural Office beside Poblacion East Barangay hall |
| Have the letter approved by local chief executive | 10 minutes | Antonio S. Soliven | Mayor’s Office Left Wing 2nd Floor Municipal Hall |
| Deliver communication letter to the Punong Barangay concerned | 30 minutes | Antonio S. Soliven | Barangay Hall |
| Bring the large animals at the vaccination area | Vaccination and Deworming (Hemosep/Albendazole) | 8 hours | Alejandra R. Melchor,  Erlinda P. Mariano,  Nena P. Bautista,  Minerva L. Rosas,  Dr. Antonio S. Soliven,  Maria Jonabel I. Gidayao  Susana P. Coloma | Barangay Plaza |

**ABOUT THE SERVICES:** The Municipal Government of Asingan provides Free Hemorrhagic and Anti-rabies vaccination and deworming of Large Animals.

**WHO CAN AVAIL THE SERVICE:** Farmers/ Animal Raisers/Pet Owners

**Schedule of service:** Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: VACCINATION OF ANTI RABIES ON SMALL ANIMALS**

|  |  |
| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES** |
| NONE | NONE |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| Request Municipal Agriculturist for the Vaccination. | Prepare communication letter | 5 minutes | Mr. Ernesto D. Pascual  (Municipal Agriculturist) | Municipal Agricultural Office beside Poblacion East Barangay hall |
| Have the letter approved by local chief executive | 10 minutes | Dr. Antonio S. Soliven | Mayor’s Office Left Wing 2nd Floor Municipal Hall |
| Deliver communication letter to the Punong Barangay concerned | 30 minutes | Dr. Antonio S. Soliven | Barangay Hall |
| Bring the animals at the vaccination area | Vaccinate animals with anti-rabies | 8 hours | Alejandra R. Melchor,  Erlinda P. Mariano,  Nena P. Bautista,  Minerva L. Rosas,  Dr. Antonio S. Soliven,  Maria Jonabel I. Gidayao, Susana P. Coloma | Barangay Plaza |

**ABOUT THE SERVICES:** The Municipal Government of Asingan, provides Free Hemorrhagic and Anti -Rabies vaccination and of Small Animals.

**WHO CAN AVAIL THE SERVICE:** Farmers/ Animal Raisers/Pet Owners

**Schedule of service:** Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: TILAPIA FINGERLINGS DISPERSAL**

|  |  |
| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES** |
| NONE | NONE |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
|  | Request/purchase tilapia fingerlings | 1 day | Ernesto D. Pascual  (Municipal Agriculturist) | PAG-O San Quintin, Pangasinan |
|  | Disperse the fingerlings to rivers, creeks, SWIP | Half day | Ernesto D. Pascual  (Municipal Agriculturist)  Agricultural Technologists:  Alejandra R. Melchor,  Erlinda P. Mariano,  Nena P. Bautista,  Minerva L. Rosas,  Dr. Antonio S. Soliven,  Maria Jonabel I. Gidayao, Susana R. Coloma | Rivers, creeks, SWIP within the Municipality of Asingan |

**ABOUT THE SERVICES**: The Municipal Government of Asingan thru the Municipal Agricultural Office disperses tilapia fingerlings to the different bodies of water within the Municipality of Asingan

**WHO CAN AVAIL THE SERVICES:** Residents/constituents of Asingan, Pangasinan

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

# OFFICE OF THE MUNICIPAL ECONOMIC ENTERPRISES AND MANAGEMENT – MARKET

**FRONTLINE SERVICE: ISSUANCE OF MAYOR’S/BUSINESS PERMIT**

| **REQUIREMENT/S FORMS** | **FEES** |
| --- | --- |
| **New:**   1. Community Tax Certificate 2. Barangay Clearance 3. DTI Registration (for single proprietorship) or SEC Registration (for partnership & corporation) or CDA Registration (for cooperative) 4. SSS Clearance 5. BIR Clearance/Tax Compliance Certificate 6. Phil Health Clearance 7. Other requirements as may be appropriate:    * DTI Accreditation Certificate for business engaged in Electronic Repair & Motor Shop    * Contractor’s License from the Phil. Contractor’s Accreditation Board (PCAB) for General/Specialty and Engineering Contractor    * National Grains Authority (NGA) License for dealer of rice, corn and wheat    * BFAD Permit for Drugstore and Bakery    * Bureau of Customs License for Customs Brokerage    * DTI License for Real Estate Broker    * DOLE Clearance for Recruitment Agency    * POEA License for Manning and Crewing Services    * Central Bank Authority for Banking Institution    * Pest Control License from Fertilizer and Insecticides Authority, Dept. of Agriculture for Insecticides and Pests Control Services    * Videogram Permit Issued by the Videogram Regulatory Board in the case of Video Rental Services    * Occupancy Permit and Ownership in case of Real State Lessor    * Future Commodity Merchant/Broker’s License by SEC for business engaged in sale of commodities for future transaction as merchant broker    * PCSUCIA National License for Security Agencies    * DENR Clearance for Mining Industry    * LTO Franchising & Regulatory Board Permit for Rent-A-Car and Transport Services    * License to Operate from Firearms and Explosive Units, PNP Camp Crame    * DOTC Permit for Messengerial and Courier Services    * ERB Permit for dealer of LPG    * NTC Clearance in case of Telecommunication Services    * Other requirements from National Government Agency, etc. | As per prescribed Regulatory fees and Tax Schedule enumerated in the Local Revenue Code of the Municipality of Asingan, Pangasinan |
| **Renewal:**   1. Previous Mayor’s Permit/License with Official Receipts of payments 2. Declaration of Gross Sales/Receipts for the preceding calendar year and floor area (in square meters) of the office/factory premises/compound occupied 3. Community Tax Certificate of A and B for single proprietorship, C and C1 for current year, in case of corporation or partnership 4. SSS Clearance 5. Income Tax Return/Financial Statement for the preceding calendar year filed with the BIR 6. Barangay Clearance | -same- |
| Fire Safety Clearance | 10% of the total Regulatory fees excluding business tax |
| Sanitary permit  Health Certificate  Stool & Sputum Examination for Food handlers only | Php100.00  Php100.00  Php100.00 |

| **STEP/PROCESS** | | **DURATION** | **PERSON RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Get an application form from the License Inspector, fill it up and submit it to the License Inspector together with the requirements | Review the requirements presented and assess the business. Advise client to pay the assessed fees | 7 mins | Mr. Wilfredo S. Del Rio, Jr. | Economic Enterprises Management- Market 1st flr. (left wing) of the Municipal Hall |
| 1. Pay the assessed fees to the deputized collector/License Inspector | Issue Official Receipt (O.R.) and advise the client to proceed to the offices | 3 mins | Mr. Wilfredo S. Del Rio, Jr. | Economic Enterprises Management- Market 1st floor (left wing) of the Municipal Hall |
| Consolidate collections and remit to the Municipal Treasurer’s Office | 30 mins | Gloria C. Ranico, Esther S. Aguilar | Mun. Treasurer’s Office, 1st floor (right wing) of the Mun.Hall |
| 1. Go to the offices concerned and present the Official Receipt (O.R.):  * Bureau of Fire Protection (BFP) | Issue Fire Safety Clearance | 5 mins | SFO4-Loreto M. Bernardino | BFP Building (left side of the Municipal Hall |
| * Rural Health Unit I (RHU I) | Issue Sanitary Permit for Sari-Sari Store and other Business establishments/ Health Certificate for Food Handlers | 10 mins | Dr. Ronnie S. Tomas | RHU I Building (left side of the Municipal Hall) |
|  | Affix signature on the application for Business Permit | 5 mins | Engr. Emeterio E. Laroya,  Mario C. Ganceña | MPDC Office, 1st Floor (right wing of the Mun. Hall) |
| * Municipal Treasurer’s Office (MTO) | Affix signature on the application for Business Permit | 5 mins | Ms. Edita C. Casipit | MTO, across MPDC Office |
| * Mayor’s Office | Preparation, signing and releasing of Mayor’s/Business Permit | 20 mins | Athena Ira G. Chua, Mary Grace F. Tawagen | Mayor’s Office, 2nd floor (left wing of the Municipal Hall) |

**Note:**  The permit issued shall be renewed on or before January 20 of the succeeding year. It shall have a continuing validity only upon renewal thereof and payment of the corresponding fees.

**Schedule of service:** Monday to Friday, 8:00 am to 5:00 pm

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**FRONTLINE SERVICE: LARGE CATTLE BRANDING AND ISSUANCE OF CERTIFICATE OF OWNERSHIP/TRANSFER**

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| --- | --- |
| **REQUIREMENT/S FORMS** | **FEES** |
| Private brand | Php200.00 |
|  | Php100.00 branding fee |
| Certificate of Ownership | Php100.00 |
| Certificate of Transfer | Php100.00 |

| **STEP/PROCESS** | | **DURATION** | **PERSON RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to the License Inspector and register the Private Brand. If none, borrow from anyone within the Municipality of Asingan provided that the said brand was duly registered. | Inspect the private brand if it is in order. If borrowed, verify records to know the legitimate owner. | 5 mins | Wilfredo S. Del Rio, Jr. | Economic Enterprises Management - Market 1st floor (left wing) of the Municipal Hall |
| 1. Pay the corresponding fee to the deputized collector/License Inspector and wait until the transaction is processed. | Issue Official Receipt (OR), prepare the Certificate of Registration of Individual Brand (CRIB) then bring the CRIB to the Municipal Treasurer for her signature | 7 mins | Wilfredo S. Del Rio, Jr. | Economic Enterprises Management– Market 1st floor (left wing) of the Municipal Hall |
| Affix signature | 1 min | Ms. Edita C. Casipit | Mun. Treasurer’s Office, 1st floor (Right wing) of the Mun Hall. |
| Get the document, go back to the office, get copy then release it to the owner and conduct branding on the next day upon registration of the private brand | 3 mins | Wilfredo S. Del Rio, Jr. | Economic Enterprises Management- Market 1st floor (left wing) of the Municipal Hall |
| 1. Prepare the animal to be branded. | Branding and preparation of Certificate of Ownership/Transfer. | 1 hr | Wilfredo S. Del Rio, Jr. | Barangay of the requesting party |
| 1. Pay necessary fees to the License Inspector | Issue Official Receipt to the registered owner and release Certificate of Ownership/Transfer | 3 mins | Wilfredo S. Del Rio, Jr. | Barangay of the requesting party |
| 1. Get and keep the original copy. | Go back to the office, consolidate collections and remit to the Municipal Treasurer’s Office | 30 mins | Wilfredo S. Del Rio, Jr. | Economic Enterprises Management– Market 1st floor (left wing) of the Municipal Hall |

**Note**: All large cattle within the municipality of Asingan, at least one (1) year old are subject for branding.

**Schedule of service:** Monday to Friday, 8:00 am to 5:00 pm

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**FRONTLINE SERVICE: ISSUANCE OF OFFICIAL RECEIPT FOR THE PAYMENT OF STALL MONTHLY RENTAL**

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| --- | --- |
| **COLLECTION SCHEDULE** | **FEES** |
| Bldg. A 20th day  Bldg. B 21st day | Php700.00/675.00/650.00(Out/In/Center) |
| Bldg. C 22nd day | Php700.00/675.00 (Out/In) |
| Pav. A 23rd day | Php675.00/675.00/650.00(Out/In/Center) |
| Pav. B 24th day | Php675.00/650.00(Out/Center)  Php1,000.00(Eateries) |
| LGIF & MS 25th day | Php400 (LGIF), Php300.00 (MS) |
| Juan Millan St. 26th day  (North & South) | Php30.00 per square meter(North)  Php700.00/675.00(South) (Out/In) |
| Asingan Sports Center 27th day | Php300.00 |
| Fruits & Veg. section Daily or monthly | Php380.00 |
| Fish section Daily or monthly | Php300.00 |

| **STEP/PROCESS** | | **DURATION** | **PERSON RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Wait for the deputized collector to go to your respective stall/s during the scheduled day of collection. | Visit the stall owners in their respective area during the scheduled day of collection | 3 mins | Alejandro S. Torio,  Bobby C. Velasco,  Valentino E. Garcia | Client’s stall  Public Market, Asingan Pang. |
| 1. Pay the corresponding amount | Accept payment and issue Official Receipt (O.R.). | 3 mins | Alejandro S. Torio,  Bobby C. Velasco,  Valentino E. Garcia | Client’s stall  Public Market, Asingan Pang. |
| 1. Get and keep the Official Receipt | Consolidate collections and remit to the Mun. Treasurer’s Office. | 30 mins. | Gloria C. Ranico,  Esther S. Aguilar | Mun. Treasurer’s Office. 1st floor (right wing) of the Mun. Hall |
|  | Post/Record the payment and O.R. number to the client’s Index Card | 1 min/stall | Bobby C. Velasco | 2nd Floor Market Administration Bldg. Public Market,Asingan, Pang. |

**Note:**

* If the scheduled day of collection/due date falls on Saturdays, Sundays and Holidays the next working day shall be considered.
* Out of schedule payments are accepted at the Market Collectors Office, 2nd floor, Administration Building, Public Market, Asingan, Pangasinan.
* Stall owners are entitled to 10% discount upon payment of monthly rental one (1) month before the scheduled due date.
* Stall owners must have no delinquency on stall rental and on goodwill money to avail of discount.
* Payments beyond the due dates are also subjected to 10% surcharge.

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**FRONTLINE SERVICE: RENEWAL OF MARKET STALL CONTRACT OF LEASE**

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| --- | --- |
| **REQUIREMENT/S FORMS** | **FEES** |
| Old Contract of Lease and New Community Tax Cert. | Total balance to date |

| **STEP/PROCESS** | | **DURATION** | **PERSON RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Go to Service Provider and present the requirements. | Evaluate the documents presented and check the client’s Index Card to update payments. | 4 mins | ALEJANDRO S.TORIO  Market Supervisor III,  BOBBY C. VELASCO  Market Supervisor I | 2nd Floor, Administration Bldg. Public Market, Asingan, Pang. |
| 1. Pay necessary fees, if any. | Accept payment and issue Official Receipt | 3 mins | ALEJANDRO S.TORIO  Market Supervisor III,  BOBBY C. VELASCO  Market Supervisor I | 2nd Floor, Administration Bldg. Public Market, Asingan, Pang. |
| 1. Get the O.R. and wait for the transaction to be processed. | Prepare the Contract of Lease then give to the applicant for review and signature | 10 mins | ALEJANDRO S.TORIO  Market Supervisor III,  BOBBY C. VELASCO  Market Supervisor I | 2nd Floor, Administration Bldg. Public Market, Asingan, Pang. |
| 1. Review the newly prepared Contract of Lease and affix signature in all pages of the document and give back to the Service Provider | Accompany the lessee to bring the document to the Office of the Mayor for signature by the Local Chief Executive | 15 mins | ALEJANDRO S.TORIO  Market Supervisor III,  BOBBY C. VELASCO  Market Supervisor I | 2nd Floor, Administration Bldg. Public Market, Asingan, Pang. |
| Affix signature | 3 mins | HON. HEIDEE L. GANIGAN-CHUA  Municipal Mayor | Mayor’s Office, 2nd floor, (left wing) of the Mun. Hall |
| Get the document, give it to the lessee for notarization by a Notary Public | 2 mins | ALEJANDRO S.TORIO  Market Supervisor III,  BOBBY C. VELASCO  Market Supervisor I | 2nd Floor, Administration Bldg. Public Market, Asingan, Pang. |
| 1. Get the document, have it notarized and give it to the Service Provider at the Market Office. | Get an office copy then release the document | 2 mins | ALEJANDRO S.TORIO  Market Supervisor III,  BOBBY C. VELASCO  Market Supervisor I | 2nd Floor, Administration Bldg. Public Market, Asingan, Pang. |
| 1. Get and keep the original copy of the contract. | File office copy of the contract. | 2 mins | ALEJANDRO S.TORIO  Market Supervisor III,  BOBBY C. VELASCO  Market Supervisor I | 2nd Floor, Administration Bldg. Public Market, Asingan, Pang. |

**Schedule of service:** Monday to Friday, 8:00 – 5:00 pm

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**FRONTLINE SERVICE: READING, BILLING AND COLLECTION OF ELECTRIC CONSUMPTION OF INDIVIDUAL STALLS**

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| --- | --- |
| **REQUIREMENT/S FORMS** | **FEES** |
| Billing Statement | Computed amount as per prescribed rate by the PANELCO III , plus P20.00 for late payments |

| **STEP/PROCESS** | | **DURATION** | **PERSON RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Wait for the assigned meter readers in your respective stall every 28th day of the month. | Go to respective stalls to conduct reading of electric meters, record and compute kilowatts consumed by individual consumers then give to one in-charge of billing. | 2 mins | ARNOLD C. BUSTILLOS &  ROBERT P. MALAYO | Client’s stall  Public Market, Asingan, Pang. |
| Compute and prepare the billing statements then distribute. | 1st week of the succeeding month | BOBBY C. VELASCO  Market Supervisor I | 2nd Floor, Administration Bldg. Public Market, Asingan, Pang. |
| 1. Wait for the deputized collector in your respective stall during the schedule of electric bill collections and pay necessary fees. | Go to the stall of consumers to collect and issue Official Receipt. | 2nd week of the succeeding month | BOBBY C. VELASCO  Market Supervisor I | Client’s stall  Public Market, Asingan, Pang. |
| 1. Get and keep the original copy of Official Receipt. | Consolidate collections and remit to the Municipal Treasurer’s Office. | 30 mins | BOBBY C. VELASCO  Market Supervisor I | Mun. Treasurer’s Office, 1stflr. (right wing) of the Mun. Hall |
| Post/record transactions in the consumer’s index card. | 2 mins | BOBBY C. VELASCO  Market Supervisor I | 2nd Floor, Administration Bldg. Public Market, Asingan, Pang. |

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**FRONTLINE SERVICE: SLAUGHTERING OF LARGE CATTLE AT THE ASINGAN SLAUGHTERHOUSE**

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| --- | --- | --- |
| **REQUIREMENT/S FORMS** | **FEES** | |
| Certificate of Ownership and/or Certificate of Transfer of Large Cattle | Ante-mortem Inspection Fee | Php10.00 |
| Corral fee | Php20.00 |
| Post mortem Inspection Fee | Php50.00 |
| Slaughter Permit Fee | Php60.00 |
| Slaughterhouse Fee | Php60.00 |

| **STEP/PROCESS** | | **DURATION** | **PERSON RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Bring the animal to be slaughtered at the slaughterhouse animal holding pen, bathe the animal then affix signature in the Daily Slaughterhouse Report form. | Conduct ante-mortem inspection and verify markings. | 5 mins | ROCKY C. DIAZ  Meat Inspector | Slaughterhouse, Baro, Asingan, Pangasinan |
| Accept/secure the animal into the corral, record in the Daily Slaughterhouse Report form and advise the butcher to come back at the time of slaughtering. | 2 mins | ROCKY C. DIAZ  Meat Inspector | Slaughterhouse, Baro, Asingan, Pangasinan |
| 1. Leave the animal and come back at the time of slaughtering. | Leave the slaughterhouse and come back at the time of slaughtering |  |  |  |
| 1. Prepare the animal for slaughter | Supervise the floor operation at the slaughterhouse. | 60 mins | ROCKY C. DIAZ  Meat Inspector | Slaughterhouse, Baro, Asingan, Pangasinan |
| 1. Slaughter the animal | Conduct post mortem inspection. | 3 mins | ROCKY C. DIAZ  Meat Inspector | Slaughterhouse, Baro, Asingan, Pangasinan |
| Dispatch the slaughtered animal. | 2 mins | ROCKY C. DIAZ  Meat Inspector | Slaughterhouse, Baro, Asingan, Pangasinan |
| 1. Wait for the deputized collector in your respective stall and pay the necessary fees. | Collect payment from the owner and issue Official Receipt at the Meat Section. | 2 mins | ROCKY C. DIAZ  Meat Inspector | Meat Section, Public Market, Asingan, Pangasinan |
| 1. Get and keep the original copy of Official Receipt. | Consolidate collections and remit to the Municipal Treasurer’s Office. | 20 mins | ROCKY C. DIAZ  Meat Inspector | Meat Section, Public Market, Asingan, Pangasinan |

**Entering Time:** 6:00 am to 8:00 am and 4:00 pm to 6:00 pm

**Slaughtering Time:** 3:00 am to 7:00 am

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**FRONTLINE SERVICE: SLAUGHTERING OF HOGS AT THE ASINGAN SLAUGHTERHOUSE**

|  |  |
| --- | --- |
| **FEES** | |
| Ante-mortem Inspection Fee | Php5.00 |
| Corral Fee | Php10.00 |
| Slaughter Permit Fee | Php50.00 |
| Slaughterhouse Fee | Php50.00 |
| Post Mortem Inspection FEE | Php20.00 |

| **STEP/PROCESS** | | **DURATION** | **PERSON RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Bring the animal to be slaughtered at the slaughterhouse animal holding pen, bathe the animal then affix signature in the Daily Slaughterhouse Report form. | Conduct ante-mortem inspection and verify markings. | 5 mins | ROCKY C. DIAZ  Meat Inspector | Slaughterhouse Baro, Asingan Pangasinan |
| Accept/secure the animal into the corral, record in the Daily Slaughterhouse Report form and advise the butcher to come back at the time of slaughtering | 2 mins | ROCKY C. DIAZ  Meat Inspector | Slaughterhouse Baro, Asingan Pangasinan |
| 1. Leave the animal and come back at the time of slaughtering. | Leave the slaughterhouse and come back at the time of slaughtering |  |  |  |
| 1. Prepare the animal for slaughter | Supervise the floor operation at the slaughterhouse. | 60 mins | ROCKY C. DIAZ  Meat Inspector | Slaughterhouse Baro,Asingan Pangasinan |
| 1. Slaughter the animal | Conduct post mortem inspection | 3 mins | ROCKY C. DIAZ  Meat Inspector | Slaughterhouse Baro, Asingan Pangasinan |
| Dispatch the slaughtered animal. | 2 mins | ROCKY C. DIAZ  Meat Inspector | Slaughterhouse Baro, Asingan Pangasinan |
| 1. Wait for the deputized collector in your respective stall and pay the necessary fees. | Collect payment from the owner and issue Official Receipt at the Meat Section | 2 mins | ROCKY C. DIAZ  Meat Inspector | Meat Section, Public Market Asingan, Pangasinan |
| 1. Get and keep the original copy of Official Receipt. | Consolidate collections and remit to the Municipal Treasurer’s Office. | 20 mins | ROCKY DIAZ OR  ROBERT P. MALAYO | Meat Section, Public Market Asingan, Pangasinan |

**Animal Markings:** Entering Time: 6:00 am to 8:00 am and 4:00 pm to 6:00 pm.

**Slaughtering Time:** 3:00 am to 7:00 am

# OFFICE OF THE BUREAU OF FIRE PROTECTION

**FRONTLINE SERVICE: ISSUANCE OF FIRE SAFETY EVALUATOIN CLEARANCE (FSEC)**

|  |  |
| --- | --- |
| **REQUIREMENTS/FORMS** | **FEES** |
| * Endorsement from the Local Building Official (LBO). | One-Tenth of one percent (.1%) of the verified estimated value of the proposed structure but not to exceed fifty thousand pesos (P50,000.00). |
| * Three (3) sets of original building plans and specifications. |
| * One (1) set bill of materials and cost estimates supported with affidavit duly notarized. |
|  |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Secure Fire Safety Evaluation Clearance (FSEC) Application Form from designated BFP personnel | Issue FSEC application form | 2 minutes | Building Plan Evaluator – FO2 Paulo Manuel Hernandez | Asingan Fire Station, left side of the Municipal Hall |
| 1. Fill out and submit duly accomplished Application form together with the complete requirements to the BFP Customer Relation Officer (CRO) on duty | Check application and requirements. Endorse to Fire Code Fee Assessor | 10 minutes | -same- | Asingan Fire Station, left side of the Municipal Hall |
| Issue Order of Payment (OP) and advise client to pay the necessary fee | 2 minutes | FO1 Roselli T. Icari, FO2 Delia G. Dacuag |
| 1. Pay the Fire Code Fee and wait for the release | Collect the Fire Code Fee, record and endorse to Building Plan Evaluator | 2 minutes | FO1 Roselli T. Icar, FO2 Delia G. Dacuag | Asingan Fire Station, left side of the Municipal Hall |
| Evaluate building plans and accomplished Fire Safety Checklist | 2 days maximum | Building Plan Evaluator – FO2 Paulo Manuel Hernandez |
| Conduct ocular inspection | 2 hours | FO1 Roselli T. Icari, FO2 Delia G. Dacuag |
| Disposition (approved or disapproved) on the issuance of FSEC | 5 minutes | Municipal Fire Marshall |
| 1. Present machine-validated OP/OR as basis for issuance | Receive and record final action on FSEC & Building Plans with FS checklist. Record OR number, date of payment and amount paid for the FC fee. | 10 minutes | FO1 Roselli T. Icari, FO2 Delia G. Dacuag | Asingan Fire Station, left side of the Municipal Hall |
| 1. Receive the document | Release original copy of FSEC and Building Plans with Fire Safety Checklist to applicant and endorse to Local Building Official. | 5 minutes | FO1 Roselli T. Icari, FO2 Delia G. Dacuag | Asingan Fire Station left side of the Municipal Hall |

**Note:** FSEC is issued for construction of new building, building repair/renovation/modification/alteration/ additional or change of occupancy.

**Who can avail of Service:** All business owners/building owners and investors.

**Schedule of service:** Monday to Friday, 8:00 am to 5:00 pm

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**FRONTLINE SERVICE: ISSUANCE OF FIRE SAFETY INSPECTION CERTIFICATE (FSIC)**

|  |  |
| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES** |
| Endorsement from the Local Building Official (LBO)/ Business Permit Licensing Official (BPLO) | Ten percent (10%) of all fees charge by the Building Official or the by Local Government Unit or by other Government concerned in granting pertinent permits or licenses but not to exceed Fifty Thousand Pesos (P50,000.00) |
| Photocopy of Building Permit & Assessment of Occupancy Permit Fee/Assessment of Business Fee/Tax Bill or the Business Permit as the case maybe | Storage Clearance fees for flammable/ combustible solids, liquids, and gases (R.A. 9514, Sec 12.004) |
| Copy of the latest Fire Safety Inspection Certificate (if any) | One hundredth of one percent (0.01%) of the assessed value of the building or structure, annually payable, upon payment of the real estate tax. Exempted are structures used as single family dwellings. |
| Photocopy of Insurance Policy (if any) |  |

| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| --- | --- | --- | --- | --- |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Secure Fire Safety Inspection Certificate (FSIC) Application Form from designated BFP personnel | Issue FSIC application form | 2 minutes | FO2 Paulo Manuel Hernando, FO3 Froilan Esperon | Asingan Fire Station. Left side of the Municipal Hall |
| 1. Fill out and submit duly accomplished application form together with complete requirements to the BFP Customer Relation Officer (CRO). | Check the application & requirements. Endore to Fire Code Fee Assessor. | 5 minutes | FO2 Paulo Manuel Hernando, FO3 Froilan P. Esperon | Asingan Fire Station Left side of the Municipal Hall |
| Issue Order of Payment (OP) and advice client to pay necessary fees | 2 minutes | FO1 Roselli T. Icari, FO2 Delia G. Dacuag |
| 1. Pay the Fire Code Fee and wait for the releases | Record the FSIC application, OR number, payment date of FCF and endorse it with the submitted requirements to the Chief Fire Safety Enforcement Section (FSES) for inspection | 5 minutes | FO1 Roselli T. Icari, FO2 Delia G. Dacuag | Asingan Fire Station Left side of the Municipal Hall |
| Issue Fire Safety Inspection Order to Fire Safety Inspection (FSI) personnel | 5 minutes | FO2 Paulo Manuel Hernando, FO3 Froilan P. Esperon |
| Conduct Ocular Inspection and prepare After Inspection Report (AIR) | 4 hours maximum | FO1 Roselli T. Icari, FO2 Delia G. Dacuag |
| 1. Present machine validated OP/OR) as basis for issuance | Receive and evaluate After Inspection Report (AIR), supporting documents and recommend action (issuance of FSIC or NTCV) based on After Inspection (AIR) | 10 minutes | FO1 Roselli T. Icari, FO2 Delia G. Dacuag | Asingan Fire Station left side of the Municipal Hall |
| Disposition (approved or disapproved) on he issuance of FSIC | 5 minutes | Municipal Fire Marshall |
| 1. Receive the document | Release original copy of FSIC/Notice to Comply (NTC)/ Notice to Correct Violation (NTCV) to applicant and endorse 1 copy to Building Official/ Business Permit Licensing Office (BPLO) as the case maybe. | 5 minutes | FO1 Roselli T. Icari, FO2 Delia G. Dacuag | Asingan Fire Station left side of the Municipal Hall |

**Note:** FSIC is issued on buildings for occupancy, electrical connection and business permit.

**Who can avail of Service:** All business owners/building owners (except single family dwellings) and investors.

**Schedule of service:** Monday to Friday, 8:00 am to 5:00 pm

# OFFICE OF THE PHILIPPINE NATIONAL POLICE, ASINGAN STATION

**FRONTLINE SERVICE: POLICE CLEARANCE**

|  |  |
| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES** |
| * Brgy. Clearance (original and one photocopy) | Php 75.00 (Local) |
| * Recent Community Tax Certificate | Php 100.00 (Abroad) |
| * Official Receipt from the Treasurer’s Office |  |
| * 1 pc. 2x2 I.D. picture, if clearance is to be generated manually\* |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. For issuance of police clearance, go to the clearance section and present the required documents. | Receive and review documents presented | 5 minutes | Police Investigator on duty | Asingan Police Station Asingan,  Pangasinan |
| 1. Go to Treasurer’s Office and pay necessary fee | Issue Official Receipt (O.R.) | 3 minutes | Gloria C. Ranico,  Jovannie G. Diaz, Esther S. Aguilar,  Rubie Jean R. Pico,  Janette E. Pita | Municipal Treasurer’s Office First Floor(right wing of the Municipal Hall) |
| 1. Go back to the Police Station and present OR. | Take client’s picture, thumbmark, signature using the computer and peripheral gadgets. Process clearance. | 5 minutes | Police Investigator on duty | Asingan Police Station Asingan, Pangasinan |
| \*Note: If clearance is to be generated manually, affix signature and thumb mark on the clearance. Return clearance to the service provider. | \*Return the clearance for thumb mark and signature of the client | \*3 minutes | \*Police Investigator on duty | \*Asingan Police Station Asingan, Pangasinan |
| Approval of the clearance | 2 minutes | Chief of Police | Asingan Police Station Asingan, Pangasinan |

**About the Service:** To secure police clearance for general/specific purpose.

**Who can avail of the Service:** General public

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: POLICE BLOTTER**

|  |  |
| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES** |
| **NONE** | **NONE** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Approach the duty desk officer and briefly narrate about the incident | Interview the client | 10 minutes | Desk Officer on duty | Asingan Police Station, Asingan, Pangasinan |
|  | Record the narrated facts on the police blotter | 5 minutes | Desk Officer on duty | Asingan Police Station, Asingan, Pangasinan |

**About the Service:** To have a record of case for future reference.

**Who can avail of the Service:** General public

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

**FRONTLINE SERVICE: ISSUANCE OF POLICE REPORT**

|  |  |
| --- | --- |
| **REQUIREMENT(S)/FORMS** | **FEES** |
| * Official Receipt from the Treasurer’s Office | Php 100.00 – police report  + Php 15.00 – documentary stamp tax |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **STEP/ PROCESS** | | **DURATION** | **PERSON**  **RESPONSIBLE** | **LOCATION** |
| **CLIENT** | **SERVICE PROVIDER** |
| 1. Approach the duty desk officer and request for a copy of police report | Verify on the availability of the reported incident on the police blotter | 10 minutes | Desk Officer/ Investigator on duty | Asingan Police Station, Asingan, Pangasinan |
| 1. Go to Treasurer’s Office and pay necessary fee | Issue Official Receipt (O.R.) | 3 minutes | Gloria C. Ranico,  Jovannie G. Diaz, Esther S. Aguilar,  Rubie Jean R. Pico,  Janette E. Pita | Municipal Treasurer’s Office First Floor(right wing of the Municipal Hall) |
| 1. Show O.R to the PNP Desk Officer. Wait for the release of the police report. | Prepare the police report.  Sign and Issue | 5 minutes | Desk Officer/ Investigator on duty | Asingan Police Station, Asingan, Pangasinan |

**About the Service:** To secure police report of case recorded/handled by the police

**Who can avail of the Service:** General public.

**Schedule of service**: Monday to Friday, 8:00 am to 5:00 pm

# FEEDBACK AND REDRESS MECHANISM

We are COMMITED to serve you in the highest possible level we can. Should there be cases where you were not satisfied with the manner we treated you, or the way the service was rendered, please feel free to call our attention and report any misbehavior of employees you came in contact with. All complaints will be dealt with accordingly.

To assess our service, *Customer Feedback* and *Complaint* forms are available at the Complaints Desk at the lobby of the Municipal Hall. We also accept suggestions and recommendations for us to improve our service to you. Rest assured that all will be treated with utmost confidentiality.

## PROCEDURE IN FILING COMPLAINTS:

1. Complaints must be in writing, addressed to the Local Chief Executive (Municipal Mayor), thru the Grievance Committee, copy furnished the HRMO Office. Drop written complaints in the suggestion box installed at the lobby of the Municipal Hall, or thru mail, email or website (www.asingan.gov.ph);
2. The Grievance Committee will handle all complaints received; and
3. You (client) will be informed of the action of the Grievance Committee on your complaint within 15 days from receipt thereof.

***MUNICIPAL AND NATIONAL OFFICIALS AND EMPLOYEES OF ASINGAN***

***AT YOUR SERVICE***

## COMPLAINT FORM

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

(Date)

HON. HEIDEE L. GANIGAN-CHUA

Municipal Mayor

Asingan, Pangasinan

Thru: THE GRIEVANCE COMMITTEE

|  |  |  |
| --- | --- | --- |
| Name of Complainant | : | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Address | : | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Office Visited | : | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Date and Time of Visit | : | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Person Complained Of | : | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Position of the Person being complained of | : | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Nature of Complaint in relation to the Frontline Service of the office as stated in the Citizen’s Charter of the Municipality | : | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |  |

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Signature Over Printed Name)

Copy furnished:

Human Resource Office

## CUSTOMER FEEDBACK FORM

Dios iti agngina ti inkayo panangsarungkar ditoy Munisipyo ti Asingan. Gapo ti gandat mi nga mangipa-ay kadakayo ti naan-anay nga serbisyo-publiko, daweten mi ngarud ti inkayo panangsungbat kadagiti sumaganad nga saludsod maipanggep ti serbisyo nga naipaay kadakayo:

Nagan : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Pagnanaedan : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Opisina nga napanan : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Petsa ken oras nga impapan : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**OPISINA WEN SAAN**

1. Nalaka kadi nga sapulen ti opisina?
2. Komportable kayo met la kadi nga naguray?
3. Adda kadi iti naan-anay nga karatula a mangitudo iti lokasyon ti opisina?

**EMPLEYADO**

1. Adda kadi ti empleyado nga nadutukan nga mangipa-ay iti serbisyo?
2. Ammo na met la kadi ti ar-aramidenna daydiay empleyado nga nadutukan?
3. Naasikaso met la kadi daydiay empleyado?
4. Inasikasonaka met la kadi iti husto?
5. Naited met la kadi nga dagus iti kasapulam nga serbisyo?
6. Nalaka kadi nga bigbigen diay empleyado nga nangited iti serbisyo kenka?

**KASAPULAN NGA PAPELES**

1. Naipaka-ammo met laeng kenka dagiti naduma-duma nga Kasapulam nga

papeles?

1. Adda pay kadi papeles nga sinapol da malaksid kadagidiay nakalanad idiay

Citizen’s Charter?

1. Naipaka-ammo met la kadi kenka nga nalaing dagiti kasapulan nga papeles?
2. Naipaka-ammo met la kadi kenka dagiti nadumaduma nga babayadam?

**OPISYALES**

1. Sidadaan met la kadi daydiay opisyal iti opisina?
2. Nabayag kadi iti panangpirmada daydiay dokumento?
3. Nagpa-importante kadi daydiay opisyal nga nagserbi kenka?

**PAKA-AMMO**

1. Adda met la kadi amin nga kasapulam nga dokumento?
2. Husto met la kadi dagiti naisurat idiay dokumento?
3. Nalaka met la kadi nga tarusan dagiti pagannurutan?

**Dadduma pay nga komento wenno suhestiyon:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Agyamankami.

IKABIL MO DAYTOY NGA FORM IDIAY DROP BOX NGA MASAPULAN DITOY MUNISIPYO

## CUSTOMER FEEDBACK FORM

Thank you for visiting the Municipal Hall and availing of our services. Because we want to serve you better, please answer the questions relevant to your visit:

Name : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Department/Office Visited : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date and Time of Visit : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**OUR OFFICE YES NO**

1. Was the office easy to locate?
2. Was the office clean and orderly?
3. Did you feel comfortable?
4. Was there an appropriate signage for direction?

**OUR SERVICE PROVIDER**

1. Was the employee-in charge available?
2. Was the employee-in-charge knowledgeable?
3. Was the employee-in-charge accommodating?
4. Were you entertained properly?
5. Were your needs attended to promptly?
6. Can you easily identify the service provider (with ID, nameplate, etc.)

**REQUIREMENTS**

1. Were you made aware of the requirements?
2. Were there additional requirements aside from those listed in the

Citizen’s Charter?

1. Were you given proper information on how to get the requirements?
2. Were you made aware of the fees you will pay?

**OUR OFFICERS**

1. Were the authorized official/s available?
2. Did it took him/her or them long to sign the document?
3. Nagpa-importante ba?

**OUR INFORMATION**

1. Were the needed documents available?
2. Were the documents properly filled up or accomplished?
3. Were instructions clear, brief and concise?

**Other Comments/Suggestions:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Thank you very much.

PLEASE DROP THIS FORM AT THE SUGGESTION BOX LOCATED AT THE LOBBY OF THE MUNICIPAL HALL, ASINGAN, PANGASINAN.