



Local Government Unit of Rosario, La Union

CITIZEN'S CHARTER

2022 (1st Edition)



I. Mandate:

The Local Government of Rosario, La Union shall be an efficient and effective instrument in the attainment of its declared Mission.

II. Vision:

Rosario, home of Rapid Economic Development, where healthy and happy people live in an ecologically balanced environment, under a governance of peace, equality, justice and prosperity empowered by faithful, Loving, Outstanding, Responsible, Ethical and Sincere leaders and citizens guided by the Divine Providence.

III. Mission:

To transform ROSARIO into a HAPPY TOWN-a community of people and chosen Leaders, HAPPY TO SERVE, where everyone can enjoy nature's bounty, good health and economic prosperity through the 3K program...

KALIKASAN-Buhay ng Bayan

KALUSUGAN-Yaman ng Mamamayan

KABUHAYAN-Susi ng Matatag na Kinabukasan

IV. Service Pledge:

We, the municipal officials and employees of the Municipality of Rosario, La Union do hereby pledge to serve you with utmost dedication and sincerity... You-our constituents, deserve the best!!!



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BUSINESS PERMIT AND LICENSING OFFICE
Economic Services



1. Registration for New Business Permit

Business registration standards.

Office or Division:	BUSINESS PERMITS & LICENSING OFFICE
Classification:	Simple
Type of Transaction:	Government to Citizens
Who may avail:	ALL BUSINESS ENTREPRENEURS
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Filled-up Unified Application Form with supporting documents:	
1. Barangay /Business Clearance(original copy)	Barangay(location of business)
2. CTC/TIN(photocopy)	Treasury Office/BIR
3. Building/Zoning/Occupancy permit(photocopy)	Engineer`s Office
4. DTI / SEC/ CDA Registration(photocopy)	DTI/SEC/CDA
5. BIR /SSS/PHILHEALTH/PAG-IBIG Registration(photocopy)	BIR/SSS/PHILHEALTH/HDM F
6. Tax Clearance(photocopy)	Assessor`s Office
7. Fire Safety Inspection Certificate(FSIC)-photocopy	BFP
8. Sanitary permit/Health Card Certificate(photocopy)	Mun. Health Office
9. Environmental Clearance(photo copy)	Municipal Environmental Resources Office(MENRO)
Other Requirements: (photo copy)	
▶ Piggery/Poultry Farms- DENR Clearance	Department of Environment and Natural Resources (DENR)
▶ Drugstore, Food Supplement Distributor & Food & Drugs (BFAD) Permit	Bureau of Food and Drug(BFAD)
▶ Banking Institutions-BSP Authority	Bangko Sentral ng Pilipinas(BSP)
▶ Financing & Lending Institution- Certificate of Authority from Securities & Exchange Commission	Securities and Exchange Commission (SEC)
▶ Gasoline Stations & LPG Dealer-Certificate of Compliance & Standards Compliance Certificate from Dept. of Energy	Department of Energy(DOE)
▶ Review Center & Similar Entities- Commission On Higher Education (CHED) Clearance	Commission on Higher Education (CHED)



<ul style="list-style-type: none"> ▶ Motor Repair Shop, Electronics Repair Shop & Cell phone Repair Shop-Dept. of Trade & Industry Certificate of Accreditation ▶ Fertilizer & Pesticides Dealer/Distributor- Fertilizer & Pesticide Authority License ▶ Rice/Corn Retailer/distributor/ wholesaler Rice Mill- National Food Authority (NFA) Registration ▶ Water Refilling Station- Sanitary Engineer's Clearance & Water Analysis 		Philippine Department of Trade and Industry(DTI) Fertilizer and Pesticide Authority(FPA) National Food Authority(NFA) Department of Science and Technology (DOST)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filled-up Unified Application Form	Review & validate submitted documents, acknowledge receipt & encode	NA	5 minutes	Licensing Officer BPLO Staff
2. One-time assessment/payment of taxes, fees & charges	1.1 Assessment of business taxes, fees, charges & fire safety fees 1.2 Issue tax order of payment and advise to pay at the pay counter 1.3 Accept payment/print /issue OR	NA	5 minutes	Licensing Officer BFP Personnel MTO-Cashier
3. Issuance of Mayor's Permit	Print, sign and issue Mayor's/Business Permit	NA	5 minutes	BPLO Staff

TOTAL RESPONSE TIME

15 minutes



2. Renewal of Business Permit

Business renewal standards.

Office or Division:	BUSINESS PERMITS & LICENSING OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	ALL BUSINESS ENTREPRENEURS (Registered in previous year/s)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Filled-up Unified Application Form with supporting documents:				
1. Barangay /Business Clearance(original copy)			Barangay(location of business)	
2. CTC/TIN(photocopy)			Treasury Office/BIR	
3. Sanitary permit/Health Card Certificate(photocopy)			Mun. Health Office	
4. Fire Safety Inspection Certificate(FSIC)-photocopy			BFP	
5. Environmental Clearance(photo copy)			MENRO	
6. Tax Clearance(photocopy)			Assessor`s Office	
7. Affidavit for tax on business/sworn statement of previous year gross receipts/sales(original copy)			Bookkeeper/Accountant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File application for Renewal business permit	Review & validate submitted documents, acknowledge receipt & encode	NA	5 minutes	Licensing Officer BPLO Staff
2. One-time assessment/payment of taxes, fees & charges	1.1 Assessment of business taxes, fees, charges & fire safety fees 1.2 Issue tax order of payment and advise to pay at the pay counter 1.3 Accept payment/print /issue OR	NA	5 minutes	Licensing Officer BFP Personnel MTO-Cashier
3. Issuance of Mayor's Permit	Print, sign and release Mayor's/Business Permit	NA	5 minutes	BPLO Staff

TOTAL RESPONSE TIME

15 minutes



3. Retirement of Business

Processing of Business Retirement.

Office or Division:	BUSINESS PERMITS & LICENSING OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	BUSINESS ENTREPRENEURS WHO INTENT TO RETIRE THEIR BUSINESS			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Intent of owner /operator				
2. Clearance from the Market Supervisor for businesses within Public Market			Market Office	
3. Clearance from Barangay for businesses located within the Barangay.			Barangay(Location of Business)	
4. Sworn Statement of Gross Receipt/Sales of the current year to date of retirement.			Bookkeeper/Accountant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File Application for retirement of business	Review and endorse to next step	NA	5 minutes	BPLO Staff
2. Assessment and payment of required tax and other fees	1.1 Assessment based on documents submitted 1.2 Accept payment/print /issue OR	NA	5 minutes	Licensing Officer MTO- Cashier
3. Issuance of clearance certificate	Print, sign and issue clearance	NA	5 minutes	BPLO Staff
TOTAL RESPONSE TIME			15 minutes	



OFFICE OF THE MUNICIPAL TREASURER
Administrative Governance



1. Collection Of Real Property Tax (R.A.7160-LGC 1991)

Real Property Tax is a yearly ad valorem tax (according to value) on Real Property such as land, building, machinery and other improvement not specifically exempted the law under (Sec. 232 of Local Government Code). The maximum tax is 2% of the Assessed Value.

The LGU may levy and collect an annual tax of one percent (1%) on the Assessed Value of the Real Property which shall be in addition to the Basic Real Property Tax. The collection shall be accrued to the Special Education Fund (SEF).

Tax payers can opt to pay for one whole year. If so, the payment is due on or before the 31st of March each year. However, if they decide to pay in installment, they have religiously to remember these dates:

- 1st quarter: On or before March 31
- 2nd quarter: On or before June 31
- 3rd quarter: On or before September 30
- 4th quarter: On or before December 31

- 1st Bi-Annual: On or before June 31
- 2nd Bi-Annual: On or before December 31

DISCOUNT AND PENALTY:

- 20% discount for ADVANCE PAYMENT (PAYMENT DATE: DECEMBER of preceding year of the Taxable Year)
- 10% discount from JANUARY to MARCH (one time payment)
- 8% penalty starting from APRIL (2% x 4 months = 8% penalty) and shall subject the tax payers to the payment interest at the rate of 2% per month on the unpaid amount to a maximum of 72%.



Office or Division:	Office of the Municipal Treasurer			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public G2B – Government to Business Entity			
Who may avail:	Any individual or company/corporation who owns a real property in the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of previous Tax Receipt (if available)		Owner's copy		
Real Property Tax Order of Payment (RPTOP)		Office of the Municipal Assessor		
Tax Declaration		Office of the Municipal Assessor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Real Property Tax Order of Payment Form / Payment Order. <i>Note: if previous TAX RECEIPT is NOT AVAILABLE or the property is newly approved only.</i>	1. Prepare Payment Order / RPTOP. Encoding.	None		<i>Municipal Assessor's Office Staffs</i>
2. Present previous Real Property Tax Receipt or RPTOP Form. <i>Note: if previous TAX RECEIPT is AVAILABLE proceed immediately to RPT cashier.</i>	2. Interview, determine last payment and compute the tax due.	2% of the Assessed Value [1%BASIC + 1%SEF]	5 to 10 minutes***	- Local Revenue Collection II - Admin. Aide III - Admin. Aide VI/MTO Staff
3. Pay tax due. Received Real Property Tax Receipt.	3. Receive payment. Issue Official Receipt.	Computed Amount	5 to 10 minutes***	- Local Revenue Collection II - Admin. Aide VI - Admin. Aide VI/MTO Staff

*** TIME DEPENDENT on number of properties to be verified / computed / receipted and encoding on iLGU-system at Assessor's Office.



2. Securing Tax Clearance (Certificate of Non Tax Delinquency)

Tax Clearance Certificate is issued for the purpose of the following:

- As one of the requirements for or a supporting documents by any private or government entity
- As one of the requirements in lieu of lost Official Receipt from Business / Real Property Tax Payment

Office or Division:		Office of the Municipal Treasurer		
Classification:		Complex		
Type of Transaction:		G2C – Government to Transacting Public G2B – Government to Business Entity		
Who may avail:		Any individual or company/corporation		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of current Tax Receipt (if available)		Owner's copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present previous Tax Receipt.	1. Interview, verify record of taxpayer in the iTax / iLGU system or ledger.	None	5 to 10 minutes	- Local Revenue Collection II - Admin. Aide VI - Admin. Aide VI/MTO Staff
2. Pay prescribes fee(s).	2. Accept payment. Prepare / encode and print-out Tax Clearance Certificate.	PHP85.00	3 to 10 minutes	- Local Revenue Collection II - Admin. Aide VI - Admin. Aide VI/MTO Staff



3. Receive Tax Clearance.	3. Issue Official Receipt. Issue Tax Clearance duly signed by the Municipal Treasurer.	None	2 minutes	- Local Revenue Collection II - Admin. Aide VI - Admin. Aide VI/MTO Staff
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3. Registration of Business Tax and Licenses

- Any person / company, who shall establish, operate or conduct any business, trade or activity shall first obtain a Mayor's Permit and pay the corresponding fee and the Business Tax imposed under the Municipal Revenue Code of 2014.
- The license must be renewed from January 1 to 20, every year. Penalties are imposed after period.
- Payments may be annually, semiannually or quarterly. For Quarterly payment - Taxes are due on the first 20 days of each quarter.
- Late payment will incur 20% penalty on Mayor's Permit and Business Tax after 20th of January and 2% interest per month of delay.

3.1 Registration of New Business

Office or Division:	Office of the Municipal Treasurer	
Classification:	Complex	
Type of Transaction:	G2C – Government to Transacting Public G2B – Government to Business Entity	
Who may avail:	Any person or company/corporation, who shall establish, operate or conduct any business, trade or activity in the municipality.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Application Form (New) for Business Permit		Business Permits and Licensing Office
Community Tax Certificate (CTC) / CEDULA		Treasury Office
Barangay Business Permit, etc.		Barangay Office where the Business is located



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and file duly accomplished application form for new business.	Interview, verify and encode in the system and One-time Assessment of corresponding fees.	None		<i>Business Permits and Licensing Office Staffs</i>
2. Present duly accomplished application form for assessment. Pay corresponding amount.	One-time Assessment of Corresponding fees. Approve application. Accept payment. Issue official Receipt.	To be assessed based in the rates prescribed under the revised revenue code of 2014.	5 to 10 minutes	<i>-Revenue Collection Clerk II - Admin. Aide I -Local Revenue Collection Officer I/MTO Staff</i>
1. Receive Tax Clearance.	Print, Sign and Release of Mayor's Business Permit.	None		<i>Business Permits and Licensing Office Staffs</i>



3.2 Renewal of Business Permit

Office or Division:	Office of the Municipal Treasurer			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public G2B – Government to Business Entity			
Who may avail:	Any person or company/corporation, who shall establish, operate or conduct any business, trade or activity in the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form (Renewal) for Business Permit		Business Permits and Licensing Office		
Community Tax Certificate (CTC) / CEDULA		Treasury Office		
Barangay Business Permit, etc.		Barangay Office where the Business is located		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and file duly accomplished application form for business renewal.	1. Interview, verify and encode in the system and One-time Assessment of corresponding fees.	None		<i>Business Permits and Licensing Office Staffs</i>
2. Present duly accomplished application form for assessment. Pay corresponding amount.	2. Approve application. Accept payment. Issue Official Receipt.	To be assessed based in the rates prescribed under the revised revenue code of 2014.	5 to 10 minutes	<i>-Revenue Collection Clerk II - Admin. Aide I -Local Revenue Collection Officer I/MTO Staff</i>
3. Receive Tax Clearance.	3. Print, Sign and Release of Mayor's Business Permit.	None		<i>Business Permits and Licensing Office Staffs</i>



3.3 Retirement of Business

Office or Division:	Office of the Municipal Treasurer			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public G2B – Government to Business Entity			
Who may avail:	Any person or company/corporation, who shall retire their business, trade or activity in the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Closure		Barangay Office where the Business is located		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File application for retirement of Business.	1. Interview, verify and encode in the system and One-time Assessment of corresponding fees.	None		<i>Business Permits and Licensing Office Staffs</i>
2. Present duly accomplished application form for assessment. Pay corresponding amount.	2. Approve application. Accept payment. Issue Official Receipt.	To be assessed based in the rates prescribed under the revised revenue code of 2014.	5 to 10 minutes	<i>-Revenue Collection Clerk II - Admin. Aide I -Local Revenue Collection Officer I/MTO Staff</i>
3. Receive Tax Clearance.	3. Print, Sign and Release Tax Clearance Certificate. Issue Official Receipt.	None		<i>Business Permits and Licensing Office Staffs</i>



3.4 Registration or Renewal of Public Utility Vehicles (TRICYCLE)

Office or Division:	Office of the Municipal Treasurer			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public G2B – Government to Business Entity			
Who may avail:	Any person who owns and operates public utility vehicle (tricycle).			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Closure		Barangay Office where the Business is located		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File application for retirement of Registration / Renewal of MTOP. Present Tricycle unit.	1. Interview, verify and encode in the system and One-time Assessment of corresponding fees. Inspection of Tricycle unit.	None		<i>Business Permits and Licensing Office Staffs.</i> <i>OPS Team</i>
2. Present duly accomplished application form for assessment. Pay corresponding amount.	2. Approve application. Accept payment. Issue Official Receipt.	To be assessed based in the rates prescribed under the revised revenue code of 2014.	5 to 10 minutes	<i>MTO Staff (any available staff - as the case maybe)</i>
3. Receive Tax Clearance.	3. Print, Sign and Release Tax Clearance Certificate. Issue Official Receipt.	None		<i>Business Permits and Licensing Office Staffs</i>



4. Paying Municipal Fees And Other Charges

All documents requested and services rendered by the Municipality of Rosario to its clients are subject to certain amount based on the Municipal Revenue Code of 2023.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public G2B – Government to Business Entity			
Who may avail:	Any individual or company/corporation that request documents and service rendered by the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request / Order Slip, Payment Form or Tax Bill		Office where securing documents		
Other related documents.		Office where securing documents		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPON SIBLE
1. Present request or payment form (if available). Pay corresponding amount. Receive Official Receipt.	1. Interview and verify client request. Accept payment. Issue Official Receipt.	Assessor's Fees: PHP105.00; Inspection / Processing / Verification Fee: PHP100.00; Certification Fees (Medical, Birth/Marriage/Death-Local, Non Filing): PHP85.00; (Birth/Marriage-For Abroad): PHP185.00; Mayor's Permit Fee: (Conference, Meetings, Rallies & Demonstration / Dances, Fund Raising / Solicitation): PHP300.00;	5 to 10 minutes	- Revenue Collection Clerk II - Admin. Aide I - Local Revenue Collection Officer I -Admin. Aide III Admin. Aide VI



		<p>LCR Fees: Marriage Application Fee PHP330.00; PMC PHP110.00; Transcription Fee PHP55.00; Endorsement Fee PHP110.00; Accountable Forms: PHP144.10; Permit to Cut Tree/s: PHP50.00/Tree; Health Fee: PHP50.00; Traffic Citation: PHP500.00 / Violation; Cemetery Fee: Permit to Open PHP220.00; Permit to Transfer PHP110.00; Apartment Type PHP3,300.00; Additional Layer PHP1,200.00; Ambulance Fee: PHP500.00 – PHP 5,000.00 depends on location; Laboratory Fee: depends on the medical exam that will be conducted; Tooth Extraction PHP60.00/tooth; PTR: PHP300.00</p>		
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5. Issuance of Community Tax Certificate (CTC) / Cedula

A Community Tax Certificate (CTC) is a basic document acquired by any individual or citizen at least eighteen (18) years of age and above for identifying himself and his residence which can be used for legal transaction and any company or corporation who shall establish, operate or conduct any business in the municipality

Anyone 17 years of age and below is exempted.

No penalty for the first 2 months of the year.

6% penalty for the month of March and additional 2% every month until December

Office or Division:	Office of the Municipal Treasurer			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public G2B – Government to Business Entity			
Who may avail:	Any individual or citizen at least eighteen (18) years of age and above, any company/corporation who shall establish, operate or conduct business in the municipality.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Previous CTC / CEDULA		owners copy		
Valid ID (Government/Company/School issued)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Secure, fill-up and submit accomplished CTC / CEDULA information sheet or present old CTC / CEDULA or any available ID.</p>	<p>*Accept, interview and evaluate the information sheet. *Compute tax due. *Prepare the CTC / CEDULA.</p>	<p>None</p>	<p>3 to 5 minutes</p>	<p>- Revenue Collection Clerk II - Admin. Aide I (any available staff - as the case maybe)</p>
<p>2. Pay corresponding amount.</p>	<p>Receive payment.</p>	<p>for INDIVIDUAL : P5.00 Basic Tax + [Gross Income derived from Business or Salaries from the preceding year (P1.00 for every P1,000.00)] for CORPORATION : P500.00 Basic Tax + [Gross Income derived from Business from the preceding year (P2.00 for every P5,000.00)]</p>	<p>1 to 2 minutes</p>	<p>- Revenue Collection Clerk II - Admin. Aide I (any available staff - as the case maybe)</p>
<p>3. Affix signature and thumb mark on CTC/CEDULA. Receive CTC / CEDULA.</p>	<p>Issue Community Tax Certificate(CTC) / CEDULA</p>	<p>None</p>	<p>1 to 2 minutes</p>	<p>- Revenue Collection Clerk II - Admin. Aide I (any available staff - as the case maybe)</p>



6. Paying and Issuance of Police Clearance

Office or Division:	Office of the Municipal Treasurer			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public G2B – Government to Business Entity			
Who may avail:	Only residents of the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Barangay Office where the he/she resides		
Community Tax Certificate (CTC) / CEDULA		Municipal Treasurer's Office		
For RA 11261 (EMPLOYMENT OF FIRST TIME JOBSEEKER) :BARANGAY CERTIFICATE stating that the applicant is a first time jobseeker.		Barangay Office where the he/she resides		
Proper Dress code				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Present all requirements and pay corresponding fees. 1.1 Secure Clearances <ul style="list-style-type: none"> • Court Clearance • Mayor's Clearance 	Interview and verify requirements. Receive payment. Issue Official Receipt.	FOR LOCAL PHP150.00 FOR ABROAD PHP235.00 PHP50.00 None	2 to 3 minutes	<i>MTO Staff</i> <i>Municipal Trial Court Clerk.</i> <i>Mayor's Office Staff.</i>
2. Present all acquired documents. Receive Police Clearance.	Take client picture. Interview, encode, print-out and issue Police Clearance.		5 to 10 minutes	<i>Encoders/COS</i> <i>(any available staff - as the case maybe)</i>
3. Proceed to Police Station for approval and corresponding signatures.	Verify, Interview, sign and approved Police Clearance.	NONE		<i>Duty PNCO</i> <i>Chief-of-Police</i>



7. Disbursement

7.1 Supplier, Contractor and Others

Office or Division:	Office of the Municipal Treasurer			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	Suppliers, Contractor and Others			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order / Purchase Request				
Disbursement Voucher(s) / Obligation Request(s)				
Inspection Report		GSO		
Bids and Awards Committee Resolution		BAC Office		
Canvass, etc.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete requirements.	1. Check the vouchers ready for payment. (Complete, signatories such as Mayor, Accountant, approved for payment. Interview and verify requirements)	None	3 to 5 minutes	<i>LTOO III</i> <i>RCC III</i> <i>RCC II</i> <i>Mun. Treasurer</i>



2.	2. Prepare and issue check for signature by the Treasurer and Mayor. Acquire check advice from the Accounting Office.	None	3 to 5 minutes	<i>LTOO III</i> <i>RCC III</i> <i>RCC II</i>
3. Affix signature on voucher(s) / payroll. Issue Official Receipt as needed.	3. Upon return from the Mayor's Office, check the corresponding Official Receipt issued by the payee. Issue Check / Payment.	None	3 to 5 minutes	<i>LTOO III</i> <i>RCC III</i> <i>RCC II</i> <i>Mun. Treasurer</i>



7.2 Salaries, Wages, Honorariums and Others

Office or Division:	Office of the Municipal Treasurer			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Municipal Employees and Others			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payroll				
Daily Time Record				
Disbursement Voucher(s) / Obligation Request(s)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete requirements for payment.	Withdrawal of Cash from the Bank.	None		<i>LTOO III</i> <i>Mun. Treasurer</i>
1. Receive cash.	Cash distribution to payroll in-charge.	None	3 to 5 minutes	<i>LTOO III</i> <i>Mun. Treasurer</i>
2. Affix signature on Payroll. Receive salary / honorarium.	Salary distribution.	None	2 to 3 minutes	<i>LTOO III</i> <i>RCC III</i> <i>RCC II</i>



OFFICE OF THE MUNICIPAL CIVIL REGISTRAR
Administrative Governance



1. Issuance of Certifications (Birth, Death And Marriage)

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	<ul style="list-style-type: none"> - The Owner Himself or a duly authorized representative; - His/her spouse, parent, direct descendants, guardian or institution legally in-charge of him/her, if minor; - The court or proper public official whenever absolutely necessary in administrative, judicial or other official proceedings to determine the identity of a person; - In case of the person's death, the nearest of kin. 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authorization of the document owner with valid ID and the claimant				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form for births/deaths/marriages	Receive request form and interview the client	none	20 minutes	<i>Registration Officer II Asst. Reg. Officer Admin Aide I</i>
2. Wait for the result of the verified document	Verification of documents from the registry book/database Prepare the requested document	none	510minutes	<i>Registration Officer II Asst. Reg. Officer Admin Aide I</i>
3. Proceed to the Municipal Treasurer's Office for the Payment of fees	Receive payment and issue official receipt	P 65.00 for local *Additional P30.00 for doc. Stamp tax P150.00 for abroad *Additional P30.00 for doc stamp tax	5 minutes	<i>MTO personnel</i>
4. Proceed to the MCRO present the official Receipt	Receive and present the document	none	3 minutes	<i>Municipal Civil Registrar Registration Officer II</i>
5. Receive copy of requested document	Review and release of Client's copy	none	5 minutes	<i>Municipal Civil Registrar</i>



2. Delayed Registration of Birth, Death and Marriages

Office or Division:	Office of the Municipal Civil Registrar	
Classification:	Complex	
Type of Transaction:	Government to Citizens	
Who may avail:		
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>BIRTH: ADDITIONAL REQUIREMENTS IF LEGITIMATE 1. Negative Certification of Birth 2. Marriage Certificate of parents plus any two of the following:</p> <hr/> 3. Baptismal Certificate 4. School Records 5. Voter's Record 6. Medical Records 7. NBI, Police Clearances 8. Any other proof of birth 9. Joint affidavit of disinterested parties	<p>Philippine Statistics Authority (PSA) LCR Office where marriage was solemnized, PSA</p> <p>Church School</p> <p>COMELEC Hospital or Clinic NBI - PNP Offices</p> <p>Attorneys' Offices</p>
	<p>DEATH 1. Negative Certification of Death 2. Valid Government Issued ID of the Registrant plus any two of the following:</p> <hr/> 3. Death Certificate issued by Church 4. Burial /Cremation Permit 5. Any other valid proof of death 6. Affidavit of witnesses	<p>Philippine Statistics Authority</p> <p>Government Offices where the ID is issued</p> <p>Church LCRO/MTO Agency where they secure document Attorney's Office</p>
	<p>MARRIAGE 1. Negative Certification of Marriage and CENOMAR 2. Valid Government Issued ID of the Registrant plus any two of the following:</p> <hr/> 3. Marriage Certificate issued by Solemnizing Officer/Church 4. Affidavit of Witnesses / Solemnizing Officer	<p>Philippine Statistics Authority</p> <p>Church, Court, Mayor's Office</p> <p>Attorney's Office</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form	Receive the request and interview the client. Advise client to submit requirements	none	20 minutes	<i>Municipal Civil Registrar</i>
2. Submit their requirements	Receive and check the completeness and correctness of the documents submitted	none	10 minutes	<i>Asst. Reg. Officer Registration Officer II</i>
	Prepare the document and advise client to return after 10 working days	none	10 days	<i>Registration Officer II Asst. Reg. Officer Admin Aide I</i>
3. Follow-up request after 10 days	Advise client to pay the required fees at the Municipal Treasury Office	none	10 minutes	<i>Registration Officer II</i>
4. Pay the required fee at the Municipal Treasurer's Office	Issue official receipt	Certification fee P 85.00 Endorsement fee- P 110.00 Registration fee- P 220.00	10 minutes	<i>MTO personnel</i>
5. Present the official receipt	Assign a Registry Number to the COLB	none	10 minutes	<i>Registration Officer II Asst. Reg. Officer</i>
	Authorized personnel receive and review the duly accomplished COLB	none	5 minutes	<i>Municipal Civil Registrar Reg. Officer II</i>
6. Receive owner's copy	Release the document	none	10 minutes	<i>Municipal Civil Registrar Reg. Officer II</i>



3. Registration of Marriage

Marriage registration is the permanent recording of marriage in the Register of Marriages and a proof of the occurrence of marriage thus establish the responsibilities of married couples.

- For ordinary marriages, the time for submission of the Certificate of Marriage is 15 days following the solemnization of marriage.

For marriages exempt from the license requirement, the prescribed period is 30 days.

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Complex		
Type of Transaction:		Government to Citizens		
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR ON TIME REGISTRATION		MCR Office, Mayor's Office, Court, Churches of any other religious sector		
1. Accomplish registration form or Certificate of Marriage if prepared by solemnizing officer				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 4 copies of Certificate of Marriage	Review the 4 copies of the marriage contract, if these were properly filled up and signed by the contracting parties, sponsors and solemnizing officer	none	20 minutes	<i>Registration Officer II</i>
2. Pay prescribed fees at the Municipal Treasurer's Office	Receive payment & issue official receipt	P 85.00	5 minutes	<i>MTO personnel</i>
3. Present official Receipt	Register the Certificate of Marriage and assign registry number	none	10 minutes	<i>Registration Officer II Asst. Reg. Officer</i>
4. Receive owner's copy of marriage certificate	Release owner copy	none	5 minutes	<i>Registration Officer II Municipal Civil Registrar</i>



4. Application of Marriage License

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	<ul style="list-style-type: none"> - All couples Male and Female (either one or both must be resident of Rosario) of legal ages intending to get married must apply for marriage license at the Municipal Civil Registry Office. - A Marriage license is valid in any part of the Philippines for a period of One Hundred Twenty (120) days from the date of issue. 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(FOR MALE AND FEMALE APPLICANT)				
a.) Accomplished Application for Marriage License 4 copies		MCR window		
b.) Certificate of No Marriage (CENOMAR)		Philippine Statistics Office		
c.) Birth Certificate of the Contracting Parties		Philippine Embassy		
d.) Consent of Legal Capacity to Contract Marriage for citizens of foreign country		LCRO, PSA		
e.) Death Certificate of deceased spouse, for widow/widower applicant		Court		
f.) Decree of divorce of Annulment for applicant who has been previously married		POPCOM, MSWD, MHO		
g.) Pre marriage Counseling				
h.) 2x2 picture white background 4 copies				
i.) For 21-25 years old – Advice of Parents (Valid ID of Parents are needed)				
g.) For 18 to below 21 – Consent of Parents (Valid ID of Parents are needed)				
h.) Community Tax Certificate of both Applicant		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Appear personally and ask for the requirements	Interview the client. Give list of requirements	none	5 minutes	<i>Asst. Reg. Officer Registration Officer II</i>
2. Proceed to MSWDO	Conduct pre-marriage counseling and family planning seminar license	110.00	3 hours	<i>MSWDO, POPCOM, MHO, LCRO</i>
3. Submit the requirements	Brief Interview of the applicants, review the documents submitted	none	15 minutes	<i>Municipal Civil Registrar</i>
	Accomplish application form for Marriage License and other necessary forms	none	30 minutes	<i>Asst. Reg. Officer</i>



4. Pay the required fee at the Municipal Treasury Office	Issue official receipt	P 350.00	5 minutes	<i>MTO personnel</i>
5. Present the official receipt and assign the marriage application. Return after 10 working days to the Municipal Civil Registrar's Office. Wait for the release of the document	Administer the oath then sign over his printed name in the form	none	5 minutes	<i>Municipal Civil Registrar</i>
	Receive and record Application of Marriage License & set schedule for the issuance of License	none	10 working days	<i>Registration Officer II Asst. Reg. Officer</i>
6. Pay Receive the Marriage License	Prepare the Marriage License	P 200.00	10 minutes	<i>Registration Officer II</i>
	Affix and issue Marriage License	none	5 minutes	<i>MCR</i>

5. Registration of Birth

Republic Act 3573 mandates that acts, event, legal instruments and court orders/decrees concerning the civil status of persons shall be recorded. The birth of a child must be registered with thirty (30) days from birth at the Municipal Civil Registry Office.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a.) Certificate of Live Birth (COLB) Form 102 b.) Certificate of Marriage of Parents of newborn baby (if applicable) c.) Valid Government Issued identification Card of parents for Illegitimate Children d.) Cedula (Optional) if no Valid ID		MCR window, Hospital, Clinic Government Offices where the ID is issued Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Certificate of Live Birth (COLB) for registration of birth	Prepare/receive document and verify correctness and completeness of the entries	none	30 minutes	<i>Registration Officer II Asst. Reg. Officer MCR Admin Aide I</i>



2. Proceed to the Treasurer's Office to pay prescribed fee	Receive the payment & issue Official Receipt	P 85.00 For not married additional P 220.00	5 minutes	<i>MTO personnel</i>
3. Affix his/her signature in the appropriate boxes	Ask the client to affix his/her signature and the attendant at birth in the appropriate boxes		5 minutes	<i>Asst. Reg. Officer</i>
	Assign a Registry Number to the COLB	none	5 minutes	<i>Registration Officer II Asst. Reg. Officer</i>
4. Receive copy of Birth Certificate	Release copy of Birth Certificate	none	5 minutes	<i>Registration Officer II</i>

6. Registration of Death

The death of person must be registered within the 30 days reglementary period At the office of the Municipal Civil Registrar

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a.) Certificate of Death (Form 103) - (if person died in hospital/clinic) b.) Certificate of Fetal Death (form 103 A) - (if fetus died in a hospital)		MCR window Hospital, Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Certificate of Death Form and other requirements. Proceed to the Rural Health Unit	Get data from client and prepare Death Certificate in four (4) copies and advise client to pay at the Treasurer's Office	none	20 minutes	<i>MHO Staff</i>



2. Proceed to the Municipal Treasurer's Office for payment of fees	Receive payment and issue official receipt	P95.00	5 minutes	<i>MTO personnel</i>
3. Review and make necessary correction if no error affix his signature on the informant's portion	MHO Staff affix his signature in the prepared portion	none	10 minutes	<i>MHO personnel</i>
4. Proceed to the Municipal Health Office attendant at death	Review and certify the Death Certificate	none	5 minutes	<i>Municipal Health Officer</i>
5. Proceed to the Municipal Civil Registrar Office to register the Certificate of Death and pay the burial and cemetery fee	Review payment & issue burial permit fee	110.00	10 minutes	<i>Registration Officer II</i>
	Assign Registry Number	none	10 minutes	<i>Registration Officer II Asst. Reg. Officer</i>
	Receive and registered	none	5 minutes	<i>Municipal Civil Registrar</i>
6. Receive copy of Death Certificate	Release client's copy	none	5 minutes	<i>Registration Officer II</i>



7. Changed of First Name/Correction of Clerical Error (R.A. 9048)/Correction of Gender/Correction of Day and Month of Birth (R.A 10172)

Republic Act No. 9048 authorizes the Municipal Civil Registrar to correct clerical or typographical error and change of first name or nickname which can be corrected or changed by concerned city or municipal civil registrar in accordance with the provisions of this Act and its implementing rules and regulation. R.A 10172 is an act authorizing the Municipal Civil Registrar of the consul to general to correct clerical or typographical errors in the day and month in the birth or sex of a person appearing in the civil registrar without need of a judicial order, amending for this purpose R.A 9048.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Complex			
Type of Transaction:	Government to Citizens			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CHANGED OF FIRST NAME a.) Police and NBI Clearance b.) Certificate of Employment or Affidavit of non-employment c.) Baptismal Certificate d.) School and Employment Record e.) Voter's certification and Valid ID's f.) Affidavit of publication for 2 consecutive weeks from local newspaper CORRECTION OF CLERICAL ERRORS a.) Baptismal Certificate b.) School and employment record c.) Voter's certification d.) Valid ID's		Newspaper Publisher		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form	Receive the request and interview the client Give list of requirements	none	5 minutes	<i>Municipal Civil Registrar</i>
2. Submit requirements	Review the document & verify the authenticity of requirements submitted	none	6 minutes	<i>Municipal Civil Registrar</i>



3. Pay the corresponding fee at the Municipal Treasury Office	Issue official receipt		5 minutes	<i>MTO personnel</i>
4. Submit official receipt	Record the O.R receive the Petition, record in the log book and assign Petition Number	none	30 minutes	<i>Municipal Civil Registrar</i>
	Prepare the Petition advise client to wait for 2-3 months for the Affirmed Petition			
5. Sign the Petition	Post the Notice at the bulletin board for 10 days (CCE). Publish the Petition for change of name in a newspaper of general circulation once a week for 2 consecutive weeks. Render Decision on the Petition after the completion of posting or publication in a newspaper. Forward Petition to the Office of the Civil Registrar General for Affirmation	none	15 minutes	<i>Municipal Civil Registrar</i>
6. Wait for 2-3 months for the affirmed Petition		none	2-3 months	<i>Municipal Civil Registrar</i>
7. Receive the Affirmed Petition (Owner's Copy)	Prepare, sign & issue the affirmed Petition together with its supporting documents to PSA Quezon City	none	30 minutes	<i>Municipal Civil Registrar</i>



8. Endorsement of Registry Records to the Registrar General-PSA/NSO

There are instances when the OCRG-PSA does not give available records requested by Clients request for endorsement of the record from Municipal Civil Registry Office.

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Highly Technical		
Type of Transaction:		Government to Government		
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA-Negative Certification				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Fill up request form	Receive the request and interview the client	none	5 minutes	<i>Registration Officer II Asst. Reg. Officer</i>
2. Submit required documents	Review the completeness and authenticity of the documents. Advise client to pay the corresponding fees at the Municipal Treasury Office	none	5 minutes	<i>Registration Officer II</i>
3. Pay the required fee at the Municipal Treasury Office	Issued official receipt	P95.00 P150.00	5 minutes	<i>MTO personnel</i>
4. Submit the official receipt	Prepare the documents	none	20 minutes	<i>Registration Officer II Asst. Reg. Officer</i>
	Present the documents to the MCR for review and signature	none	10 minutes	<i>Municipal Civil Registrar</i>
5. Get the copy of the Document	Issue the documents for endorsement. Mail the documents to PSA Quezon City or PSA San Fernando City, La Union or any PSA Serbilis Center	none	5 minutes	<i>Registration Officer II Asst. Reg. Officer Admin Aide I</i>



9. Issuance of Supplemental Report

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SECPA from PSA photocopy of the affected civil registry BIRTH/DEATH/MARRIAGE Affidavit of Supplemental report				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to LCRO	Interview the client	none	10 minutes	<i>Municipal Civil Registrar</i>
2. Submit documents	Review submitted documents	none	20 minutes	<i>Municipal Civil Registrar</i>
3. Proceed to the Municipal Treasurer's Office for the payment of fees	Receive payment and issue official receipt	P 300.00 P 150.00 P 95.00	5 minutes	<i>MTO personnel</i>
4. Proceed to the MCRO present the Official Receipt	Prepare supplemental report Advise client to return after 1 day to get the annotated document	none	30 minutes	<i>Municipal Civil Registrar RO II ARO</i>
5. Submit PSA (NSO) for endorsement and wait two months before requesting a security paper	Prepare endorsement letter to PSA, Quezon City	none	20 minutes	<i>Registration Officer II ARO Admin Aide I</i>
Receive copy of supplemental report	Affix signature and issue Supplemental report	none	5 minutes	<i>MCR</i>



10. Legitimation thru Subsequent Marriage Parents and Allowing to Use the Surname of the Father In Case Of Unmarried Parents (R.A 9255)

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Complex			
Type of Transaction:	Government to Citizens			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a.) Certificate of Live Birth (COLB) Form 102		LCR Office		
b.) Community Tax Certificate of both parents		MTO		
c.) Certificate of Live Birth (PSA) for legitimation		PSA		
d.) Affidavit of Legitimation		Attorney's Office		
e.) CENOMAR 3 photocopies (for legitimation)		Philippine Statistics Authority		
f.) Certificate of Marriage- 3 photocopies (for legitimation)		LCR where marriage registered, PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Receive and review the submitted documents and advise client to pay prescribed fee	none	20 minutes	<i>Registration Officer II Municipal Civil Registrar</i>
2. Proceed to Treasurer's Office to pay prescribed fee	Receive payment and issue official receipt	P 500.00 P 500.00 P 95.00	5 minutes	<i>MTO personnel</i>
3. Present Official Receipt to the Office of the Municipal Civil Registrar	Prepare the Affidavit of Legitimation/Affidavit to use the Surname of the Father Assign Registry Number to the Affidavit of Legitimation/R.A. 9255 and enter/record it in the logbook for Legal Instruments Issue a Certificate of Registration for the Affidavit of	none	1 day	<i>Registration Officer II Admin Aide I</i>



	Legitimation/R.A. 9255, make the amendments/annotations in the Register of Birth and prepare endorsement letter to PSA, Quezon City			
4. Affix signature	Sign the amended COLB, Certificate of Registration and endorsement letter	none	20 minutes	<i>Municipal Civil Registrar</i>
5. Receive copy the amended COLB	Issue copy of the amended COLB	none	10 minutes	<i>Registration Officer II</i>

11. BREQS :Request for authenticated documents (BIRTHS, DEATH, MARRIAGE CERTIFICATES AND CENOMAR (SECPA)

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Complex			
Type of Transaction:	Government to Citizens			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authorization if a requester if not the document owner				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form for births/deaths/marriages and CENOMAR	Receive request form, verify and interview the client	None	5 minutes	<i>Admin Aide I Contract of Service</i>
2. Proceed to the Municipal Treasurer's Office for the	Receive payment and issue official receipt	BREQS Service Fee- P150.00	3 minutes	<i>MTO Personnel</i>



Payment of fees.				
3. Proceed to the MCRO present the Official Receipt	Receive and accept payment for SECPA paper	BirthDeath, Marriage- P150.00 CENOMA R-P210.00	3 minutes	<i>Admin Aide / Contract of Service</i>
	Verify and affixed signature by the MCR before handing to PSA	None	3-5 days	<i>MCR</i>
4. Receive copy of requested document	Release Documents	None	3 minutes	<i>Admin Aide / Contract of Service</i>



OFFICE OF THE MUNICIPAL ASSESSOR
Administrative Governance



1. Real Property Tax Payment

SECTION 250 of RA 7160. 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 Special Education Fund (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 thirty (30th) of June; the third installment, on or before the thirtieth (30th) of September; and the last installment on or before the thirty-first (31st) of December, except the special levy the payment of which shall be governed by ordinance of the sanggunian concerned.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Tax Payers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Latest Tax Receipt		Municipal Assessor's Office		
• Tax Declaration		Municipal Assessor's Office		
• Property Record Form		Municipal Assessor's Office		
• Field Appraisal and Assessment Sheet		Municipal Assessor's Office		
• True Copy/Machine Copy of Title		Municipal Assessor's Office		
• Lot No. of the property/ies		Municipal Assessor's Office		
• Tax Map/Approved Plan/Sketch Plan		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present any of the following: <ul style="list-style-type: none"> • Latest Tax Receipt • Tax Declaration • Property Record Form • Field Appraisal and Assessment Sheet • True Copy/Machine copy of Title • Lot No. of the property/ies Tax Map/Approved Plan/Sketch Plan	Validated documents presented	None	10 minutes	<i>Local Assessment Operations Officer I</i> <i>Assessment Clerk I</i> <i>Draftsman</i>



2. Wait for verification in the iTax System	Real Property Verified on the system	None	20 Minutes	<i>Local Assessment Operations Officer I Assessment Clerk I Draftsman</i>
3. Wait for preparation of Real Property Tax Order of Payment	Real Property Tax Order of Payment Prepared	None	15 Minutes	<i>Local Assessment Operations Officer I Assessment Clerk I Draftsman</i>
4. Proceed to the Office of the Municipal Treasurer for payment of fees	Order of Payment handed to the tax payer	None		<i>MTO Collector</i>

2. Issuance of Certificate of Assessment or Total Land Holdings / Non-existing improvement / with existing improvement

The Municipal Assessor's Office provides certificate of assessment/non-existing improvement / with existing improvement upon the request of the owner or his authorized representatives, any government agency or Private entity.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Clients that needed to secure Certificate of Assessment or Total Land Holdings / Non-existing improvement / with existing improvement for legal intents and purposes			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Latest Tax Receipt		Municipal Assessor's Office		
• Tax Declaration		Municipal Assessor's Office		
• Property Record Form		Municipal Assessor's Office		
• Field Appraisal and Assessment Sheet		Municipal Assessor's Office		
• True Copy/Machine Copy of Title		Municipal Assessor's Office		
• Lot No. of the property/ies		Municipal Assessor's Office		
• Tax Map/Approved Plan/Sketch Plan		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Present any of the following:</p> <ul style="list-style-type: none"> • Latest Tax Receipt • Tax Declaration • Property Record Form • Field Appraisal and Assessment Sheet • True Copy/Machine copy of Title • Lot No. of the property/ies • Tax Map/Approved Plan/Sketch Plan 	Validated documents presented	None	10 minutes	<i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i>
2. Wait for verification	Real Property verified on the system	None	20 minutes	<i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i>
3. Proceed to the Office of the Treasurer for payment of certification fee	Certification fee paid at MTO	None	15 minutes	
4. Return to the office of the Municipal Assessor, present your receipt and wait for the release of the certification upon signature of the municipal Assessor	Certification prepared and released to the requestor		20 minutes	<i>OIC-Municipal Assessor</i>



3. Certificate of No Property

The Municipal Assessor's Office provides certificate of no property upon the request of the owner or his authorized representatives, any government agency or Private entity.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Clients that needed to secure Certificate of No Property for legal intents and purposes			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Valid I.D. /Government issued I.D./Machine copy of Birth Certificate 		Any government offices that issues I.D./PSA of Office of the Local Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for verification on the iTax System	Ownership of a property was verified on the system	None	15 minutes	<i>Local Assessment Operations Officer I Assessment Clerk I Draftsman</i>
2. Pay Certification fee at the Office of the Municipal Treasurer	Certification fee paid	P 105.00	15 minutes	<i>MTO Collertor</i>
3. Present Receipt at the Office of the Municipal Assessor	Receipt checked/verified	None	10 minutes	<i>Local Assessment Operations Officer I Assessment Clerk I Draftsman</i>
4. Wait for the release of Certification upon signature of the Municipal Assessor	Certification printed and released	None	20 minutes	<i>OIC-Municipal Assessor</i>



4. Certified Copy or Machine Copy of Tax Declaration/Property Record Form/Field Appraisal and Assessment Sheet/Tax Map & Tax Map Control Roll

A tax map can be requested to identify the location of a property based on the tax mapping records and Geographical Information System (GIS) and for other purposes it may serve. However, the certification shall not be used as evidence for settling boundary disputes.

This service allows the taxpayer to obtain a duplicate copy of Tax Declaration and listings of his / her Property holdings as reference for payment of taxes and for other purposes it may serve.

Office or Division:	Municipal Assessor's Office	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizens	
Who may avail:	Real Property Declared Owner/Requestor or administrator with SPA or Authorization of the declared Owner or Real Property Owner with valid I.D. of Both	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • Current Tax Receipts/Tax Clearance (2 machine copies) 	Office of the Municipal Treasurer
	<ul style="list-style-type: none"> • Valid I.D. of Requestor (2 machine copies of valid I.D.)) 	Government issued I.D./s
	<ul style="list-style-type: none"> • Valid I.D. of Requestor & Owner with Special Power of Attorney (SPA)/Authorization from the owner (2 machine copies of each documents) 	Real Property Owner/Declared Owner
	<ul style="list-style-type: none"> • Authorization of the requestor from the immediate Heir/s of the Deceased Declared Owner with machine/xerox copy of valid I.D. of the Immediate Heir/s or SPA (Special Power of Attorney) in the name of requestor from the immediate heir/s of the Declared Owner and machine copy of Death certificate of the Declared/Real Property Owner (1 original and 1 machine copies) 	Real Property Owner/Declared Owner's immediate heir/s
	<ul style="list-style-type: none"> • Letter from the Lawyer requesting for a copy of documents (1 original and 1 machine copy) 	Lawyer
	<ul style="list-style-type: none"> • Certified Copy / Electronic Copy of the Deed of Absolute Sale registered from 	Register of Deeds, San Fernando City, La Union



	the Register of Deeds (1 certified/electronic copy and 1 machine copy)			
	<ul style="list-style-type: none"> Official Receipt from the Office of the Municipal Treasurer (original or machine copy) 	Office of the Municipal Treasurer		
	<ul style="list-style-type: none"> For Court Litigation (Certified and machine copy of Judge/Court Request) 	From the requesting court		
	<ul style="list-style-type: none"> Vendee (1 original and 1 machine copy of Deeds) 	From the Lawyer		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Declared Owner	I.D. checked/verified	None	<ul style="list-style-type: none"> 15 minutes- Submission of Documents 15minutes – verification on the iTAX System 20 minutes - Payment of Fee to the Office of the Municipal Treasurer 10 minutes – present receipts to Municipal Assessor's Staff Wait for the release of the documents upon signature of the Municipal Assessor 	<p style="text-align: center;"><i>Local Assessment Operations Officer I Assessment Clerk I Draftsman</i></p>
2. Husband/Wife of the Declared Owner (whether declared owner/s is/are still alive or already deceased)	I.D./SPA/ Authorization/ Machine Copy Death Certificate checked/verified	None		
3. Son/s and/or Daughter/s of the Declared Owner (Deceased Declared Owner)	Required Document/s to be presented was verified	None		
4. Any Person (Deceased Declared Owner)	Required Document/s to be presented was verified	None		
5. Son/s and or Daughter/s of the Declared Owner or Any Other Person	Required Document/s to be presented was verified	None		
6. For Court Litigation	Required Document/s to be presented was verified	None		
7. Vendee of a Real Property	Required Document/s to be presented was verified	Nne		



5. Transfer of Property

OWNER'S copy of updated tax declaration is secured upon transfer of ownership of real property from the previous to the new owner. This is done to update the records of the Municipal Government and to transfer real property taxation to the new owner

Office or Division:	Municipal Assessor's Office	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizens	
Who may avail:	Clients who bought, donate, execute extra judicial settlement of real properties	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • Certified Electronic/Certified Copy of Mode of Transfer issued by the Register of Deeds (1 original/electronic copy and 1 machine copy) 	Register of Deeds, San Fernando City, La Union
	<ul style="list-style-type: none"> • Certified Electronic Copy of Transfer Certificate of Title issued by the Register of Deeds, if titled (1 electronic copy and one machine copy) 	Register of Deeds, San Fernando City, La Union
	<ul style="list-style-type: none"> • BIR Certificate of Authorizing Registration (2 machine copies) 	Bureau of Internal Revenue where the property is located
	<ul style="list-style-type: none"> • For portion or consolidated lots transferred, attached Blue Print copy of Sketch Plan, if any (1 blue print and 1 machine copy) 	Department of Environment and Natural Resources, San Fernando City, La Union/Land Registration Authority, Quezon City (if LRC)
	<ul style="list-style-type: none"> • For Titled properties, attached Blue Print copy of Approved Subdivision/Consolidation Plan (1 blue print and 1 machine copy) 	Department of Environment and Natural Resources, San Fernando City, La Union/Land Registration Authority, Quezon City (if LRC)
	<ul style="list-style-type: none"> • Transfer Fee Receipt (2 machine copy) 	Provincial Treasury Office
	<ul style="list-style-type: none"> • Tax Receipt current year/Tax Clearance issued by the Municipal Treasurer's Office 	Municipal Treasury Office, Rosario, La Union
	<ul style="list-style-type: none"> • Certified Electronic/Certified Copy of Mode of Transfer issued by the Register of Deeds (1 certified copy and 1 machine copy) 	Register of Deed, San Fernando City, La Union
	<ul style="list-style-type: none"> • Certified Electronic Copy of Transfer Certificate of Title issued by the Register of Deeds, if titled (1 	Register of Deed, San Fernando City, La Union



electronic Copy and 1 machine copy)				
<ul style="list-style-type: none"> • BIR Certificate of Authorizing Registration (2 machine copies) 		BIR, San Fernando City, La Union		
<ul style="list-style-type: none"> • Lot Plan 				
<ul style="list-style-type: none"> ➤ For portion or consolidated lots transferred, attached Blue Print copy of Sketch Plan, if any (1 blue print & 1 machine copy signed by the Geodetic Engineer) 		Geodetic Engineer		
<ul style="list-style-type: none"> ➤ For Titled properties, attached Blue Print copy of Approved Subdivision/Consolidation Plan (1 blue print & 1 machine copy) 		DENR, San Fernando City, La Union		
<ul style="list-style-type: none"> • Transfer Fee Receipt 				
<ul style="list-style-type: none"> • Tax Receipt current year/Tax Clearance issued by the Municipal Treasurer's Office 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the following List of Requirements <ul style="list-style-type: none"> • Certified Electronic/Certified Copy of Mode of Transfer issued by the Register of Deeds (1 Certified/Electronic and 1 machine copy) • Certified Electronic Copy of Transfer Certificate of Title issued by the Register of Deeds, if titled (1 electronic copy and 1 machine copy) 	Documents checked	None	20 minutes	<i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i>



<ul style="list-style-type: none"> • BIR Certificate of Authorizing Registration <ul style="list-style-type: none"> ➤ For portion or consolidated lots transferred, attached Blue Print copy of Sketch Plan, if any (1 blue print and 1 machine copy) ➤ For Titled properties, attached Blue Print copy of Approved Subdivision/Consolidation Plan (1 blue print and 1 machine copy) <ul style="list-style-type: none"> • Transfer Fee Receipt (2 machine copies) • Tax Receipt current year/Tax Clearance issued by the Municipal Treasurer's Office 				
<p>2. Wait for the verification of the presented/submitted requirements/documents</p>	<p>Documents completeness was verified</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i></p>
<p>3. Pay processing fee to the Office of the Municipal Treasurer</p>	<p>Client was advised to pay processing fee at the Office of</p>	<p>P 100.00</p>	<p>15minutes</p>	<p><i>MTO Collector</i></p>



	the Municipal Treasurer			
4. Return to the Office of the Municipal Assessor and submit receipt	Receipt received	None	10 minutes	<i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i>
5. Inform client when the documents will be submitted to the Office of the Provincial Assessor for processing and approval	Clients informed	None	10 minutes	<i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i>
6. Prepare Field Appraisal and Assessment Sheet and Endorsement	Documents prepared and ready for submission at the Office of the Provincial Assessor	None	2 day preparation for simple transfer/ 5 days for complicated	<i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i>
7. Review and signature of municipal assessor	Documents reviewed and signed.	None	1 hour	<i>OIC-Municipal Assessor</i>

6. Reassessment of Real Property

As per Section 217 of RA 7160, Actual Use of Real Property as Basis for Assessment. – Real property shall be classified, valued and assessed on the basis of its actual use regardless of where located, whoever owns it, and whoever uses it.

Office or Division:	Municipal Assessor's Office
Classification:	Highly Technical
Type of Transaction:	Government to Citizens
Who may avail:	Real property tax payers or authorized persons
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Letter request of the owner (1 original and 1 machine copy) 	From the Real Property Owner/Declared Owner



<ul style="list-style-type: none"> Affidavit of the owner duly notarized (1 original and 1 machine copy) 	Lawyer			
<ul style="list-style-type: none"> Zoning Certification from the Office of the Municipal Engineer/CLUP duly approved by the SB of the municipality (1 original and 1 machine copy) 	Zoning Officer			
<ul style="list-style-type: none"> Certification from DAR (for land with no improvements-1 original & 1 machine copy) 	Department of Agrarian Reform			
<ul style="list-style-type: none"> Certification of the Barangay Captain (1 original & 1 machine copy) 	Punong Barangay where the real property is located.			
<ul style="list-style-type: none"> Current Tax Receipt (2 machine copies) 	Office of the Municipal Treasurer, Rosario, La Union			
<ul style="list-style-type: none"> Processing Fee (2 machine copy) 	Office of the Municipal Treasurer, Rosario, La Union			
<ul style="list-style-type: none"> Field investigation Report 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure/File the following List of Requirements <ul style="list-style-type: none"> Letter request of the owner Affidavit of the owner duly notarized (optional) Zoning Certification from the Office of the Municipal Engineer/CLUP duly approved by the SB of the municipality 	Documents received	None	15 minutes	<i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i>



<ul style="list-style-type: none"> • Certification from DAR (Optional) • Certification of the Barangay Captain (Optional) • Current Tax Receipt • Processing Fee • Field investigation Report 				
2. Wait for the verification of the presented/submitted requirements/documents	Documents verified	None	15 minutes	<i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i>
3. Pay Field Investigation Fee at the Office of the Municipal Treasurer	Client advised to pay Field Investigation Fee at the Office of the Municipal Treasurer	P100.00	15 minutes	<i>MTO-Collector</i>
4. Field Investigation (depends upon the scheduled date)	Field investigation done	None	1 day	<i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i>
5. Pay processing fee to the Office of the Municipal Treasurer	Clients was advised to pay processing fee at the office of the municipal treasurer	P100.00	15 minutes	<i>MTO-Collector</i>
6. Prepare documents	Clients were informed when will the documents will b submitted to the Office of the Provincial Assessor for processing and approval	None	5 working days	<i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i>



7. Review and signature of municipal assessor	Documents reviewed and signed.	None	1 hour	OIC-Municipal Assessor
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7. Revision of Property (Location)

Office or Division:	Municipal Assessor's Office		
Classification:	Highly Technical		
Type of Transaction:	Government to Citizens		
Who may avail:	Real property tax payers / authorized persons		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"> Letter request of the owner (1 original & 1 machine copy) r 		Real property owner/declared owner	
<ul style="list-style-type: none"> Affidavit of the owner duly notarized (1 original & 1 machine copy) 		Lawyer	
<ul style="list-style-type: none"> Current Tax Receipt (2 machine copies) 		Office of the Municipal Treasurer, Rosario, La Union	
<ul style="list-style-type: none"> Certification of the Barangay Captain (One original & 1 machine copy) 		Punong Barangay where the real property is located	
<ul style="list-style-type: none"> BL Form V-37/Approved Plan/Certified True Copy of Title (optional as the case maybe) 		DENR, San Fernando City, La Union	
<ul style="list-style-type: none"> Zoning Certification from the Office of the Municipal Engineer/CLUP duly approved by the SB of the municipality (1 original/certified & 1 machine copy) 		Zoning Officer	
<ul style="list-style-type: none"> Certification from DAR (if land has no improvement/s)(1 original & 1 machine copy) 		Department of Agrarian Reform	
<ul style="list-style-type: none"> Current Tax Receipt (2 machine copies) 		Office of the Municipal Treasurer, Rosario, La Union	
<ul style="list-style-type: none"> Processing Fee (1original & 1 or 2 machine copies) 		Office of the Municipal Treasurer, Rosario, La Union	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure/File the following List of Requirements <ul style="list-style-type: none"> • Letter request of the owner • Affidavit of the owner duly notarized (optional) • Zoning Certification from the Office of the Municipal Engineer/C LUP duly approved by the SB of the municipality • Certification from DAR (Optional) • Certification of the Barangay Captain (Optional) • Current Tax Receipt • Processing Fee • Field investigation Report 	Documents received	none	20 minutes	<i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i>
2. Wait for the verification of the presented/submitted	Documents submitted verified	None	15 minutes	<i>Local Assessment</i>



requirements/documents				<i>Operations Officer I Assessment Clerk I Draftsman</i>
3. Pay Field Investigation Fee at the Office of the Municipal Treasurer	Client advised to pay Filed Investigation Fee at the Office of the Municipal Treasurer	P 100.00	15 minutes	<i>MTO-Collector</i>
4. Field Investigation (depends upon the scheduled date)	Field investigation done	None	1 day	<i>Local Assessment Operations Officer I Assessment Clerk I Draftsman</i>
5. Pay processing fee to the Office of the Municipal Treasurer	Processing Fee paid and receipt was submitted to the office of the municipal assessor	None	10 minutes	
6. Prepare documents	Clients were advised as to when will the documents be submitted at the Office of the Provincial Assessor for processing and approval	None	5 working days and 7 working days for complicated & highly technical	<i>Local Assessment Operations Officer I Assessment Clerk I Draftsman</i>
7. Review and signature of municipal assessor	Documents reviewed and signed.	None	1 hour	<i>OIC-Municipal Assessor</i>



8. Revision of Property (Correction of Name of Declared Owner)

Office or Division:	Municipal Assessor's Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizens			
Who may avail:	Real property tax payers / authorized persons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Affidavit of the owner (1 original & 1 machine copy) (Duly notarized) 		Lawyer		
<ul style="list-style-type: none"> Birth Certificate (1 Certified True Copy & 1 machine copy) 		Local Civil Registrar or PSA		
<ul style="list-style-type: none"> Copy of Title (1 Electronic Copy & 1 machine Copy) 		Register of Deeds		
<ul style="list-style-type: none"> Current Tax Receipt (2 machine copies) 		Office of the Municipal Treasurer, Rosario, La Union		
<ul style="list-style-type: none"> Processing Fee (1 original & 1 or 2 machine copies) 		Office of the Municipal Treasurer, Rosario, La Union		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure/File the following List of Requirements <ul style="list-style-type: none"> Affidavit of the owner duly notarized Birth Certificate Title Current Tax Receipt Processing Fee 	Documents received	none	20 minutes	<i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i>
2. Wait for the verification of the presented/submitted requirements/documents	Documents submitted verified	None	15 minutes	<i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i>
3. Pay Processing Fee at the Office of the Municipal Treasurer	Client advised to processing fee at the Office of the Municipal Treasurer	P 100.00	15 minutes	<i>MTO-Collector</i>



4. Prepare Field Appraisal and Assessment Sheet and Endorsement	Clients were advised as to when will the documents be submitted at the Office of the Provincial Assessor for processing and approval	None	2 working days	<i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i>
5. Review and signature of the Municipal Assessor	Documents reviewed and signed.	None	1 hour	<i>OIC-Municipal Assessor</i>

9. Revision of Property (Retying up of Tax Declaration to Another Cadastral Map)

Office or Division:	Municipal Assessor's Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizens			
Who may avail:	Real property tax payers / authorized persons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Affidavit of the owner (1 original & 1 machine copy) (Duly notarized) 		Lawyer		
<ul style="list-style-type: none"> Birth Certificate (1 Certified True Copy & 1 machine copy) 		Local Civil Registrar or PSA		
<ul style="list-style-type: none"> Copy of Title (1 Electronic Copy & 1 machine Copy) 		Register of Deeds		
<ul style="list-style-type: none"> Current Tax Receipt (2 machine copies) 		Office of the Municipal Treasurer, Rosario, La Union		
<ul style="list-style-type: none"> Processing Fee (1original & 1 or 2 machine copies) 		Office of the Municipal Treasurer, Rosario, La Union		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure/File the following List of Requirements <ul style="list-style-type: none"> Affidavit of the owner duly notarized 	Documents received	none	20 minutes	<i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i>



<ul style="list-style-type: none"> • Birth Certificate • Title • Current Tax Receipt • Processing Fee 				
2. Wait for the verification of the presented/submitted requirements/documents	Documents submitted verified	None	15 minutes	<i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i>
3. Pay Processing Fee at the Office of the Municipal Treasurer	Client advised to processing fee at the Office of the Municipal Treasurer	P 100.00	15 minutes	<i>MTO-Collector</i>
4. Prepare Field Appraisal and Assessment Sheet, Tax Map Maintenance and Endorsement	Clients were advised as to when will the documents be submitted at the Office of the Provincial Assessor for processing and approval	None	5 working days	<i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i>
5. Review and signature of Municipal Assessor	Documents reviewed and signed.	None	1 hour	<i>OIC Municipal Assessor</i>



10. Declared New (Land)(Registered or Titled Land without Any Tax Declaration)

Office or Division:	Municipal Assessor's Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizens			
Who may avail:	Real property tax payers / authorized persons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Affidavit of Applicant/Client (Duly Notarized) (1 original & 1 machine copy)(Registered at the Register of Deeds 		Lawyer & Register of Deeds		
<ul style="list-style-type: none"> Birth Certificate (1 Certified True Copy & 1 machine copy) 		Local Civil Registrar or PSA		
<ul style="list-style-type: none"> Copy of Title (1 Electronic Copy & 1 machine Copy) 		Register of Deeds		
<ul style="list-style-type: none"> Current Tax Receipt (2 machine copies) 		Office of the Municipal Treasurer, Rosario, La Union		
<ul style="list-style-type: none"> Processing Fee (1original & 1 or 2 machine copies) 		Office of the Municipal Treasurer, Rosario, La Union		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure/File the following List of Requirements <ul style="list-style-type: none"> Affidavit of the owner duly notarized Birth Certificate Title Current Tax Receipt Processing Fee 	Documents received	none	20 minutes	<i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i>
2. Wait for the verification of the presented/submitted requirements/documents	Documents submitted verified	None	15 minutes	<i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i>



3. Pay Processing Fee at the Office of the Municipal Treasurer	Client advised to processing fee at the Office of the Municipal Treasurer	P 100.00	15 minutes	<i>MTO-Collector</i>
4. Prepare Field Appraisal and Assessment Sheet and Endorsement	Clients were advised as to when will the documents be submitted at the Office of the Provincial Assessor for processing and approval	None	3 working days	<i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i>
5. Review and signature of Municipal Assessor	Documents reviewed and signed	None	1 hour	<i>OIC Municipal Assessor</i>

11. Declared New (Land)(Unregistered or Untitled Land without Any Tax Declaration)

Office or Division:	Municipal Assessor's Office	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizens	
Who may avail:	Real property tax payers / authorized persons	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> Affidavit of Ownership by the Declarant with Conformity of the Boundary Owners (Duly notarized & Registered at the Register of Deeds) 	Lawyer & Register of Deeds
	<ul style="list-style-type: none"> BL Form V-37 (2 machine copies) 	Department of Environment and Natural Resources
	<ul style="list-style-type: none"> Survey Plan (Approved/Prepared & signed by Geodetic Engineer) 91 blue print & 1 machine copy) 	Department of Environment and Natural Resources/Surveyor
	<ul style="list-style-type: none"> Barangay Resolution (Registered at the Register of Deeds) (1 electronic copy and 1 machine copy) 	Barangay where the property is located and Register of Deeds



	<ul style="list-style-type: none"> • Certification from CENRO that the land is alienable and disposable (Certification at the back of the sketch plan) 	CENRO		
	<ul style="list-style-type: none"> • Tax Receipt for Back Taxes of 10 years (2 machine copies) 	Office of the Municipal Treasurer		
	<ul style="list-style-type: none"> • Processing Fee (1original & 1 or 2 machine copies) 	Office of the Municipal Treasurer, Rosario, La Union		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Secure/File the following List of Requirements <ul style="list-style-type: none"> • Affidavit of the owner duly notarized • Barangay Resolution registered at ROD • BL Form V-37 • Survey Plan with CENRO Certification at the back • Tax Receipt • Processing Fee Receipt 	Documents received	none	20 minutes	<i>Local Assessment Operations Officer</i> <i>/</i> <i>Assessment Clerk</i> <i>/</i> <i>Draftsman</i>
2. Wait for the verification of the presented/submitted requirements/documents	Documents submitted verified	None	15 minutes	<i>Local Assessment Operations Officer</i> <i>/</i> <i>Assessment Clerk</i> <i>/</i> <i>Draftsman</i>
3. Pay Processing Fee at the Office of the Municipal Treasurer	Client advised to processing fee at the Office of the Municipal Treasurer	P 100.00	15 minutes	<i>MTO-Collector</i>
4. Pay back taxes of Ten Years at the Office of the Municipal Treasurer	Back Taxes paid		15 minutes	<i>MTO Collector</i>



5. Prepare Field Appraisal and Assessment Sheet, Tax Map Maintenance and Endorsement	Clients were advised as to when will the documents be submitted at the Office of the Provincial Assessor for processing and approval	None	3 working days	<i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i>
6. Review and signature of Municipal Assessor	Documents reviewed and signed	None	1 hour	<i>OIC Municipal Assessor</i>

12. Declared New (Land)(Untitled Land)

Office or Division:	Municipal Assessor's Office
Classification:	Highly Technical
Type of Transaction:	Government to Citizens
Who may avail:	Real property tax payers / authorized persons
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<ul style="list-style-type: none"> Affidavit of Applicant/Client (Duly Notarized) (1 original & 1 machine copy)(Registered at the Register of Deeds 	Lawyer & Register of Deeds
<ul style="list-style-type: none"> Birth Certificate (1 Certified True Copy & 1 machine copy) 	Local Civil Registrar or PSA
<ul style="list-style-type: none"> Barangay Council Resolution (Registered at the Register of Deeds) (1 electronic copy and 1 machine copy) 	Barangay where the property is located and Register of Deeds
<ul style="list-style-type: none"> BL Form V-37 (2 machine copies) 	Department of Environment and Natural Resources
<ul style="list-style-type: none"> Certification from CENRO that the land is alienable and disposable (Certification at the back of the sketch plan) 	CENRO
<ul style="list-style-type: none"> Payment of Inspection Fee 	Office of the Municipal Treasurer
<ul style="list-style-type: none"> Inspection Report of the Inspection Team 	Office of the Municipal Assessor



	<ul style="list-style-type: none"> Current Tax Receipt (2 machine copies) 	Office of the Municipal Treasurer, Rosario, La Union		
	<ul style="list-style-type: none"> Processing Fee (1 original & 1 or 2 machine copies) 	Office of the Municipal Treasurer, Rosario, La Union		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Secure/File the following List of Requirements <ul style="list-style-type: none"> Affidavit of the owner duly notarized Birth Certificate Title Barangay Council Resolution Payment of Inspection Fee Current Tax Receipt Processing Fee 	Documents received	none	20 minutes	<i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i>
2. Wait for the verification of the presented/submitted requirements/documents	Documents submitted verified	None	15 minutes	<i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i>
3. Inspection Fee	Paid at the office of the Municipal Treasurer	P 100.00	15 minutes	<i>MTO-Collector</i>
4. Inspection of the property	Done		1 day	<i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i>
5. Pay Processing Fee at the Office	Client advised to processing fee at the	P 100.00	15 minutes	<i>MTO-Collector</i>



of the Municipal Treasurer	Office of the Municipal Treasurer			
6. Prepare Field Appraisal and Assessment Sheet and Endorsement	Clients were advised as to when will the documents be submitted at the Office of the Provincial Assessor for processing and approval	None	3 working days	<i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i>
7. Review and signature of Municipal Assessor	Documents reviewed and signed	None	1 hour	<i>OIC-Municipal Assessor</i>

13. Declared New (Machinery)

NEW TAX declarations (TD) have to be prepared for newly constructed buildings and newly installed machinery. The Municipal Assessor's Office conducts field inspection to assess the value of the real property. The new TD serves as the municipal government's permanent record on the real property unit. It is also used for real property tax purposes.

Office or Division:	Municipal Assessor's Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizens			
Who may avail:	Real property tax payers / authorized persons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request Letter or Affidavit of the Owner (1 original and 1 copy) 		Client Himself/herself and/or Lawyer		
<ul style="list-style-type: none"> Sworn Declarant of Assets of the Owner (1 original and 1 machine copy) 		Lawyer		
<ul style="list-style-type: none"> Documents showing acquisition cost of the machinery (1 original or certified copy) 		Where the client bought the machinery		
<ul style="list-style-type: none"> Official Receipts of the acquired machinery (original or certified copy) 		Where the client bought the machinery		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Secure/File the following List of Requirements</p> <ul style="list-style-type: none"> • Request Letter or Affidavit of Owner • Sworn declarant of Assets of the owner • Document showing acquisition cost of the machinery • Official Receipts of the acquired machinery 	Documents received	none	20 minutes	<p><i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i></p>
<p>2. Wait for the verification of the presented/submitted requirements/documents</p>	Documents submitted verified	None	15 minutes	<p><i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i></p>
<p>3. Pay Processing Fee at the Office of the Municipal Treasurer</p>	Client advised to processing fee at the Office of the Municipal Treasurer	P 100.00	15 minutes	<p><i>MTO-Collector</i></p>
<p>4. Prepare Field Appraisal and Assessment Sheet, Computation of Machineries Deprecation and Endorsement</p>	Clients were advised as to when will the documents be submitted at the Office of the Provincial Assessor for processing and approval	None	3 working days	<p><i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i></p>
<p>5. Review and signature of Municipal Assessor</p>	Documents reviewed and signed	None	1 hour	<p><i>OIC-Municipal Assessor</i></p>



14. Transfer of Property under Act 3344 and Act 496

Office or Division:	Municipal Assessor's Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizens			
Who may avail:	Real property tax payers / authorized persons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Latest Tax Declaration from the Office of the Provincial Assessor (1 Certified Copy & 1 machine copy) 		Lawyer & Register of Deeds		
<ul style="list-style-type: none"> • Mode of Transfer (1 Certified Electronic Copy & 1 machine copy) 		Register of Deeds		
<ul style="list-style-type: none"> • Copy of Title (1 Electronic Copy & 1 machine Copy) 		Register of Deeds		
<ul style="list-style-type: none"> • BIR CAR (2 machine copies) 		BIR, Region I		
<ul style="list-style-type: none"> • Transfer Tax Receipt (2 machine copy) 		Provincial Treasurers Office		
<ul style="list-style-type: none"> • Current Tax Receipt (2 machine copies) 		Office of the Municipal Treasurer, Rosario, La Union		
<ul style="list-style-type: none"> • Processing Fee (1 original & 1 or 2 machine copies) 		Office of the Municipal Treasurer, Rosario, La Union		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure/File the following List of Requirements <ul style="list-style-type: none"> • Latest Copy of Tax Declaration • Mode of Transfer • Copy of Title • BIR CAR • Current Tax Receipt • Processing Fee 	Documents received	none	20 minutes	<i>Local Assessment Operations Officer</i> <i> </i> <i>Assessment Clerk</i> <i> </i> <i>Draftsman</i>



2. Wait for the verification of the presented/submitted requirements/documents	Documents submitted verified	None	15 minutes	Local Assessment Operations Officer / Assessment Clerk / Draftsman
3. Pay Processing Fee at the Office of the Municipal Treasurer	Client advised to processing fee at the Office of the Municipal Treasurer	P 100.00	15 minutes	MTO-Collector
4. Prepare Field Appraisal and Assessment Sheet and Endorsement	Clients were advised as to when will the documents be submitted at the Office of the Provincial Assessor for processing and approval	None	3 working days	Local Assessment Operations Officer / Assessment Clerk / Draftsman
5. Review and signature of Municipal Assessor	Documents reviewed and signed.	None	1 hour	OIC-Municipal Assessor

15. Demolished Buildings

Office or Division:	Municipal Assessor's Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizens			
Who may avail:	Real property tax payers / authorized persons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Affidavit of the declarant/declared owner (duly notarized)		Lawyer		
• Field Inspection Report		Done by the Field Inspection Team		
• Field Inspection Fee		Paid at the Office of the Municipal Treasurer		
• Certification of the Punong Barangay		Punong Barangay where the property is located		
• Processing Fee		Municipal Treasurers Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Secure/File the following List of Requirements</p> <ul style="list-style-type: none"> • Affidavit of the owner duly notarized • Field Inspection Fee • Certification of the Punong Barangay • Tax Receipt • Processing Fee Receipt 	Documents received	none	20 minutes	<p><i>Local Assessment Operations Officer</i> / <i>Assessment Clerk</i> / <i>Draftsman</i></p>
<p>2. Wait for the verification of the presented/submitted requirements/documents</p>	Documents submitted verified	None	15 minutes	<p><i>Local Assessment Operations Officer</i> / <i>Assessment Clerk</i> / <i>Draftsman</i></p>
<p>3. Pay Processing Fee at the Office of the Municipal Treasurer</p>	Client advised to processing fee at the Office of the Municipal Treasurer	P 100.00	15 minutes	<p><i>MTO-Collector</i></p>
<p>4. Schedule Field Inspection</p>	Field Inspection Scheduled	None	15 minutes	<p><i>MTO Collector</i></p>
<p>5. Field Inspection where the property is located</p>	Field Inspection Done	None	1 day	<p><i>Local Assessment Operations Officer</i> / <i>Assessment Clerk</i> / <i>Draftsman</i></p>
<p>6. Prepare Field Appraisal and Assessment Sheet, Field Inspection Report and Endorsement</p>	documents be submitted at the Office of the Provincial Assessor for processing and approval	None	3 working days	<p><i>Local Assessment Operations Officer</i> / <i>Assessment Clerk</i> / <i>Draftsman</i></p>



7. Review and signature of Municipal Assessor	Documents reviewed and signed	None	1 hour	OIC-Municipal Assessor
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16. Identification of Real Property (Declared with “Unknown Owner”) per previous Tax Declaration

Office or Division:	Municipal Assessor’s Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizens			
Who may avail:	Real property tax payers / authorized persons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Affidavit of Ownership by the declarant with conformity of the boundary owners (duly notarized and registered at the register of deeds)(1 original and 1 machine copy) 		Lawyer/Register of Deeds		
<ul style="list-style-type: none"> Barangay Council Resolution (Registered at the Register of Deeds) (1 electronic copy and 1 machine copy) 		Barangay where the property is located and Register of Deeds		
<ul style="list-style-type: none"> BL Form V-37 (2 machine copies) 		Department of Environment and Natural Resources		
<ul style="list-style-type: none"> Certification from CENRO that the land is alienable and disposable (Certification at the back of the sketch plan) 		CENRO		
<ul style="list-style-type: none"> Payment of Inspection Fee 		Office of the Municipal Treasurer		
<ul style="list-style-type: none"> Inspection Report of the Inspection Team 		Office of the Municipal Assessor		
<ul style="list-style-type: none"> Current Tax Receipt (2 machine copies) 		Office of the Municipal Treasurer, Rosario, La Union		
<ul style="list-style-type: none"> Processing Fee (1original & 1 or 2 machine copies) 		Office of the Municipal Treasurer, Rosario, La Union		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Secure/File the following List of Requirements</p> <ul style="list-style-type: none"> • Affidavit of ownership • Barangay Council Resolution • BL Form V-37 • Certification from CENRO • Payment of Inspection Fee • Current Tax Receipt • Processing Fee 	Documents received	None	20 minutes	<p><i>Local Assessment Operations Officer</i> / <i>Assessment Clerk</i> / <i>Draftsman</i></p>
<p>2. Wait for the verification of the presented/submitted requirements/documents</p>	Documents submitted verified	None	15 minutes	<p><i>Local Assessment Operations Officer</i> / <i>Assessment Clerk</i> / <i>Draftsman</i></p>
<p>3. Pay Processing Fee at the Office of the Municipal Treasurer</p>	Client advised to processing fee at the Office of the Municipal Treasurer	P 100.00	15 minutes	<p><i>MTO-Collector</i></p>
<p>4. Prepare Field Appraisal and Assessment Sheet, Tax Map Maintenance and Endorsement</p>	Clients were advised as to when will the documents be submitted at the Office of the Provincial Assessor for processing and approval	None	3 working days	<p><i>Local Assessment Operations Officer</i> / <i>Assessment Clerk</i> / <i>Draftsman</i></p>
<p>5. Review and signature of Municipal Assessor</p>	Documents reviewed and signed	None	1 hour	<p><i>OIC-Municipal Assessor</i></p>



17. Identification of Real Property (Unregistered Land or Without Title, without previous Tax Declaration, but with current unknown owner.

Office or Division:	Municipal Assessor's Office
Classification:	Highly Technical
Type of Transaction:	Government to Citizens
Who may avail:	Real property tax payers / authorized persons
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<ul style="list-style-type: none"> Affidavit of the declarant/declared owner (duly notarized) 	Lawyer
<ul style="list-style-type: none"> Current Tax Declaration of Unidentified or "unknown" owner (2 machine copies) 	Copies on hand by the declarant/client
<ul style="list-style-type: none"> Affidavit of ownership of the declarant with conformity of the boundary owners (duly notarized and registered at the Register of Deeds) (1 electronic copy and 1 machine copy) 	Lawyer/Register of Deeds
<ul style="list-style-type: none"> Barangay Council Resolution attesting and confirming the ownership of the land 	Barangay Council where the property is located
<ul style="list-style-type: none"> BL Form V-37 	DENR
<ul style="list-style-type: none"> Survey Plan 	Surveyor/Geodetic
<ul style="list-style-type: none"> Affidavit of waiver of survey claimant appearing in the BL Form V-37 if applicant is a different person (duly notarized and registered at the register of deeds) (1 electronic copy and 1 machine copy) 	Lawyer/Register of Deeds
<ul style="list-style-type: none"> Certification from CENRO that the land is alienable and disposable(certification at the back of the Survey Plan) 	CENRO
<ul style="list-style-type: none"> Field Investigation Fee 	Office of the Municipal Treasurer
<ul style="list-style-type: none"> Field Investigation Report 	Field Investigation Team



• Processing Fee		Municipal Treasurers Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Secure/File the following List of Requirements <ul style="list-style-type: none"> • Affidavit of the declarant duly notarized • Current Tax Declaration • Affidavit of Ownership of the declarant with conformity of boundary owners • Barangay Council Resolution • BL Form V-37 • Survey Plan • Affidavit of survey claimant appearing on the BL Form V-37 • Certification from CENRO • Field Inspection Fee • Tax Receipt 	Documents received	none	20 minutes	<i>Local Assessment Operations Officer / Assessment Clerk / Draftsman</i>



<ul style="list-style-type: none"> Processing Fee Receipt 				
2. Wait for the verification of the presented/submitted requirements/documents	Documents submitted verified	None	15 minutes	<i>Local Assessment Operations Officer I Assessment Clerk I Draftsman</i>
3. Pay Processing Fee at the Office of the Municipal Treasurer	Client advised to processing fee at the Office of the Municipal Treasurer	P 100.00	15 minutes	<i>MTO-Collector</i>
4. Schedule Field Inspection	Field Inspection Scheduled	None	15 minutes	<i>MTO Collector</i>
5. Field Inspection where the property is located	Field Inspection Done	None	1 day	<i>Local Assessment Operations Officer I Assessment Clerk I Draftsman</i>
6. Prepare Field Appraisal and Assessment Sheet, Field Inspection Report and Endorsement	Clients were advised as to when will the documents be submitted at the Office of the Provincial Assessor for processing and approval	None	4 working days	<i>Local Assessment Operations Officer I Assessment Clerk I Draftsman</i>
7. Review and signature of Municipal Assessor	Documents reviewed and signed.	None	1 hour	<i>OIC-Municipal Assessor</i>



OFFICE OF THE MUNICIPAL HEALTH OFFICER
Health Governance



1. Outpatient Consultation

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to citizen			
Who may avail:	Clients seeking health services			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Admit patients for OPD	Health Personnel on Duty asks patient's reason of consultation and writes client's data on the dispensary book.	None	10 minutes	<i>Midwife Health Personnel on Duty/MHO</i>
2. Assessment of Patients	Health Personnel on Duty takes medical history of patient. Gets vital signs and records in the Individual Treatment Record Form (ITR). Then, she refers the patient to the MHO.	None	15 minutes	<i>Midwife Health Personnel on Duty/MHO</i>
3. Examination of Patients	Municipal Health Officer: a. Examines patient b. Prescribes appropriate medicine and gives medical advice c. Refers patient to assigned personnel for issuance of medicine.	None	5-10 minutes	<i>Municipal Health Officer</i>



2. Maternal Care Service

Office or Division:	Municipal Health Office			
Classification:	simple			
Type of Transaction:	Government to citizen			
Who may avail:	Pregnant parturient and lactating mothers who seek comprehensive maternal care. The service offered every Thursday.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Registration	Midwife accomplished the Home-Based Maternity Record (HBMR) card of the mother	None	10 minutes	<i>Midwife on Duty</i>
1. Pre-Natal Examination	<p>Health Education</p> <p>a. Checks client's abdominal palpitation and informs the mother of her findings</p> <p>b. Gives mother health instructions on proper nutrition and maternity care</p> <p>c. Emphasizes the importance of reporting to the MHO once she feels the occurrence of pregnancy danger signs.</p> <p>d. Gives mother maternity care services.</p>	None	20 minutes	<p><i>Midwife on Duty</i></p> <p><i>Municipal Health Officer</i></p>



3. Immunization Services

Office or Division:	Municipal Health Office			
Classification:	simple			
Type of Transaction:	Government to citizen			
Who may avail:	Infants, children and old age (senior citizen)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Infants and children does not receive any vaccine			RHU's, Hospitals, Clinics	
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	Midwife on Duty asks data of child or pregnant mother to be immunized. Evaluates at past immunization given to the child or pregnant mother	None	10 minutes	<i>Midwife on Duty</i>
2. Immunization	Midwife on Duty gives immunizations as requested	None	10 minutes	
3. Examination of 1. Post-Immunization Instructions	Municipal Health Midwife gives mother or pregnant mother post-immunization instructions and informs her about the schedule for the next round of immunization.	None	10 minutes	<i>Municipal Health Officer</i>



4. National Tuberculosis Program

Office or Division:	Municipal Health Office			
Classification:	simple			
Type of Transaction:	Government to citizen			
Who may avail:	Any person, 10 years old and above, who displays the following symptoms may have Tuberculosis: 5. Persistent coughing for two weeks or more 6. Fever 7. Progressive weight loss 8. Chest or back pains 9. Hemoptysis or recurrent blood streak sputum Loss of appetite			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBL E
1. Inquiry	Inquire about the TB DRUG dispensary and the requirements	None	5 minutes	<i>Midwife on Duty/assigned</i>
2. Receives Instructions	Client receives instructions for proper sputum collection	None	5 minutes	<i>TB Microscopists</i>
3. Collection and submission of Specimen	10. Midwife collects sputum specimen and submits it to the Medical Technologist for examination Clients receives information as to the date of release of result.	None	10 minutes	<i>TB Microscopists</i>
4. Enrollment of Patient	TB Coordinator or Midwife on Duty: a. Assesses the patient, if eligible as National Tuberculosis Program(NTP) Beneficiary. b. If eligible, enrolls patients and issues NTP identification card. c. Gives patient info-education about TB Disease and Control and	None	2 hours	<i>Municipal Health Officer</i> <i>Municipal Nurse</i>



	<p>the importance of the Directly Observed Treatment for Short Course Chemotherapy with his/her treatment partner.</p> <p>d. Issues initial TB Drug. Supply to treatment partner and instruct patient where to report for his daily intake of TB drugs and schedule of follow-up sputum re-exam</p>			
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5. Family Planning Services

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to citizen			
Who may avail:	Family Planning Acceptors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Go to the Municipal Health Office	Inquire about the Family planning method.	None	5 minutes	<i>Midwife on Duty/assigned</i>
2. Admission of patient	Taking up personal data/information of the patient.	None	10 minutes	<i>Midwife on Duty/assigned</i>



3.Counseling	Discussion of choice of family planning method	None	20 minutes	<i>Midwife on Duty/assigned</i>
4.Administration	Administration of family planning method chosen	None	5 minutes	<i>Midwife on Duty/assigned</i>

6. Securing A Health/ Medical Certificate

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students, Firms and Government Agencies, People Seeking Employment and Applying a Drivers License.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Applicants for a Driver's License: *Results of Drug Test *Certification Fee			RHU's, Hospitals and License Laboratories	
For Employment and Other Purposes: *Results of Blood Test (CBC) *Results of Chest X-ray *Result of Urinalysis *Result of Drug Test *Certification Fee			RHU's, Hospitals and License Laboratories	
For Medical Certificate for Students: *Certification Fee For Dental Certificate: *Certification Fee			RHU's, Hospitals and License Laboratories	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.Go to the Municipal Health Office	*Personnel instruct to pay required certification fee and present Official Receipt.	Php 85.00	15 minutes	Treasury Personnel
2.Register Patient	*Personnel accomplish certificate form and refers client to the MHO.	None	5 minutes	MHO Staff
3 Issuance of Certification	*Personnel forward the certificate for signature of MHO.	None	5 minutes	Municipal Health Officer

7. Sanitation Clearance for Business Permit

Office or Division:	Municipal Health Office			
Classification:	Frontline Services			
Type of Transaction:				
Who may avail:	Business Establishments Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Card – Sputum exam, Fecalalysis, Hepa A, Urinalysis		RHU's, Hospitals, License Laboratories		
Sanitation Clearance – Brgy. Business Permit, Health Certificate, Other Documents depending on the kind of business applied.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Go to Municipal Health Office	*Applicant consults the sanitation personnel and states his/her purpose		10 minutes	Sanitation Inspector I
2.Documents Review and Assessment	*The sanitation personnel review the documents together with two (2) copies of Mayor's Permit.		15 minutes	Sanitation Inspector I



	Determines how many workers are employed by the business, and uses it as basis for computing Health Card fee.			
3.Payment of Health Card Fee	*Proceed to Municipal Treasurer's Office and pay the appropriate amount of Health Card Fee.	None	10 minutes	<i>Treasury Personnel</i>
4. Processing	*After checking O.R for Health Card Payment, sanitation personnel will process and record the documents, issue corresponding number of Health Card, and prepare temporary Certificate of Compliance with Sanitation Standards.		10 minutes	<i>Sanitation Inspector I</i>
5.Approval	*Frontline Personnel submit the documents for signature by the Municipal Health Officer.		10 minutes	<i>Sanitation Inspector I</i>
6.Site Inspection	*A site inspection of the business is scheduled to confirm the Sanitation Certificate.		2-3 hours	<i>Municipal Health Officer</i> <i>Sanitation Inspector I</i>



8. Dental Examination and Tooth Extraction

Office or Division:	Municipal Health Office			
Classification:	Frontline Services			
Type of Transaction:				
Who may avail:	Clients seeking dental service			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	*Register name in a logbook and receive a call number. Midwife on duty takes and records patients blood pressure.	None	10 minutes	<i>Dental Assistant</i>
2. Tooth Examination	*Dentist performs a. Tooth Examination b. Tooth Extraction (if needed) c. Post-extraction instructions about oral health. d. Prescribes medicine, if needed	Php 60.00	1 hour	<i>Dentist</i>



9. Laboratory Services

Office or Division:	Municipal Health Office			
Classification:	Frontline Services			
Type of Transaction:				
Who may avail:	Clients seeking for laboratory service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Philhealth ID, Member Data Record		Philhealth Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Admission of patient	*Patient advised to go to laboratory with corresponding request from Municipal Health Officer.	None	5 minutes	<i>Municipal Health Officer</i>
2. Payment of Health Card Fee	* Proceed to Municipal Treasurer's Office and pay the appropriate amount of Laboratory Exam: CBC Platelet Blood typing Urinalysis FBS/RBS Pregnancy Test HbsAG Test Anti HAV IgM Syphilis	Php 120 Php 75 Php 100 Php 50 Php 150 Php 150 Php 250 Php 450 Php 250	10-15 minutes	<i>Treasury Personnel</i>
3. Collection of Specimen	*Patient advised to collect specimen or medtech extracts specimen from the patient.		15-20 minutes	<i>Medical Technologist</i>
4. Processing of Laboratory Exam	Medtech perform requested laboratory examintaion	None	30minutes-1 hour	<i>Medical Technologist</i>
5. Realeasing	*Releasing of laboratory result to the client	None	5 minutes	<i>Medical Technologist</i>



10. Birthing Clinic

Office or Division:	Municipal Health Office			
Classification:	Frontline Services			
Type of Transaction:				
Who may avail:	Women who are about to give birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Philhealth ID, Member Data Record		Philhealth Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Admission of patient	*Health personnel ask patients personal data or information. *Health personnel asks patients prenatal and OB history.	None	10-15 minutes	<i>Midwife on Duty/assigned</i>
2. Assessment of patient	* Taking and records of vital signs, IE, FHT, Fundic Height	None	30 minutes	<i>Midwife on Duty/assigned</i>
3. Assist patient who are giving birth	*Assist patient to delivery room *Assist patient until it give birth	None	30 minutes – 1 hour	<i>Midwife on Duty/assigned</i> <i>Municipal Health Officer</i>
4. Post partum Care	*Assist patient who gave birth * Patient back to recovery room or OB ward.	None	10-15 minutes	<i>Midwife on Duty/assigned</i>
Billing	*Health personnel prepares Birthing Fee. *Watcher advised to pay corresponding amount to Treasury Office	PHIC member: FREE Non Phic member Php 3,075	10-15 minutes	<i>Midwife on Duty/assigned</i> <i>Treasury Personnel</i>



11. Sanitation Clearance For Business Permit

Office or Division:	Municipal Health Office			
Classification:	Frontline Services			
Type of Transaction:				
Who may avail:	Business Establishments Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Card – Sputum exam, Fecalysis, Hepa A, Urinalysis		RHU's, Hospitals, License Laboratories		
Sanitation Clearance – Brgy. Business Permit, Health Certificate, Other Documents depending on the kind of business applied.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Go to Municipal Health Office	*Applicant consults the sanitation personnel and states his/her purpose		10 minutes	<i>Sanitation Inspector I</i>
2.Documents Review and Assessment	*The sanitation personnel review the documents together with two (2) copies of Mayor's Permit. Determines how many workers are employed by the business, and uses it as basis for computing Health Card fee.		15 minutes	<i>Sanitation Inspector I</i>



3.Payment of Health Card Fee	*Proceed to Municipal Treasurer's Office and pay the appropriate amount of Health Card Fee.	None	10 minutes	<i>Treasury Personnel</i>
4. Processing	*After checking O.R for Health Card Payment, sanitation personnel will process and record the documents, issue corresponding number of Health Card, and prepare temporary Certificate of Compliance with Sanitation Standards.		10 minutes	<i>Sanitation Inspector I</i>
5.Approval	*Frontline Personnel submit the documents for signature by the Municipal Health Officer.		10 minutes	<i>Sanitation Inspector I</i>
6.Site Inspection	*A site inspection of the business is scheduled to confirm the Sanitation Certificate.		2-3 hours	<i>Municipal Health Officer Sanitation Inspector I</i>



PUBLIC EMPLOYMENT SERVICE OFFICE
Administrative Governance



1. Provision of Extension Services to Employers

Provision of Extension to Employer/companies by conducting preliminary screening to jobseekers for referral. Job Vacancies provided by employers are posted at the PESO Bulletin and other strategies area within the Municipal Hall Building

Office or Division:	Public Employment Service Office			
Classification:	Complex			
Type of Transaction:	Government to Citizens			
Who may avail:	Employers (Local Company)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Name and Address of the company		Company (Local)		
To Whom the referral letter will be addresses		Company (Local)		
Contact Number of the Company		Company (Local)		
Brief description of the nature of business of the company		Company (Local)		
Job Vacancies or positions		Company (Local)		
Number of persons to be hired		Company (Local)		
Qualifications requirement of applicants		Company (Local)		
List of pertinent documents to be submitted by the applicants		PESO Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the HRMO/PESO Office and provide the needed information	Receives information & input in the data bank	None	15 minutes	<i>PESO Manager/PESO Staff</i>
2. Match applicants to job vacancies	Matches applicants qualifications with the company's set of standards	None	30 minutes	<i>PESO Manager/PESO Staff</i>
3. Request from referred applicants a PESO referral letter and other pertinent documents	Provides referral letter and other documents of qualified applicants	None	15 minutes	<i>PESO Manager/PESO Staff</i>



2. Formulate Training Design to Person's With Disabilities and Marginal Group (Sector)

A special Program for Person's with Disabilities (PWD) whose main-objective is to assist in their integration to the main stream of society and provide them training and employment opportunities both in the formal and informal sector.

It also conduct training program to marginal program to marginal groups by providing skills training to qualify them for any industry needs.

Office or Division:	Public Employment Service Office			
Classification:	Complex			
Type of Transaction:	Government to Citizens			
Who may avail:	Person with Disabilities (PWD)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Training Design & Budget		PESO/MPDC/Finance Committee		
Vocational School Certification (for graduate)		School		
Certification of Accreditation (for PWD/Rural workers organization/youth organization)		Sanggunian Bayan Office		
And registration		PESO Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the PESO Office and inform of your need (for training)	1.1 Receives profit proposals/information and evaluates training needs	None	15 minutes	<i>PESO Manager/Finance Committee</i>
	1.2 Prepares training Design and Costing		Variable	
	1.3 Submits Profit proposals to concerned offices		Variable	
	1.4 Sourcing out of funding			



3. Provision of Extension Services for Job Facilitation and Assistance to Jobseekers

The Municipality of Rosario operates PESO (Public Employment Service Office) supervised by a designated PESO Manager, pursuant to R.A 8759, otherwise known as the PESO Act of 1991, charge with employment facilitation and assistance to jobseekers, job vacancy solicitation and referrals.

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Jobseekers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Forms		Applicant/Jobseeker		
Valid IDs		Applicant/Jobseeker		
Transcript of Records		Applicant/Jobseeker		
Resume		Applicant/Jobseeker		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit yourself for job matching and interview	Show available list of vacancies thru the Philjobnet and interview applicants	None	10 Minutes	<i>PESO Staff/PESO Manager</i>
2. Submit application form/letter to other requirements	1.1 Receives application form and evaluate completeness of requirements	None	3 Minutes	<i>PESO Staff/PESO Manager</i>
	1.2 Prepares/signs letter 1.3 Signs referral letter		5 Minutes	
3. Receive Referral letter	1.1 Releases referral letter to applicant 1.2 Maintain Manpower Pooling	None	2 Minutes	<i>PESO Manager</i>



4. Granting of No Objection Certificate to Recruitment Agencies

Provision of Assistance to Recruitment Agencies in Acquiring “No Objection Certificate” to recruit applicants for overseas jobs in the Municipality of Rosario.

Office or Division:	Public Employment Service Office			
Classification:	Complex			
Type of Transaction:	Government to Businesses			
Who may avail:	Manpower Agencies (Overseas)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request addressed to the Municipal Mayor			Manpower Agency (Overseas)	
POEA License			POEA	
Job Orders			Manpower Agency (Overseas)	
Affidavit of Undertaking			Manpower Agency (Overseas)	
Authorization letter of the General Manager of the Agency			Manpower Agency (Overseas)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents for issuance of a No Objection Certificate	1.1 Receives requirements	None	5 Minutes	<i>PESO Manager/PESO Staff</i>
	1.2 Reviews/scrutinizes completeness of requirements submitted	None	5 Minutes	<i>PESO Manager/PESO Staff</i>
	1.3 Endorsed complete documents to the Municipal Mayor	None	3 Minutes	<i>PESO Manager/Staff</i>
	1.4 Prepares and issues No Objection Certificate	None	5 Minutes	<i>PESO Manager</i>
2. Receives No Objection Certificate	Releases approved certification	None	3 Minutes	<i>PESO Manager/peso Staff</i>



4. Special Program for the Employment of Students and Out of School Youth (SPES)

In and Out of School students in pursuing college courses by encouraging their employment during summer break pursuant to R.A 7332.

Students may be assigned to SPES accredited agency and companies for a minimum of fifteen (15) days and Forty Five (45) days maximum students are paid on the prevailing minimum wage on the ration of 60% for the employer and 40% counterpart from the DOLE. Students are screened at the PESO office upon approved of the Municipal Mayor.

Students must meet the following criteria:

1. At least 15-25 years old
2. Enrolled during the current school year/semester immediately preceding the summer vacation or school dropout who wants to enroll again.
3. Form 138 (for High School students)
4. Parents income should not exceed P 126,000.00/annum after tax
5. General Average of 75%

Office or Division:	Public Employment Service Office			
Classification:	Complex			
Type of Transaction:	Government to Citizens			
Who may avail:	Students (Senior High School graduate/College Level)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registration Form with four (4) "2x2" I.D. picture		PESO Office		
2. Birth Certificate		Phil. Statistics Authority		
3. Form 138 (for Senior High School students)		School		
4. Certification of grades from the School Registrar where student is currently enrolled/photocopies of students class cards.		School		
5. Income Tax Return (ITR) of parents for the previous year/certificate of exemption from BIR/Brgy. Captain's Certification (SPES Form No. 08)		Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit Requirements	1.1 Receives and verifies completeness of requirements	None	3 Minutes	<i>DOLE Staff with PESO Manager</i>
	1.2 Conduct exam of SPES applicants	None	Variable	
2. Prepares list of SPES Beneficiaries	1.1 Informs applicants in the availability of the test conducted	None	3 Minutes	
	1.2 Prepares and processes pertinent documents -pledge of commitment -employment contract	None	1 week provided all signatories are variable	
3. Service Contract	1.1 Forward documents for approval and signature of the Municipal Mayor		15 Minutes	
	1.2 Releases Contract to recipient		3 Minutes	



OFFICE OF THE MAYOR
Administrative Governance



1. Provisions of Financial Assistance/Endorsement and Legal Advise

The service of the Municipal Government includes the provisions of financial assistance to the less fortunate constituents. The client proceeds to the Office of the Mayor with the Certificate of Indigency issued by the Barangay and Medical Certificate issued by the Medical Officer.

Office or Division:	Office of the Mayor			
Classification:	Complex			
Type of Transaction:	Government to Citizens			
Who may avail:	Qualified clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency		Barangay		
2. Medical Certificate/Physician's Prescription		Hospital/clinic		
3. Death Certificate/Funeral Contract		Local Civil Registrar/Funeral		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Log Book.		None	3 Minutes	<i>Mayor's Staff</i>
2. Present requirements for verification.	Review and Validate documents	None	5 Minutes	<i>Mayor's Staff</i>
3. Proceed to the Local Chief Executive for approval.	Present complete documents	None	15 Minutes	<i>Local Chief Executive</i>
4. Proceed to designated office		None		



2. Issuance of Mayor's Clearance/Permits, Affidavits, Job Recommendation, and Certifications

The Mayor's Clearance/Permits are issued to individuals needing this document that states he/she has no pending case filed with the Office of the Mayor. Job Recommendations are issued to job seekers and certifications are issued to affirm the validity of information.

Office or Division:	Office of the Mayor			
Classification:	Complex			
Type of Transaction:	Government to Citizens			
Who may avail:	Qualified clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Clearance			Barangay	
2. Court Clearance			Municipal Trial Court	
3. Official Receipt			Treasury Office	
4. Police Clearance/NBI Clearance			PNP	
5. Pertinent Documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Log Book		None	3 Minutes	<i>Mayor's Staff</i>
2. Present requirements for verification.	1. Review and Validate documents 1.1. For Job Recommendations, the staff review and validate if the requirements are complete: <ul style="list-style-type: none"> • Application Letter • Resume • Pertinent Documents 	None	5 Minutes	<i>Mayor's Staff</i>
3. Wait while staff prepares the documents needed	Prepares documents needed by the client	None	5 Minutes	<i>Mayor's Staff</i>
4. Proceed to Local Chief Executive for approval	Present complete documents	None	15 Minutes	<i>Local Chief Executive</i>



3. Processing of Municipal Scholarship Application

The LGU recognizes the right of each child to education thus the Rosario Scholarship Program. Scholarship applications are accepted and processed by the Office of the Mayor. The qualifying examination and interview are conducted by the Scholarship Board.

Office or Division:	Office of the Mayor			
Classification:	Complex			
Type of Transaction:	Government to Citizens			
Who may avail:	Qualified clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bio-data				
2. Certificate of Grades		School		
3. Affidavit of Non-filing		Mayor's Office		
4. Certificate of Indigency		Barangay		
5. Letter of Intent				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Log Book		None	3 Minutes	<i>Mayor's Staff</i>
2. Accomplishment of needed documents	Review and validate documents	None	2 Minutes	<i>Mayor's Staff</i>
3. Secure scholarship application form	Prepares documents needed by the client	None	5 Minutes	<i>Mayor's Staff</i>
4. Final interview and approval of the Local Chief Executive	Present complete documents	None	15 Minutes	<i>Local Chief Executive</i>



5. Approval of All Transactions in the Municipality

All transactions of the Local Government of Rosario, La Union which requires the signature and approval by the Municipal Mayor immediately upon submission of said documents provided that all transactions are in order.

Office or Division:	Office of the Mayor			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Traffic Violators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication/Request Letter				
2. Purchase Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documents	Receive and validate documents	None	5 Minutes	<i>Mayor's Staff</i>
2. Proceed to Local Chief Executive for approval/signature	Present complete documents	None	15 Minutes	<i>Local Chief Executive</i>



5. Processing and Issuance of Citation Tickets to All Traffic Violators.

The issuance of citation tickets as a notice issued by a law enforcement official to all traffic violators indicating that the motorist/road user has violated traffic laws.

Office or Division:	Office of the Mayor			
Classification:	Complex			
Type of Transaction:	Government to Citizens			
Who may avail:	Qualified clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Driver's License		Land Transportation Office		
2. Official Receipt/Certification of Registration		Land Transportation Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pull over the vehicle to a safe part of the road.		None	3 Minutes	<i>OPS Officer in charge</i>
2. Client must stay from his/her vehicle.	Required to Identify himself and inform the clients violation.	None	10 Minutes	<i>OPS Officer in charge</i>
3. Present pertinent documents.	Review and verify pertinent documents	None	10 Minutes	<i>OPS Officer in charge</i>
4. Must sign the traffic citation ticket.	Present filled out citation ticket and instruct to pay the corresponding penalty.	None	10 Minutes	<i>OPS Officer in charge</i>
5. Pay the required violation fee at the Municipal Treasurer's Office	Receive the traffic citation ticket.		5 Minutes	<i>Treasurer's Office</i>



6. Inspection of Units for New/Renewal of Franchise (Tricycle for Hire).

The Service of OPSTEAM ROSARIO includes the inspection of TRICYCLE FOR HIRE if they are qualified or Not to renew their franchise.

Office or Division:	Office of the Mayor			
Classification:	Complex			
Type of Transaction:	Government to Citizens			
Who may avail:	Qualified Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Franchise Permit		Licensing Office		
2. Official Receipt/Certification of Registration		Land Transportation Office		
3. Certification from Association President		Route Association		
4. Latest Franchise		LFRB		
5. Community Tax Certificate		Treasury Office		
6. Official Receipt from MTO		Treasury Office		
7. Driver's License				
8. Stencil Ofengine/Chassis				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements for verification.	Receive and Verify documents	None	3 Minutes	<i>OPS Officer in charge</i>
2. Inspection of Unit	Inspect Unit if Qualified		15 Minutes	<i>OPS Officer in charge</i>
3. Proceed for Application Permit			5 Minutes	<i>OPS Officer in charge</i>
4. Release of the needed documents				



OFFICE OF THE SANGGUNIANG BAYAN
Administrative Governance



1. Accreditation of CSO/NGO

The Office of Sangguniang Bayan is granted the power to promote the establishment and operation of people's organization, non-governmental organizations and private organizations make them an active partner in the pursuit of local autonomy through the accreditation of various Civil Society Organizations.

Office or Division:	Office of the Sangguniang Bayan			
Classification:	High Technical			
Type of Transaction:	Government to Government			
Who may avail:	Organizations/clubs in the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SEC Registration or DOLE or CDA Certification		NGOs/CSOs		
Constitutions and by-laws of the Association		NGOs/CSOs		
List of Officers and Members		NGOs/CSOs		
Bank Statement Certification of the Association		NGOs/CSOs		
Sworn Statement duly subscribed by a lawyer		NGOs/CSOs		
CSO fill-up form issued by the DILG		NGOs/CSOs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File application for accreditation of their CSO/NGO	For deliberation and approval	None	7 calendar days	Head of office through the issuance of resolution for accreditation



2. Review and Approval of Barangay Ordinances

The law provides that the Sangguniang Bayan shall authorize expenditures in the barangays as well ensure that regulatory, supervisory and management controls/measures in the barangay are mandated to submit their ordinances for review to authorize expenditures and implement regulatory, supervisory and management controls/measures in the barangay. Process time takes three (3) weeks.

Office or Division:	Office of the Sangguniang Bayan	
Classification:	High Technical	
Type of Transaction:	Government to Government	
Who may avail:	Thirty-three (33) Barangays of the Municipality	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. For Barangay Budget Ordinances <ul style="list-style-type: none"> a. Appropriation Ordinance enacting the Barangay Budget b. Resolution adopting the Annual Development and Investment Plan of the Barangay Resolution from the Sangguniang Kabataan on the utilization of their ten percent (10%) share from the barangay budget	COUNCIL OF ORIGIN



2. For Appropriation Ordinances a. Appropriation Ordinance b. Supplemental Budget c. Minutes of meeting when the appropriation ordinance was discussed Resolution approving the Annual Investment Plan		COUNCIL OF ORIGIN		
3. For General Tax Ordinances a. Barangay Ordinance b. Certification of Public Hearing Attendance of the Public Hearing		COUNCIL OF ORIGIN		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	1.1 Receives and checks documents	None	10 minutes	SB Staff
	1.2 Conduct initial review		10 minutes	Secretary to the SB
	1.3 Includes in the Calendar of Business		3 minutes	Secretary to the SB
	1.4 Refers the ordinance		Every Session	Committee in charge
	1.5 Renders committee report		Every Session	Committee in charge
	1.6 Passes review resolution		7 days	Committee in charge
	1.7 Finalizes review Resolution		4 days	Committee in charge
	1.8 Signs review resolution		3 minutes	Sangguniang Bayan
	1.9 Approval of the Barangay Ordinance		4 minutes	Sangguniang Bayan
2. Claim Documents on Wednesday afternoon and the days thereafter	Release and to be received by the Barangay Council concern	None	1minutes/ 10mins/ 1 hour	SB Staff



3. Provision of Financial/Medical Assistance

Municipal residents and other clients may avail financial/medical assistance subject to the approval of the Sangguniang Bayan Members.

Office or Division:	Office of the Sangguniang Bayan			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Bona fide residents of the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Certificate/Prescription		Municipal Health Office/ Medical Institution		
Certificate of Indigency		Barangay of Origin		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	Receives, records and endorses to the Sangguniang Bayan for approval	None	10 minutes	<i>SB Staff</i>
2. Receives financial assistance	Releases the approved financial assistance.	None	10 minutes	<i>SB Staff</i>



4. Provision of Legislative Documents

The Office of the Secretary to the Sangguniang Bayan is the repository of all legislative documents such as resolutions, ordinances, journal of proceedings, minutes of sessions, etc. Any person, natural or juridical, who may need to secure such documents, may do so at the Office of the Secretary to the Sangguniang Bayan. Process time takes twenty (20) minutes.

Office or Division:	Office of the Sangguniang Bayan			
Classification:	High Technical			
Type of Transaction:	Government to Government			
Who may avail:	Any person, natural or juridical			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request specifying the documents needed				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request letter	Accepts/receives the form, searches for the requested document/s	None	15 minutes	<i>SB Staff</i>
2. Claim requested document/s	Releases requested document/s	None	5 minutes	<i>SB Staff</i>



4. Provision of Assistance to Clients, Including Settlement of Complaints, Following Legal Remedies

All complaints should be properly filed to the office for assistance.

Office or Division:	Office of the Sangguniang Bayan			
Classification:	High Technical			
Type of Transaction:	Government to Government			
Who may avail:	Complainants-clients who file formal complaints to the office.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complain Letter properly filed				
Pertinent documents regarding the complaint				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complaint letter	1.1 Receives the document and advises the complainant to wait for notice.	None	10 minutes	<i>SB Staff</i>
	1.2 Call the attention of the concerned person/s to be summoned.	None	4 minutes	<i>SB Staff</i>
2. Responds to the call/text message	Notifies the complainant and schedule the hearing	None	4 minutes	<i>Committee in charge</i>
3. Appears on the scheduled day of Hearing(due process) /Decision	3.1 Conducts the Hearing (due process).	None	20-30 minutes	<i>Committee in charge</i>
	3.2 Enforcement of the decision as provided in the LGC	None		<i>Municipal Mayor</i>



5. Registration/Renewal of Motorized Tricycle Operators Permit

Motorized Tricycle Operators Permit Standards.

Office or Division:	Sangguniang Bayan Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	TRICYCLE OPERATORS			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Filled-up Application form:				
1. OR/CR of unit(photo copy)			Land Transportation Office(LTO)	
2. Certification/Clearance from Association President(original copy)			Route Association	
3. Approved Franchise(for new)/Latest Franchise (renewal)			Local Franchising Regulatory Board(LFRB)	
4. CTC(photo copy)			Treasury Office	
5. Deed of sale/ waiver (if needed)(original copy)			Notary Office	
6. Picture Operator & Driver(New)				
7. Official Receipt from MTO (original and xerox copy)			Treasury Office	
8. Driver's License (Operator/Driver)(photo copy)			Land Transportation Office(LTO)	
9. Stencil of Engine/Chassis #(New)(original copy)				
10. Police Clearance/Brgy. Clearance(New) (original copy)			PNP/Barangay	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File Application for Renewal	Review and validate submitted documents, - acknowledge receipt, encode	NA	15 minutes	SB Staff
2. Assessment/Payment of fees and charges and inspection of unit	1.1 Assessment of fees and charges 1.2 Issue order of payment 1.3 Accept payment/print /issue OR 1.4 Inspection of unit for road worthiness	NA	2 hours and 30 minutes	SB Staff MTO-Collector



3. Claim Mayor's Permit & Authority for Tricycle Franchise, plate/sticker	Print, sign, release of Mayor's Permit/Authority for Tricycle Franchise, plate/sticker	NA	1 hour and 30 minutes	SB Staff
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TOTAL RESPONSE TIME

4 hours and 30 minutes



**OFFICE OF THE HUMAN RESOURCE AND
MANAGEMENT OFFICER**
Personnel Management and Record Keeping



1. Provision of Employment Assistance with the Municipality of Rosario, La Union For Regular Plantilla and Job Order/Contract Of Service (Recruitment, Placement and Issuance of Appointment)

Application for work at the Municipal Government of Rosario, La Union is open to anyone particularly bonafide resident and provided that the applicant meets the qualifications required for the vacant positions.

Vacancies are published in the Civil Service Commission (CSC) La Union Field Office

Office or Division:	Human Resource Management Office			
Classification:	Complex			
Type of Transaction:	Government to Citizens			
Who may avail:	Jobseekers (Bonafide resident)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><i>Pre-Screening Requirements:</i> 1. Application Letter addressed to the Municipal Mayor or Vice Mayor. 2. Duly accomplished Form 212 or Personal Data Sheet with (2x2) ID pictures. 3. Photocopy of supporting documents such as - eligibilities - trainings diploma/TOR</p> <p><i>II. Pre-Employment Requirements</i> 1. Barangay Clearance 2. Police Clearance 3. NBI Clearance 4. Medical Certificate 5. Community Tax Certificate (CEDULA) 6. Birth Certificate 7. Marriage Certificate 8. ID Pictures (2x2) 4 copies</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. For Regular Plantilla Positions				
Pre-Screening a. Inquire for existing job vacancies at the	1.1 Post Vacancies as published in the Civil Service Commission	None	Not more than 5 minutes	<i>Human Resource Management Officer/Human Resource Assistant</i>



<p>HRMO & CSC</p>	<p>(CSC) Bulletin</p> <p>1.2 Receives application letter and evaluates completeness</p> <p>1.3 Advises applicants in the process of application</p> <p>1.4 Forwards application to the Office of the Municipal Mayor/Vice Mayor</p> <p>1.5 Office of the Municipal Mayor/Vice Mayor endorses application letter with action taken to the Office for Human Resource Management for Personnel Selection Board (PSB) session</p>		<p>Not more than 15 minutes</p> <p>Not more than 5 minutes</p> <p>Not more than 30 minutes</p> <p>5 minutes</p>	
<p>b. File application letter specifying desired position with pre-screening</p>	<p>Prepares list of qualified applicants</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Human Resource Management Officer</i></p>



requirements and undergo preliminary interview				
c. Receives notice of screening	DH concerned schedules the conduct of oral & Written examination(Pre screening)			<i>Department Head Concerned</i>
d. Report for screening panel interview	a. Screening of applicants by the member of the Personnel Selection Board(PSB) b. Prepares the comparative assessment/evaluation report 7.3 Selects applicants to be appointed based on the Personnel Selection Board (PSB) recommendation	None	Variable Variable Variable	<i>PSB</i> <i>PSB Secretariat</i> <i>Municipal Mayor/Municipal Vice Mayor</i>
<i>Post Screening</i> e. Wait for notification if you were selected by the appointing authority to fill the vacant position	Informs the appointee and request submission of additional requirements and supporting documents as indicated in the post screening requirements	None	10 Minutes	<i>Human Resource Management Officer</i>
f. Submits additional requirements (SALN, etc.)	Receives and reviews completeness of documents submitted	None	10 Minutes	<i>Human Resource Management Officer/Human Resource Assistant</i>



g. Receives appointment papers	g.1 Prepares and processes appointment paper and other needed attachments g.2 Prepares folder for 201 file		1 day 10 Minutes	<i>Human Resource Management Officer/Human Resource Assistant</i>
h. Attend Briefing/Orientation	Conducts orientation to new appointee/promoted employees	None	Variable	<i>Human Resource Management Officer/Human Resource Assistant</i>
B. Casuals, Job Order and Contract of Service				
I. Pre-Screening 1. File application letter specifying desired position	1.1 Receives application and endorse to the Office of the Mayor 1.2 Evaluates qualified for Casual & Contract of Service Applicants 1.3 Submits list of application for selection and approval of the Municipal Mayor 1.4 Selects applicants to be appointed 1.5 Informs the selected applicants and requires submission of clearance and supporting papers	None None None None None	3 Minutes 15 Minutes 5 Minutes Variable 5 Minutes	
II. Post Screening 2. Submits requirement	2.1 Receives and reviews completeness of documents	None	5 Minutes	



<p>s and supporting papers</p>	<p>submitted 2.2 Prepares and process appointment for casual employees and employment contract of employees 2.3 Signs Plantilla for Casual Employees and employment contracts for Contract of Services 2.4 Issue contract to concerned individuals</p>	<p><i>None</i></p> <p><i>None</i></p>	<p><i>4 Hours</i></p> <p><i>1 day (if all signatories are available)</i></p> <p><i>2 Minutes</i></p>	
<p>3. Attend orientation</p>	<p>Conducts Orientation/Briefing</p>		<p><i>Variable</i></p>	<p><i>Human Resource Management Officer</i></p>



2. Processing of Application for Leave of Absences

Permanent, temporary, casual, contractual and elective municipal officials and employees are entitled to vacation, sick leave and privilege leave.

Employees accrue leave credits (1.25) days for vacation and (1.25) for sick leave every month.

Actual leaves are deducted from these leave credits. If an employee's leave period exceeds the accrued credits, he/she will not be entitled to pay for the excess.

Applications for vacation leave, if possible must be filed immediately upon return of the employee to work.

Office or Division:	Human Resource Management Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Municipal Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. 2 copies of Application for Leave Form (CSC Form no. 6, Revised 1984) b. Medical Certificate for sick leave exceeding 3 days		HR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-up Application for Leave Form and have it approved by your supervisor.		None	2 minutes	<i>Human Resource Assistant</i>
2. Submit the accomplished form for processing Administrative Officer IV or Administrative Assistant II in the absence of the latter, review and certifies as to the availability of leave credits.		None	16 minutes	<i>Human Resource Management Officer/ Human Resource Assistant</i>
3. Get approved Application for Leave		None	2 minutes	<i>Human Resource Assistant</i>



3. Issuance of Service Record, Certificate of Employment and Other Personnel Records

The Municipal Employees and former Employees may request the HRMO for copies of service records, certificates of employment and other certifications and personnel records.

These are usually required for Salary Loans and other forms of loan granted by lending institution; Step increments/Salary Increase; retirement and terminal leave purposes. Employment to other companies/agencies upon resignation from the Municipal Government, benefits claims and other purposes not mentioned herein.

Office or Division:	Human Resource Management Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Municipal Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Records		HRMO Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Sign Client Logbook		None	1 minute	<i>HRMO Staff</i>
4. Wait for the Printing and signing of records	Printing and signing of records	None	15 minutes	<i>HRMO Staff/HR Officer</i>
5. Get/Review requested document/record		None	2 minutes	<i>HRMO Staff</i>



4. Processing of Documents For Government Service Insurance System (Gsis) Membership And Retirement, Philhealth Membership, Pag-Ibig Fund Membership And Loans From Partner Lending Institutions

Membership of Municipal Employees (Elective, Permanent, Co-Terminus, Temporary, Contractual and Casual) to GSIS, Philhealth, Pag-ibig Fund is mandatory.

Loans from GSIS, Pag-ibig and other partner lending institution are processed by the office

Office or Division:	Human Resource Management Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Municipal Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		HRMO Office		
Appointment Papers		HRMO Office		
Birth Certificate of Member and children below 21 years old		PSA/LCR		
Marriage Contract if married		PSA/LCR		
2x2 Picture		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Accomplished Application Form 1.2 Appointment Papers 1.3 Birth Certificate of Member and children below 21 years old 1.4 Marriage Contract if married 1.5 2x2 Picture 1.6 Others For the processing of papers and	None	10 Minutes	<i>HRMO Staff/HR Assistant</i>



	<p>documents for loan to different institutions</p> <ol style="list-style-type: none"> 1. Accomplished Application form 2. Latest Net take home pay 3. Payroll or Payslip 4. Others 			
2. 2. wait for the approval of application by concerned agencies	Follow up approval	None	5 Minutes	<i>HRMO Staff/HR Assistant</i>



**OFFICE OF THE MUNICIPAL PLANNING AND
DEVELOPMENT COORDINATOR
Administrative Governance**



1. Issuance of Data for Researcher

The office formulates integrated economic, social, physical and other development plans of the Municipal Government. It undertakes studies and researches for the innovation of the Municipal's plans and programs of development. It prepares the socio-economic profile of the Municipal based on data and statistics gathered up to the Barangay level.

Office or Division:	Municipal Planning & Development Office				
Classification:	Simple				
Type of Transaction:	Government to Citizens				
Who may avail:	All interested Parties				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Valid I.D		All interested Parties			
Request Letter					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIB LE	
1. Submit letter of request indicating the data needed and its purposes.	Verify the client name, ID and Request Letter	NONE	3 mins.	<i>MPDO</i>	
2. Undergo brief background interview (if needed)	Interview and verify client request	NONE	10 mins.	<i>MPDO</i>	
3. Get order of Payment and pay required fees at the Municipal Treasury Office	Receive the payment and issue official receipt	Certified true/xerox copy of documents		10 Mins.	<i>Local Revenue Collection I Revenue Collection Clerk II Administrative Aide I</i>
		a. Document of five (5) pages or less	P 22.00		
		b. Every additional page	P 22.00		
4. Get requested data	Receive requested data	NONE	7 Mins	<i>MPDO Administrative Aide I</i>	



BIDS AND AWARDS COMMITTEE



1. Issuance of Bidding Documents on Infrastructures, Goods and Consulting Services

Republic Act No. 9184 or the new Government Procurement Reform Law integrates the Procedures for all types of procurement in all sectors of government. It promotes transparency and efficiency through electronic procurement system requiring the presence of observers and submission of reports. The Law also requires the registration of all suppliers with the Philippine Government Electronic Procurement System (Philgeps). RA 9184 also professionalizes the membership of the Bids and Awards Committee which is tasked to undertake all procurement of goods, infrastructure and consultancy services for the local government unit.

Office or Division:	BIDS & AWARDS COMMITTEE				
Classification:	Complex				
Type of Transaction:	Government to Citizens				
Who may avail:	Contractors and Suppliers				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Philgeps Posting		Downloaded to Philgeps website: www.philgeps.gov.ph			
Invitation to Bid					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE	
1. Present downloaded Philgeps posting or Invitation to Bid	Verify the Philgeps posting or Invitation to Bid.	NONE	15 mins.	BAC Chairman BAC Secretariats	
2. Pay the prescribed fees at the Municipal Treasury Official Receipt.	Receive payment & Issue Official Receipt	Standard Rates on the Sale of Bidding Documents (GPPB Res No. 04-2012)		10 mins.	Local Revenue Collection I Revenue Collection Clerk II Administrative Aide I
		Approved Budget for the Contract	Maximum Cost of Bidding Documents (in Philippine Peso)		
		500,000 and below	500.00		
More than 500,000	1,000.00				



		up to 1 Million			
		More than 1 Million up to 5 Million	5,000.00		
		More than 5 Million up to 10 Million	10,000.00		
		More than 10 Million up to 50 Million	25,000.00		
		More than 50 Million up to 500 Million	50,000.00		
		More than 500 Million	75,000.00		
3. Present Official Receipt.	Record the Official Receipt and Name of supplier and contractor	NONE		10 Mins.	BAC Secretariats
4. Affix signature in the certified format & receive the prescribe format of Bidding Documents	Released the prescribe format of Bidding Documents	NONE		10 Mins	BAC Chairman BAC Secretariats



OPERATION ON CEMETERY

Administrative Governance



1. Issuance of Cemetery Permit

Office or Division:	Cemetery Operation				
Classification:	Complex				
Type of Transaction:	Government to Citizens				
Who may avail:	Guardian or Parties of the Deceased				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Death Certificate		Local Civil Registrar			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIB LE	
1. Submit death certificate (xerox copy).	Review the death certificate submit and interview the client	NONE	10 mins.	<i>Administrative Aide I</i>	
2. Pay prescribed fees at the Municipal Treasurer's Office	Receive payment and issue official receipt	Cemetery Fee	Amount	10 mins.	<i>Local Revenue Collection I Revenue Collection Clerk II Administrative Aide I</i>
		a. Rental fee for each unit apartment type	P 3,300.00		
		b. Additional layer	P 1,100.00		
		c. Family lot	P 22,000.00		
		d. Individual dug grave	P 1,320.00		
		e. Individual pantheon	P 5,500.00		
3. Present official receipt and receive owner's copy of burial permit	Record the death certificate in the record book and release owner's copy	NONE	10 Mins.	<i>MPDO Administrative Aide I</i>	



**MUNICIPAL DISASTER RISK REDUCTION AND
MANAGEMENT OFFICE
Social Governance**



1. Provision of relief goods to disaster victims.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Disaster victims living within the municipality Rosario, La Union.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Disaster Assistance Family Access Card (DAFAC) 		Inside the designated evacuation center.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon entering the designated evacuation center, register at the registration desk for evacuees.	Assist the evacuees in the registration process.	None	5 minutes	<i>MDRRMO Staff</i>
2. Proceed to the designated place within the evacuation center.	Assist the evacuees in going to the designated place for them.	None	5 minutes	<i>MDRRMO Staff</i>
3. Family head must fill-up the Disaster Assistance Family Access Card (DAFAC), provide all needed information.	Assist the family head in filling-up the DAFAC.	None	5 minutes	<i>MDRRMO Staff</i>
4. Submit the DAFAC and wait for the validation of the submitted card.	Verify submitted card and information.	None	5 minutes	<i>LDRRM Assistant</i>
5. Fall in line, receive the relief goods and affix your signature in the list of recipients (depends on the number of evacuees)	Release the relief goods.	None	10 minutes	<i>LDRRM Assistant MDRRMO Staff</i>



2. Borrowing/lending of equipment

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Any individual, groups or institution that needs assistance and would like to borrow equipment in relation to DRRM.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Any government issued and valid ID. 				
<ul style="list-style-type: none"> Request letter 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present your request letter to borrow equipment (with approval of the Mayor) together with your valid ID.	Staffs receive the letter request and verify the validity of ID presented.	None	5 minutes	<i>LDRRMO III</i>
2. Wait while the staff checks the availability of the equipment.	Staff checks the availability of the equipment.	None	5 minutes	<i>LDRRM Assistant</i>



3. Completely fill-up the borrower's information form.	Assist client in filling-up the borrowers form.	None	5 minutes	<i>LDRRMO III</i>
4. Check the condition and quantity of equipment borrowed.	Staff checks the condition and quantity of equipment together with the client.	None	5 minutes	<i>LDRRM Assistant</i>
5. If equipment is in good condition, affix your signature in the form and get the equipment. Inform the tentative date to return.	Assist the client and record the tentative date of returning the equipment.	None	5 minutes	<i>LDRRMO III</i>
6. Before returning, make sure the equipment are complete and in good condition. If damaged, clients must shoulder the repair expenses.	Staff briefs the client to shoulder any expenses for the repair of the equipment (if damaged).	None	5 minutes	<i>LDRRMO III</i>
7. Return the borrowed equipment at the MDRRM Office.	Record the date of return.	None	5 minutes	<i>LDRRM Assistant MDRRMO Staff</i>



3. Use of Evacuation Center

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Disaster victims living in the municipality of Rosario.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPON SIBLE
1. Disaster victim/s must register at the registration desk inside the evacuation center. Provide all needed information.	Assist the evacuees in the registration process.	None	10 minutes	<i>MDRRM O Staff</i>
2. Proceed to your designated place within the evacuation center.	Assist the evacuees in going to the designated place for them.	None	5 minutes	<i>MDRRM O Staff</i>
3. Strictly follow the guidelines while inside the evacuation center.	Evacuation manager explain clearly the evacuation center guide.	None	20 minutes	<i>LDRRMO III</i>
4. Help in maintaining cleanliness and orderliness at the evacuation center.		None		<i>LDRRMO III</i>
5. Actively participate in all the activities inside the evacuation center.		None		<i>LDRRMO III</i>
6. Do not destroy or bring home any supplies found at the evacuation center.		None		<i>LDRRMO III</i>
7. Upon normalcy of the situation, family head must sign the Evacuation Termination Form before leaving the evacuation center.	Assist the family head in filling-up the Evacuation Termination Form.	None	10 minutes	<i>MDRRM O Staff</i>
8. Wait for the vehicles intended for transporting you back to your houses.	Assist in loading and transporting the evacuees.	None		<i>LDRRM Assistant</i>



4. Request for speakers/lecturers about DRRM

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Any individual, groups or institutions that need speakers/lecturers about DRRM.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request letter. 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present your request letter with approval of the Mayor and briefly discuss the details to the MDRRM Staff.	Receive the letter, assist the client and briefly discuss the details.	None	10 minutes	<i>LDRRMO III</i>
2. Wait while the staff in charge checks the availability of the personnel on the date requested.	LDRRM Assistant in-charge of Administration and Training checks the calendar of activities and verifies availability of the personnel.	None	5 minutes	<i>LDRRM Assistant</i>
3. Finalize the date, time and venue of the activity.	Record the final date, time and venue of the activity.	None	5 minutes	<i>LDRRM Assistant</i>



5. Provision of rescue operation and/or emergency services.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Any individual, groups or institutions that needs rescue operation and/or emergency services.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Distress calls from informants providing vital information regarding the current status and location of the person or people in need of rescue operation or emergency service. 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Distress calls from informants providing vital information regarding the current status and location of the person or people in need of rescue operation or emergency service.	Staff who receive the call records the information and LDRRM Assistant In-charge of Operation and Warning immediately deploy medical and response team equipped with personal protective equipment and needed life saving devices.	None	3-5 minutes	LDRRMO III LDRRM Assistant MDRRMO Staff



**OFFICE OF THE MUNICIPAL SOCIAL WELFARE
AND DEVELOPMENT OFFICER
Social Governance**



1. Assistance to Individual in Crisis Situation (AICS)

Provision of timely and appropriate aid to individuals/families in extreme difficulty brought about by a stressful situation that will prevent them from functioning normally.

Office or Division:	MSWD			
Classification:	Social Services			
Type of Transaction:	Standard Steps in availing financial assistance			
Who may avail:	Indigent Individuals, Individuals belonging to poor sectors, Individuals with immediate needs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip		Mayor's Office		
Original Copy of Certificate of Indigency		Punong Barangay		
<ul style="list-style-type: none"> • For Medical Assistance 				
<ul style="list-style-type: none"> - Medical Certificate/Clinical Abstract 		Hospital/Doctor		
<ul style="list-style-type: none"> - Prescriptions (Medicines); Hospital Bills; Laboratory Request; or Treatment Protocol 		Hospital/Doctor		
<ul style="list-style-type: none"> • For Burial Assistance 				
<ul style="list-style-type: none"> - Death Certificate 		Local Civil Registrar		
<ul style="list-style-type: none"> - Funeral Contract 		Funeral Parlor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs in the Logbook		None	3 Minutes	<i>Social Welfare Aide</i>
2. Interview and Assessment of the problem	Check if the documents are complete	None	10 Minutes	<i>Social Welfare Aide</i>
3. Wait for the preparation of Social Case Study Report	Preparation of Social Case Study Report (for AICS)	None	1 Hour	<i>Social Welfare Assistant</i>
4. Get the SCSR and other documents	Orient the client about the program and Instruct the client the next step of processing vouchers. After which, give the prepared Social Case Study Report with Voucher and other requirements	None	10 Minutes	<i>Social Welfare Aide</i>
5. END				



2. Preparation of Social Case Study Report for Medical, Burial, and Educational Assistance from Other Agencies

This is a requirement for families who wish to avail of medical assistance from other agencies

Office or Division:	MSWD
Classification:	Social Services
Type of Transaction:	Standard Steps in Referral to other agencies
Who may avail:	Indigent Individuals, Individuals belonging to poor sectors, Individuals with immediate needs
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Indigency	Punong Barangay
<ul style="list-style-type: none"> • For Medical Assistance 	
<ul style="list-style-type: none"> - Photocopy of Medical Certificate/Clinical Abstract 	Hospital/Doctor
<ul style="list-style-type: none"> - Photocopy of : Prescriptions (Medicines); Hospital Bills; Laboratory Request; or Treatment Protocol 	Hospital/Doctor
<ul style="list-style-type: none"> • For Burial Assistance 	
<ul style="list-style-type: none"> - Photocopy of Death Certificate 	Local Civil Registrar
<ul style="list-style-type: none"> - Photocopy Funeral Contract 	Funeral Parlor
<ul style="list-style-type: none"> • For Educational Assistance 	
<ul style="list-style-type: none"> - Photocopy of Enrollment Assessment Form/ Certificate of Enrollment or Registration 	School
<ul style="list-style-type: none"> - Photocopy of School ID 	ID of Enrolled Child



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs in the Logbook		None	3 Minutes	<i>Social Welfare Aide</i>
2. Interview and Assessment of the problem	Check if the documents are complete	None	10 Minutes	<i>Social Welfare Aide</i>
3. Client will wait for the home visit of the Social Worker	Social Worker will home visit the client	None	1 day	<i>Social Welfare Officer I</i>
4. Wait for the Social Case Study Report	Preparation of Social Case Study Report	None	3 days	<i>Social Welfare Officer I</i>
5. Claim the Social Case Study Report after 3 days	Give the prepared Social Case Study Report and instruct the client to bring the SCSR to the Mayor's Office for signature and obtain endorsement	None	5 Minutes	<i>Social Welfare Aide</i>



3. Emergency Shelter Assistance

Intended to help in the repair or replacement of house of disaster victims whose house either were partially or totally damaged.

Office or Division:	MSWD			
Classification:	Social Services			
Type of Transaction:	Standard Steps in Availing Emergency Shelter Assistance			
Who may avail:	Victims of natural or man-made disasters which house were totally or partially damaged			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Indigency		Punong Barangay		
<ul style="list-style-type: none"> • For typhoons, earthquake and other natural disasters <ul style="list-style-type: none"> - Certification of Punong Barangay 				
<ul style="list-style-type: none"> • For fire and other man-made disaster <ul style="list-style-type: none"> - Fire Incident Report - Police Blotter 		Hospital/Doctor		
		Fire officer / Rosario Fire Station		
		Rosario Police Station		
Pictures of Damaged House				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Client signs in the Logbook		None	3 Minutes	<i>Social Welfare Aide</i>
2. Client undergo interview	Assessment of the problem/Schedule of house assessment	None	10 Minutes	<i>Social Welfare Aide</i>
3. Wait for the assessment of the extent of damaged of the house	Home visit the house and assess the damage	None	1 day	<i>Social Welfare Assistant</i>
4. Wait for the processing papers	Prepare Social Case Study Report and other documents needed	None	1 hour	<i>Social Welfare Officer I</i>
6. Get the Social Case Study Report	Give the prepared Social Case Study Report with Voucher and other requirements. Orient the client about the program and instruct the client for the next step in processing his/her financial assistance	None	10 Minutes	<i>Social Welfare Aide</i>
7. END				



4. Case Management for Abuse, Neglect and Exploitation

Intended to help in rescuing women and children who are victims of abuse, neglect and exploitation and providing appropriate interventions.

Office or Division:	MSWD			
Classification:	Social Services			
Type of Transaction:	Standard Steps in Case Management to victims of abuse, neglect and exploitation			
Who may avail:	Women and Children who are victims of abuse, neglect and exploitation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Indigency		Punong Barangay		
Police Blotter		WCPD-Rosario Police Station		
Medico Legal		Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parents/Relative or concerned agency seeks assistance to rescue a woman or child/minor from a risky environment/situation	MSWD/PNP-WCPD/Barangay conducts surveillance on the area to plan out and strategize the rescue operation. After the preparation rescue operation will be conducted	None	*Within the province 24 hrs	<i>MSWDO or the SWO I, WCPD-PNP, Rosario, La Union, Barangay Official</i>
2. Victim will be brought to Rosario District Hospital/Rosario Rural Health Unit/Ilocos Training and Regional Medical Center for medico Legal	MSWD Staff or Social Worker will accompany the victim for medico legal	None	1 day	<i>Social Welfare Aide or Social Welfare Officer I</i>
3. Victim will be brought to WCPD-Rosario Police Station	MSWD Staff or Social Worker will accompany the victim for blotter report	None	1 day	<i>Social Welfare Aide or Social Welfare Office I</i>



<p>4. Victim will be brought back to MSWD Office</p> <p>* If in case the victim is not a resident of Rosario, La Union</p>	<p>Social Worker will conduct assessment on the victim and his/her family</p> <p>Social Worker will coordinate with the CSWD/MSWDO to locate the given address and assess the parents/custodian of the child</p> <p>Meanwhile, the victim will be placed under the Women and Children's Crisis Center for temporary shelter</p>	<p>None</p>	<p>3 hours</p> <p>24 hours</p> <p>Maximum of 1 week or until the reintegration of the client to his/her relatives</p>	<p><i>Social Welfare Officer I or Municipal Social Welfare and Development Officer</i></p>
<p>5. Victim will be reintegrated with her family or relatives</p>	<p>Social Worker will prepare the victim for reintegration to his/ her family or relatives</p> <p>Provide Psychosocial Support such as:</p> <ul style="list-style-type: none"> • Counseling • Referral for legal assistance • Referral for medical assistance • Referral to other agencies for further intervention 	<p>None</p>	<p>1 day</p> <p>As needed</p>	<p><i>Social Welfare Officer I or Municipal Social Welfare and Development Officer</i></p>
<p>6. END</p>				



5. Case Management for Children in Conflict with the Law and Children at Risk

Intended to manage case involving a child who is alleged as, accused of, or adjudged as, having committed an offense (local or national laws) and those children who are at risk in becoming one.

Office or Division:	MSWD			
Classification:	Social Services			
Type of Transaction:	Standard Steps in Case Management for CICL			
Who may avail:	Children who are involved in violation of local and national laws			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Police Blotter		WCPD-Rosario Police Station		
Medico Legal		Hospital		
Birth Certificate		Local Civil Registrar/Philippine Statistics Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. BCPC/Law Enforcement Officer/WCPD turns over the child to MSWDO within 8 hrs after apprehension	*If the child is 15 y/o and below – Turn over the custody to parents/guardians if not available turnover to BCPC and undergo intervention program	None	1 day	
	- If the child committed a serious crime MSWDO files Petition for Involuntary Commitment; Refer to Bahay-Pag-Asa or RRCY 1		1 day	
	*If the child is 15 y/o but below 18 y/o - LSWDO determines discernment			<i>Municipal Social Welfare and Development Officer/Social Welfare Officer I, WCPD-PNP, Barangay Official</i>



	<p>*without discernment – Turnover custody to the parents/guardian and undergo intervention program</p> <p>*For children with discernment proceed to step 2</p>			
2. Child will undergo diversion program	MSWDO will now determine the imposable penalty for the crime committed	None	10 minutes	<i>Municipal Social Welfare and Development Officer/Social Welfare Officer I</i>
2.1 Child will undergo diversion program under the Law Enforcement	MSWDO will refer the child for diversion program under the Law Enforcement if the imposable penalty is 6 years imprisonment or below	None	5 minutes	
	*MSWDO and PNP Rosario will conduct case conference re: Formulation of Diversion Program	None	4 Hours	<i>MSWDO and PNP – Rosario, La Union</i>
2.2 Child will undergo diversion program under the LSWDO	MSWDO, BCPC, Parents, and the child will conduct a case conference re: Formulation of diversion program for the child if crime committed	None	4 Hours	<i>MSWDO and BCPC</i>
			1 day	<i>MSWDO and Prosecutor's Office</i>



<p>2.3 Child will Undergo diversion program under the Prosecutor</p>	<p>was victimless crime and the imposable penalty is 6 years imprisonment or below MSWDO will refer the child for the diversion program under the prosecutor if the imposable penalty is more than 6 years imprisonment *Is the diversion program successful? If yes proceed to step 3; if no proceed to step 4</p>			
<p>3. Child is reintegrated to family & community</p>	<p>MSWDO will prepare the child for his reintegration and provide aftercare program</p>	<p>None</p>	<p>1 day</p>	<p><i>Municipal Social Welfare and Development Officer/Social Welfare Officer I</i></p>
<p>4. Child will undergo preliminary investigation</p>	<p>LSWDO will refer the child's case to the prosecutor if he/she fails to follow the diversion program given to him/her</p>	<p>None</p>	<p>24 hours</p>	<p><i>MSWDO and Prosecutor</i></p>
<p>5. END</p>				



6. Issuance of SOLO Parent's Identification Card

The Solo Parents Identification Cards are issued to identified beneficiaries to avail of benefits embodied in the Solo Parent Welfare Act.

Office or Division:	MSWD			
Classification:	Social Services			
Type of Transaction:	Standard Steps in Application and Issuance of Solo Parent ID			
Who may avail:	Solo Parents as defined in R.A 8972			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Residency		Punong Barangay		
Certification from Barangay certifying that applicant is a solo parent (state reason)		Punong Barangay		
Birth Certificate of Solo Parent's Children		Local Civil Registrar/Philippine Statistics Agency		
Proof of financial status – Income Tax Return (for working), Cedula (for non-working)		Municipal Treasurer's Office/BIR		
Supporting documents – Death Certificate, declaration of nullity of marriage, medical certificate (physical or mental incapacity of spouse), CENOMAR		LCR/Regional Trial Court/Hospital/Psychiatrist/Psychologist/PSA		
Solo Parent Form		MSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs in the Logbook		None	3 minutes	<i>Social Welfare Aide</i>
2. Client applies for solo parent ID and Presents the documents	MSWD Staff will check if the documents are complete. Client will be informed about the Solo Parent Welfare Act.	None	30 minutes	<i>Social Welfare Aide</i>
3. Client waits for the availability of the ID	Upon submission of documents, the MSWD Staff will need to assess, evaluate, and process the solo parent application. (MSWD Staff will send text message	None	30 days	<i>Social Welfare Assistant or Social Welfare Officer I</i>



	to the client upon the availability of his/her ID)			
4. Client claims the ID	MSWD Staff will give the ID to the client	None	5 minutes	<i>Social Welfare Aide</i>
5. END				

7. Issuance of PWD (Persons with Disability) Identification Card and Discount Booklet

The PWD ID and Discount Booklet are issued to identified beneficiaries to avail of benefits embodied in the Person's With Disability Act.

Office or Division:	MSWD			
Classification:	Social Services			
Type of Transaction:	Standard Steps in Application and Issuance of PWD ID			
Who may avail:	Person's with Disability			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PWD application Form			RoSPO/MSWDO	
Medical Certificate sighting the disability			MHO, Hospital	
2 pcs 1x1 picture				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
6. Client signs in the Logbook		None	3 minutes	<i>Social Welfare Aide</i>
7. Client applies for PWD ID and Discount Booklet and Presents the documents	MSWD Staff will check if the documents are complete.	None	10 minutes	<i>Social Welfare Aide</i>
8. Client waits for the availability of the ID	Upon submission of documents, the MSWD Staff will process the solo parent application. (MSWD Staff will send text message to the client if the ID is available)	None	2- 3 weeks	<i>Social Welfare Aide/Social Welfare Assistant</i>
9. Client claims the ID	MSWD will give the ID to the client	None	5 minutes	<i>Social Welfare Aide</i>
10. END				



8. Issuance of Solicitation Permit

The issuance of the solicitation permit is to effectively regulate the solicitation of donations and voluntary contributions from the public as means to obviate illegal and improper funds drives.

Office or Division:	MSWD			
Classification:	Social Services			
Type of Transaction:	Standard Steps in Application of Solicitation Permit			
Who may avail:	Any person who wish to apply for solicitation permit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Approved Application Form		MSWDO		
Cedula		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs in the Logbook		None	3 minutes	<i>Social Welfare Aide</i>
2. Client applies for Solicitation Permit	MSWD Staff will interview the client about the purpose of the solicitation permit,	None	20 minutes	<i>Social Welfare Aide</i>
3. Client will pay the required fee at the Municipal Treasurer's Office	MSWD Staff will require the client to pay the fee of solicitation permit – Php 300.00 at the MTO	None	5 minutes	<i>Social Welfare Aide/Social Welfare Assistant</i>
4. Client will present the official receipt of the payment and get the solicitation permit to be approved by the Municipal Mayor	MSWD Staff will give the solicitation permit and instruct the client to present the permit to the Mayor's Office for Signature	None	10 minutes	<i>Social Welfare Aide/Social Welfare Assistant</i>
5. END				



9. Pre-Marriage Orientation and Counseling

All would-be couples who are applying for marriage license should undergo pre-marriage and orientation and counseling. After which, a certificate is issued to them as a prerequisite for securing marriage license as provided for in Article 16 of the Family Code.

Office or Division:	MSWD			
Classification:	Social Services			
Type of Transaction:	Standard Steps in Application of Pre-Marriage Orientation and Counseling			
Who may avail:	Would-be couples applying for marriage license			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Marriage Expectation Inventory Form (2 copies)		MSWDO		
Official Receipt of PMOC				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Couple signs in the Logbook		None	3 minutes	<i>Social Welfare Aide/Social Welfare Assistant</i>
2. Couple applies for PMOC	MSWD Staff will ask the client to pay the fee of PMOC – Php 110.00 and photocopy the MEI Form	None	15 minutes	<i>Social Welfare Aide/Social Welfare Assistant</i>
3. Couple will present the Official Receipt and the copy of MEI	MSWD Staff will instruct the client to answer the MEI individually	None	30 minutes – 1 hour	<i>Social Welfare Aide/Social Welfare Assistant</i>
4. Upon finishing the couple will submit the MEI	MSWD Staff will check the MEI for any corrections and give the schedule of their PMOC (every Thursday of the month)	None	10 minutes	<i>Social Welfare Aide/Social Welfare Assistant</i>



5. Couple will attend the PMOC	PMOC Team will conduct: Pre-Marriage Orientation (AM Session) Pre-Marriage Counseling (PM Session)	None	3 hours and 30 minutes 4 hours	<i>PMOC Team</i> <i>PMOC Team</i>
6. Couple will received their PMOC Certificates	PMOC team will distribute the Certificates after the session and instruct the couples to submit the certificates to the LCR	None	15 minutes	<i>PMOC Team</i>
7. END				



OFFICE OF THE MUNICIPAL BUDGET OFFICER
Administrative Governance



1. Review and Endorsement of Barangay Budget

The Municipal Budget Office is tasked to assist barangays in the preparation of their Annual Budget. It ensures compliance with statutory contractual obligation and budgetary requirements prior to the review and approval by the Sangguniang Bayan.

Office or Division:	Office of the Municipal Budget Officer			
Classification	Complex			
Type of Transaction	Government to Government			
Who may avail:	Different Barangays of the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement / Transmittal Letter		Barangay Captain		
2. Appropriation Ordinance		Sangguniang Barangay		
3. Plantilla of Personnel		Barangay Secretary		
4. List of Projects Chargeable against the 20% DF		Barangay Development Council		
5. Statement of Indebtedness, if any		Barangay Treasurer		
6. Sangguniang Approved AIP		Barangay Secretary		
7. DILG-endorsed GAD Plan and Budget		MPDC and MLGOO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Annual Barangay Budget for review and evaluation	Reviewed / evaluated Annual Barangay Budget	N/A	1 day	<i>OIC Municipal Budget Officer/ Adm. Aide I</i>
2. Wait for the Review and Recommendation of the Sangguniang Bayan				<i>Sangguniang Bayan</i>



2. Processing of Disbursement Vouchers

To ensure that all Municipal Government's Assets are being accounted, documented and disbursed properly.

Office or Division:	Office of the Municipal Budget Officer			
Classifications:	Complex			
Type of Transaction	Government to Citizens			
Who may avail:	Supplier, Contractor and OTHERS			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. GOODS				
1. Disbursement Voucher	Concerned Office / Dept.			
2. Obligation Request	Concerned Office/Dept. & or MBO			
3. Approved Purchase Request / Purchase Order	Concerned Office / Dept.			
4. Inspection report	GSO			
5. Bids and Awards Committee Resolution	BAC Secretariat			
6. Canvass	Concerned Office / Dept.			
B. FOR FINANCIAL ASSISTANCE				
1. Disbursement Voucher	MSWDO			
2. Obligation Request	Concerned Office/dept. & or MBO			
3. Certificate of Indigency	Barangay			
4. Medical Abstract, hospital bills	Hospital			
5. Social Case Study	MSWD Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Secure all the necessary requirements and proceed to budget office	Receive and Record transaction with Available Appropriation, assign Obligation Request No. (sign box B)	None	10 mins.	<i>OIC Municipal Budget Officer or next in rank if the OIC is out</i>
2. Proceed to Accounting Office	Certified Supporting Documents Complete (sign box A)	None	30 mins.	<i>Admin. Aide VI / Admin. Asst. II</i>
3. Proceed to MTO	Certified funds Available (sign box B)	None	5 mins.	<i>Municipal Treasurer</i>
4. Proceed to Mayor's Office	Approved for payment (sign box C)	None	30 mins.	<i>Municipal Mayor</i>
5. Proceed to MTO	Prepares Check	None	30 mins	<i>LRCO II</i>
6. Proceed to Accounting Office	Prepares accountants advice	None	30 mins	<i>Admin. Aide VI / Admin. Asst. II</i>
7. Proceed to MTO	countersigns check and Release payment	None	5 mins.	<i>Municipal Treasurer</i>



3. Processing of Purchase Request

An Official document indicating its item and services required, the quantity and its corresponding associated costs.

Office or Division:	Office of the Municipal Budget Officer			
Classification:	Complex			
Type of Transaction	Government to Citizens			
Who may avail:	Supplier, Contractor and others			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Purchase Request		Concerned Office / Dept.		
2. Accomplished Canvass		Concerned Office / Dept.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the necessary requirements	Prepares Purchase Request	None	10 mins.	<i>Concerned Office / Dept.</i>
2. Proceed to the Supply Office for the Control Number	Record PR based on approved APP	None	10 mins	<i>Supply Officer</i>
3. Proceed to the Municipal Budget Office for the existence of Appropriation	Review and record PR with available appropriation	None	10 mins.	<i>OIC Municipal Budget Officer Or Next in rank if the OIC is out</i>
4. Proceed to the Municipal Treasurer's Office for the availability of funds	Certified funds available	None	5 mins	<i>Municipal Treasurer</i>
5. Proceed to Mayor's Office for the Approval of PR	Approves PR	None	15 mins	<i>Municipal Mayor</i>
6. Proceed to BAC for posting	Procurement for posting	None	7days	<i>Bids and Awards Committee Secretariat</i>
7. Proceed to Budget Office for the processing of DV	Record and Sign box B of the Obligation Request	None	10 mins	<i>Admin. Aide / OIC Municipal Budget Officer</i>



OFFICE OF THE MUNICIPAL ACCOUNTANT
Administrative Governance



1. Issuance of Certificate of Income Tax Withheld From Employees & / or Suppliers

Government employees' income taxes are withheld pursuant to the National Internal Revenue Code. The Certificate of Compensation Payment/Tax withheld is annually given to show proof that taxes due to employees or suppliers have been paid.

Office or Division:	Accounting Department			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Employees and / or Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of Disbursement Voucher with withheld taxes		Municipal Treasurer's Office (MTO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request from accounting clerk.	Verifies its records & process the form.	None	30 minutes	<i>Administrative Assistant II</i>
2. Wait for the processing & releasing of the certificate.	Reviews & signs the certificate.	None	10 minutes	<i>Municipal Accountant or Accountant II if Mun. Accountant is out.</i>

2. Issuance of Certificate of Net Take Home Pay

Employees shall secure from the Municipal Accounting Office the certificate of net take home pay for whatever legal it may serve them.

Office or Division:	Accounting Department			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of approved payroll for the month		Municipal Treasurer's Office (MTO)		
Net Take Home Pay Form of lending institution, if any.		Lending institutions		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a draft of gross salary & deductions for the month.	Verifies its records & process the form.	None	30 minutes	<i>Administrative VI</i>
2. Wait for the processing & releasing of the certificate.	Reviews & signs the certificate.	None	10 minutes	<i>Municipal Accountant</i>



3. Processing of Claims

To safeguard the use and disposition of Municipal Government's Assets and to determine its liabilities from claims, pre-audits are undertaken by the Municipal Accountant to determine that all necessary supporting documents of Disbursement Vouchers (DV) are submitted.

Cash Disbursements for Financial Assistance or payment of Goods below P5,000.00

Office or Division:	Accounting Department			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Suppliers, organizations or individuals with valid claim			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.) For individual Financial assistance:				
• Certificate of Indigency	Barangay			
• Medical abstract, hospital bills / funeral bill	Hospital / Funeral Homes			
• Social Case Study	MSWDO			
• Approved Obligation Request (OR)	MSWDO / Mun. Budget Office (MBO)			
• Disbursement Voucher (DV)	MSWDO			
2.) For Goods:				
• Approved PR & PO	Concerned office/dept.			
• Accomplished canvass	Concerned office/dept.			
• Approved Obligation Request (OR)	Concerned office/dept. &/or MBO			
• BAC Resolution	BAC Secretariat			
• Inspection Report	GSO			
• DV	Concerned office/dept.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure all necessary documents & proceed to acctg. dept.	Checks & certifies the completeness of documents, assigns DV number & signs Box A of DV.	None	30 mins.	<i>Municipal Accountant or Accountant II if Mun. Accountant is out.</i>
2. Proceed to MTO.	Signs Box B of DV, if funds are available.	None	5 mins.	<i>Municipal Treasurer</i>
3. Proceed to Mayor's Office.	Signs Box C of DV, if approved for payment.	None	15 mins.	<i>Municipal Mayor</i>
4. Proceed to MTO.	Release payment.	None	5 mins.	<i>Municipal Treasurer</i>



4. Check Disbursements for Financial Assistance or payment of Goods from P5,001.00 to P50,000.00

Office or Division:	Accounting Department			
Classification:	Complex			
Type of Transaction:	Government to Citizens			
Who may avail:	Suppliers, organizations or individuals with valid claim			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.) For individual Financial assistance:				
• Certificate of Indigency	Barangay			
• Medical abstract, hospital bills / funeral bill	Hospital / Funeral Homes			
• Social Case Study	MSWDO			
• Approved Obligation Request (OR)	MSWDO / Mun. Budget Office (MBO)			
• Disbursement Voucher (DV)	MSWDO			
2.) For Goods:				
• Approved PR & PO	Concerned office/dept.			
• Accomplished canvass	Concerned office/dept.			
• Approved Obligation Request (OR)	Concerned office/dept. &/or MBO			
• BAC Resolution	BAC Secretariat			
• Inspection Report	GSO			
• DV	Concerned office/dept.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure all necessary documents & proceed to acctg. dept.	Checks & certifies the completeness of documents, assigns DV number & signs Box A of DV.	None	30 mins.	<i>Municipal Accountant or Accountant II if Mun. Accountant is out.</i>
2. Proceed to MTO.	Signs Box B of DV, if funds are available.	None	5 mins.	<i>Municipal Treasurer</i>
3. Proceed to Mayor's Office.	Signs Box C of DV, if approved for payment.	None	15 mins.	<i>Municipal Mayor</i>
4. Proceed to MTO.	Prepares check.	None	20 mins.	<i>LCRO II</i>
5. Proceed to Mayor's Office.	Signs the check.	None	30 mins.	<i>Municipal Mayor</i>
6. Proceed to Acctg. Dept.	Prepares & Certifies Accountant's Advice.	None	30 mins.	<i>Administrative Aide VI /Administrative Aide IV / Administrative Assistant II Municipal Accountant</i>
7. Proceed to MTO.	Countersigns the check and release payment.	N/A	5 mins.	<i>Municipal Treasurer</i>



5. Check Disbursements for payment of Goods or Infrastructure projects from P50,001.00 to P200,000.00

Office or Division:	Accounting Department			
Classification:	Complex			
Type of Transaction:	Government to Businesses			
Who may avail:	Suppliers or Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.) Basic Requirements For Goods:				
• Approved PR & PO		Concerned office/dept.		
• Accomplished canvass		Concerned office/dept.		
• Approved Obligation Request (OR)		Concerned office/dept. &/or MBO		
• BAC Resolution, Notice of Award, Philgeps posting for procurement & award.		BAC Secretariat		
• Inspection Report		GSO		
• DV		Concerned office/dept.		
2.) Basic Requirements For Infrastructure:				
• Approved PR & PO		Concerned office/dept.		
• Accomplished canvass		Concerned office/dept.		
• Approved Obligation Request (OR)		Concerned office/dept. &/or MBO		
• BAC Resolution, Notice of Award, Philgeps posting for procurement & award.		BAC Secretariat		
• Pictures (before, during & after)		Mun. Engineering Office		
• Statement of Work Accomplished		Mun. Engineering Office		
• Inspection Report		Mun. Engineering Office		
• DV		Concerned office/dept.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure all necessary documents & proceed to acctg. dept.	Checks & certifies the completeness of documents, assigns DV number & signs Box A of DV.	None	30 mins.	<i>Municipal Accountant or Accountant II if Mun. Accountant is out.</i>
2. Proceed to MTO.	Signs Box B of DV, if funds are available.	None	5 mins.	<i>Municipal Treasurer</i>



3. Proceed to Mayor's Office.	Signs Box C of DV, if approved for payment.	None	15 mins.	<i>Municipal Mayor</i>
4. Proceed to MTO.	Prepares check.	None	20 mins.	<i>LRCO II</i>
5. Proceed to Mayor's Office.	Signs the check.	None	30 mins.	<i>Municipal Mayor</i>
6. Proceed to Acctg. Dept.	Prepares & Certifies Accountant's Advice.	None	30 mins.	<i>Administrative Aide VI /Administrative Aide IV / Administrative Assistant II Municipal Accountant</i>
7. Proceed to MTO.	Countersigns the check and release payment.	None	5 mins.	<i>Municipal Treasurer</i>

6. Check Disbursements for payment of Goods or Infrastructure projects from P200,001.00 and above

Office or Division:	Accounting Department	
Classification:	Complex	
Type of Transaction:	Government to Businesses	
Who may avail:	Suppliers or Contractors	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.) Requirements For Goods:		
<ul style="list-style-type: none"> Basic requirements as needed in P50,001 – P200,000.00 		
<ul style="list-style-type: none"> Bidding Documents as listed in the Auditorial Contract Review Analysis Sheet (ACRAS) for goods 		BAC Secretariat
2.) Basic Requirements For Infrastructure:		
<ul style="list-style-type: none"> Basic requirements as needed in P50,001 – P200,000.00 		



<ul style="list-style-type: none"> Bidding Documents as listed in the Auditorial Contract Review Analysis Sheet (ACRAS) for infrastructure. 		BAC Secretariat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure all necessary documents & proceed to acctg. dept.	Checks & certifies the completeness of documents, assigns DV number & signs Box A of DV.	None	30 mins.	<i>Municipal Accountant or Accountant II if Mun. Accountant is out.</i>
2. Proceed to MTO.	Signs Box B of DV, if funds are available.	None	5 mins.	<i>Municipal Treasurer</i>
3. Proceed to Mayor's Office.	Signs Box C of DV, if approved for payment.	None	15 mins.	<i>Municipal Mayor</i>
4. Proceed to MTO.	Prepares check.	None	20 mins.	<i>LRCO II</i>
5. Proceed to Mayor's Office.	Signs the check.	None	30 mins.	<i>Municipal Mayor</i>
6. Proceed to Acctg. Dept.	Prepares & Certifies Accountant's Advice.	None	30 mins.	<i>Administrative Aide VI /Administrative Aide IV / Administrative Assistant II</i>
7. Proceed to MTO.	Countersigns the check and release payment.	None	5 mins.	<i>Municipal Treasurer</i>



OFFICE OF THE MUNICIPAL AGRICULTURIST
Economic Governance



1. Provision of Technical Assistance on Crops, Livestock, & Fishery Production & Management

The office shall provide technical knowhow on crop, livestock, & fishery production & management to increase their production.

Office or Division:		Office of the Municipal Agriculturist		
Classification:		Simple		
Type of Transaction:		Government to Citizens		
Who may avail:		Farmers & fisherfolks		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook		None	3 min	<i>Agriculture Staff</i>
2. Assessment of services needed	Interview of client	None	5 min	<i>Agriculture Staff</i>
3. Provision of services	AT provides information to querries	None	5 min	<i>Municipal Agriculturist Agriculture Staff</i>
4. Farm/home visit	Inspection of crops & Livestock & provision of necessary technical assistance	None	1 Hours	<i>Municipal Agriculturist Agriculture Staff</i>



2. Provision of Farm Inputs & Seeds

The office aims to provide farm inputs & seeds to farmers to increase their yield & reduce production cost.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Farmers & Fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of RSBA enrollment client's copy	Verification of documents	None	10 min	
2. Signing of acknowledgement receipt	Issuance of acknowledgement receipt	None	5 min	
3. Receiving of farm inputs & seeds	Release of farm inputs & seeds	None	5 min	

3. Farmer Field School/Farmer Livestock School

The programs aims to update farmers & livestock raisers on the newest technology on crop & livestock sustainability & production

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Farmers & Fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of RSBA enrollment client's copy	Verification of documents	None	10 min	
2. Signing of acknowledgement receipt	Issuance of acknowledgement receipt	None	5 min	
3. Receiving of farm inputs & seeds	Release of farm inputs & seeds	None	5 min	



4. Free Antirabies Mass Vaccination

The office provides free antirabies vaccines to dog owners to prevent the occurrence of the deadly disease to both animals & human.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Dog Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		Barangay Captain		
2. Inventory of Dog population		Barangay Captain		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of approved letter of request & inventory of dog population	Receiving of request & scheduling of mass antirabies vaccination	None	10 min	<i>Agricultural Technology</i>
2. Conduct of mass vaccination	Vaccination of dogs, & masterlisting of vaccinated dogs	None	1 day	<i>Agriculture Staff</i>



OPERATION ON SLAUGHTERHOUSE

Economic Governance



1. Availment of Slaughtering & Meat Inspection Services

The slaughterhouse operations shall ensure the hygienic production of clean, fresh, safe & wholesome meat & meat products, dressed chicken & by products for the meat consuming public.

Office or Division:	Slaughterhouse Operations			
Classification:	Simple			
Type of Transaction:	Government to Businesses			
Who may avail:	Livestock Raisers, Livestock Dealer, Meat Vendors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Hogs:				
1.1 Brgy Cert		Brgy Captain		
1.2 Veterinary Health Certificate		Mun. Agriculture Office		
1.3 Veterinary Shipping Permit		Provincial Veterinary Quarantine Office		
2. For Large Animals:				
2.1 Brgy Cert		Brgy Captain		
2.2 Veterinary Health Certificate		Mun. Agriculture Office		
2.3 Veterinary shipping Permit		Provincial veterinary Quarantine Office		
2.4 Cert of Ownership for Large Cattle		Mun. Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Delivery of livestock to the slaughterhouse & presentation of documents.	Receiving of livestock, verification of documents, recording of data & physical inspection of the livestock	None	5 min	<i>Slaughterhouse Master/ Slaughterhouse Staff</i>
2. Marking of livestock for identification	Putting of identification marks to livestock	None	2 min	<i>Utility Worker</i>
3. Lairaging	Guide animals to their respective pens	None	3 min	<i>Utility Worker</i>
4. Rest period for livestock		None	4 hours	



5. Slaughtering of livestock	5.1 Inspection of livestock before slaughtering	None	9 hours	<i>Slaughterhouse Master/Meat Insp</i>
	5.2 Application of hygienic procedure of slaughtering	None		
	5.3 Inspection of carcass & entrails	None		
	5.4 Branding & weighing of carcass	None		
	5.5 Delivery of the carcass to the public market	None		

2. Availment of Post Meat Establishment inspection & control

The office ensures that all meat & meat products, dressed chicken & its by products being delivered to the public market for sale from other municipalities have undergone proper meat inspection.

Office or Division:	Slaughterhouse Operations			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Meat Dealers, Meat vendors, & processed meat dealers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For meat/meat products,& dressed chicken & by products				
1.1 Meat Inspection Certificate		Deputized Meat Inspector		
1.2 Veterinary Shipping Permit		BAI		
2. For processed meat				
2.1 Veterinary Shipping permit		BAI		
2.2 License to Operate		FDA		
2.3 Certificate of Product Registration		FDA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of documents to Meat Inspector on duty at the Public Market	Verification of documents & recording of products to be delivered	None	5 minutes	<i>Slaughterhouse Master/Meat Inspector</i>
2. Delivery of meat/meat products, dressed chicken & by products to meat stalls	Reinspection of meat products	None	10 minutes	<i>Slaughterhouse Master/Meat Inspector</i>



OPERATION ON MARKET

Economic Governance



1. Renewal of Lease Contract

The registered stall holders are required to renew their contract of lease annually stating there at the guidelines & conditions of their occupancy at the Public Market, Rosario, La Union.

Office or Division:	Market Operation and management Office			
Classification:	Complex			
Type of Transaction:	Government to Businesses			
Who may avail:	Registered Stall Holders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Application Form		Treasury Office		
• Cedula		Treasury Office		
• Updated License (O.R. Xerox Copy)		Treasury Office		
• Updated Stall Fee (O.R. Xerox copy)		Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and Accomplish application Form 2. Pay the required fee 3. Signing of Accomplished form by the applicant. Market Supervisor and Municipal Treasurer as the Witnesses and to be Approved by the Municipal Mayor 4. Receives Occupant's copy the Contract of Lease	Issued application Form	None	10 minutes	<i>LCRO I/ Adm. Aide I LCRO I</i>
	Issued O.R.	Subscription Fee P50.00	5 minutes	<i>LRCO I</i>
	Witnessed and approved Accomplished Form	None	1 day	<i>Market Supervisor III/ Municipal Treasurer/ Municipal Mayor</i>
	Released Contract of Lease	None	5 minutes	<i>LRCO I</i>



2. Calibration of Weighing Scale

All Business Establishments at the Rosario Public Market is required to have their weights and measures tested and calibrated to protect and ensure consumers that all the goods & commodities they buy are exact in weights/measures and in good conditions.

Office or Division:	Market Operation and Management Office			
Classification:	Complex			
Type of Transaction:	Government to Businesses			
Who may avail:	Business Establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Weighing Scale for calibration		Market Office		
• Pay the required fee		Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Log Book	Assisted the client	None	2 Minutes	<i>Market Inspector II</i>
2. Weighing Scale for calibration	Calibrated and sealed	None	1 Hour	<i>Administrative Aide I</i>
3. Pay the required fee	Issued Official Receipt	Calibration	5 Minutes	<i>Local Revenue Collection Officer I</i>



3. Branding of Large Animals

The service shall address the request of large animal owners

Office or Division:	Market Operation and Management Office			
Classification:	Complex			
Type of Transaction:	Government to Citizens			
Who may avail:	Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Valid I.D. /Government issued I.D./Machine copy of Birth Certificate 		Any government offices that issues I.D./PSA of Office of the Local Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Branding	Request granted	None	15 Minutes	<i>Market Supervisor III</i>
2. Sign the prepared documents		None	5 Minutes	<i>Market Inspector II Revenue Collection Clerk II</i>
3. Pay the required fees	Issued Official Receipt	COLC P 47.00 CTLC P 75.00	5 Minutes	<i>MTO Staff</i>
4. Processing of documents	Processed the documents	None	1 Day	<i>Market Staff</i>
5. Signing of documents	Signed the documents	None	1 Day	<i>Municipal Treasurer SB Secretary Municipal Mayor</i>
6. Releasing the documents of the owner	Released documents to the owner	None	5 Minutes	<i>Market Supervisor III Revenue Collection Clerk II</i>



GENERAL SERVICES OFFICE
Economic Governance



1. Utilization and distribution of supplies and equipments Non-Frontline

Office or Division:	Services Office			
Classification:	General Services			
Type of Transaction:	GOVERNMENT TO GOVERNMENT			
Who may avail:	All department offices in the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Three (3) copies supply availability in every form		General Services Office		
2. One (1) set Requisition and Issue Slip Form		General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit supply Availability Inquiry Form	1. Fill-up Supply Availability Inquiry Form	None	10 mins.	OIC-GSO or AA III
2. Prepare Requisition and Issue Slip Form	2. Approved and affix signature of supply			
3. Submit Approved Requisition and Issue Slip Form	3. Issue supplies requested			



2. Procurement Planning

Office or Division:	Services Office			
Classification:	General Services			
Type of Transaction:	Procurement Planning			
Who may avail:	All department offices in the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Annual Procurement Plan-CSE Form		General Services Office		
2. Current Pricelist		General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation of Annual Procurement Plan-Common use Office Supplies and Equipment	1. Issuance of memorandum for the preparation of Annual Procurement Plan-Common use Office Supplies and Equipment	None	End of July	OIC-GSO or AA III



3. Procurement of Supplies and Equipment

Office or Division:	General Services Office			
Classification:	General Services			
Type of Transaction:	Procurement of Supplies and Equipment			
Who may avail:	All department offices in the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) set Purchase Request		General Services Office		
2. One (1) set Purchase Order		General Services Office		
3. Delivery Receipt		Supplier		
4. Inspection and Acceptance Report		General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation of Purchase Request and Purchase Order	1. Record Purchase Request	None	10 minutes	<i>OIC-GSO</i>
2. Seek approval of approving officers of Purchase Request	2. Submit Purchase Request and Purchase Order to Bids and Awards (BAC) Office		5 minutes	<i>or</i> <i>AA III</i>



4. Procurement of Supplies and Equipment

Office or Division:	General Services Office			
Classification:	General Services			
Type of Transaction:	Issuance of Municipal Vehicles			
Who may avail:	All department offices in the municipality and/or people of Rosario			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mayor's approval		Office of the Mayor		
2. Approved Trip Ticket of drivers		Office of the Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for municipal vehicle or municipal ambulance at Mayor's Office	1.1. Schedule driver/ drivers 1.2. Drivers prepare trip tickets 1.3. Issue municipal vehicle key to driver	None	5 minutes	OIC-GSO or AA III



OFFICE OF THE MUNICIPAL ENGINEER
Administrative Governance



1. Issuance of Building Permit

A Building Permit is required prior to construction, alteration, major repair, or renovation or conversion of any building/structure owned by government or private entities.

The Permit becomes null and void if work does not commence within 1 year from the date of such permit or if the building or work is suspended or abandoned at any time after it has been commenced for a period of 120 days.

Office or Division:	Engineering Office			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Any individual/establishment who are going to construct a building			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance		Barangay (Location of Building)		
2. Community Tax Certificate		Treasury		
3. 5 sets of Plans, Specification and Estimated Cost		Private Engineer (Civil Engineer)		
4. Structural Analysis (3 or more storey buildings)		Private Engineer (Civil Engineer)		
5. Seismic analysis if building is more than 7.5 meters in height		Private Engineer (Civil Engineer)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Review and validate submitted documents	None	3 minutes	Engineer II OIC Mun. Engineer
2. Pay Building Permit Fee at the Treasury Office while your documents are processed.	Order of Payment Fees shall be subject to the rate of computation stated in the Revenue Code		2 minutes	Engineer II OIC Mun. Engineer
3. Return to the Municipal Engineering Office & get approval of Building Permit	Released of Approved Building Permit		2 minutes	<i>Engineering Staff</i>



2. Issuance of Occupancy Permit

An Occupancy Permit is required before any building or structure is used or occupied. It is usually secured after the completion of a structure.

It is also required if there is any change in the existing use or occupancy classification of a building, structure or any portion.

Office or Division:	Engineering Office			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Any individual/establishment who are going to change the existing occupancy classification of a building structure			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Completion		Engineering Office/Private Engineer (Civil Engineer)		
2. As-Built Plans		Engineering Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Review and validate submitted documents	None	2 minutes	Engineer II OIC Mun. Engineer
2. Pay the required fee at the Treasury Office while your documents are processed	Order of Payment		3 minutes	MTO-Collector
3. Return to the Municipal Engineering Office & get approval of Building Permit	Released of Approved Occupancy Permit		2 minutes	<i>Engineering Staff</i>



3. Issuance of Zoning Clearance for Building Permit

All enterprises and private persons constructing a new building or applying for expansion/renovation are required to secure a zoning clearance upon application for building permit. This should be done before the start of construction to ensure that the building/business is allowed in the chosen location as per Rosario Land Use Plan (RLUP).

Office or Division:	Engineering Office			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All enterprises and private persons constructing a new building			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form for Zoning Clearance		Engineering/Zoning Office		
2. Perspective duly signed by an Architect		Private Engineer (Civil Engineer)		
3. Lot Plan		Private Engineer (Civil Engineer)		
4. Bill of Materials		Private Engineer (Civil Engineer)		
5. Transfer of Certificate of Title (TCT)		Owner		
6. Real Property Tax Declaration		Assessor's Office		
7. Certificate of Real Property Tax Payment		Assessor's Office		
8. If lot is now owned: a. Contract of Lease b. Authorization to Occupy Lot/Affidavit		Notary Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit pertinent documents	Review, assessed & get Order of Payment	None	3 minutes	Zoning Officer I
2. Pay the required fee at the Treasury Office	Order of Payment Refer to attached schedule of Zoning/Locational Clearance Fee		3 minutes	MTO-Collector



4. Processing of Permit to hang Streamer, conduct of Mobile Advertisement to promote a product, parade or motorcade

These permits are regulatory in nature. Fess are collected to cover the cost of regulation and maintenance of these facilities.

Office or Division:	Engineering Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All individual/establishment who wants to advertise			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Engineering Office and get order of Payment		None	2 minutes	Zoning Officer I
2. Pay the required fee at the Treasury Office	Order of Payment		2 minutes	MTO-Collector



**MUNICIPAL ENVIRONMENT AND NATURAL
RESOURCES OFFICE
Environmental Governance**



1. Issuance of Environmental Clearance

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ECC/CNC (if applicable), Waste Management Plan (if applicable), Pictures of Available Garbage Bins, MRF				
Proof of Planted Trees/Donation of Seedlings				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of duly accomplished Application Form	Interview the client	none		<i>MENRO Staff</i>
2. Evaluation of Requirements submitted	Review submitted documents	none	2 minutes	<i>MENRO Staff/MENRO Head</i>
3. Assessment of Fee/s	Issue Official Receipt	P 300.00	15 seconds	<i>MTO personnel</i>
4. Encoding and Printing of Clearance	Prepare & processing of documents	none	3 minutes	<i>MENRO Staff</i>
5. Recommendation and Approval		none	1 minute	<i>MENRO Head/LCE</i>
6. Release of Clearance	Issuance of Clearance	none	30 seconds	



2. Endorsement/Permit of Tree Cutting

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request, Proof of Lot Ownership, Tax Declaration, Updated Tax Receipt, Barangay Certification, Pictures of Trees Applied for cutting, Photocopy of Chainsaw Registration, Commitment of Tree Replacement or Seedlings Donation, ECC/CNC (if applicable), Tree Plantation Registration (if available)				
Proof of Planted Trees/Donation of Seedlings				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of duly accomplished Application Form	Interview the client	none		<i>MENRO Staff</i>
2. Evaluation of Requirements submitted	Review submitted documents	none	3 minutes	<i>MENRO Staff/MENRO Head</i>
3. Assessment of Fee/s	Issue Official Receipt	P50.00/Tree	15 seconds	<i>MTO personnel</i>
4. Encoding and Printing of Clearance	Prepare & processing of documents	none	3 minutes	<i>MENRO Staff</i>
5. Recommendation and Approval		none	1 minute	<i>MENRO Head/LCE</i>
6. Release of Clearance	Issuance of Clearance	none	30 seconds	



3. Certification for Chainsaw Registration

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt, Serial Number, Specification				
Proof of Planted Trees/Donation of Seedlings				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of duly accomplished Application Form	Interview the client	none		<i>MENRO Staff</i>
2. Evaluation of Requirements submitted	Review submitted documents	none	2 minutes	<i>MENRO Staff/MENRO Head</i>
3. Assessment of Fee/s	Issue Official Receipt	P1,000.00	10 seconds	<i>MTO personnel</i>
4. Encoding and Printing of Clearance	Prepare & processing of documents	none	3 minutes	<i>MENRO Staff</i>
5. Recommendation and Approval		none	10 second	<i>MENRO Head</i>
6. Release of Clearance	Issuance of Clearance	none	30 seconds	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Send your Feedback thru text or call: LGU-Hotline-09173060505; RosarioElyu A Happy Town; FB Account
How feedbacks are processed	The FB Administrator will immediately inform the Local Chief Executive on said feedback for his immediate actions
How to file a complaint	Accomplish our Feedback Form available at the Public Assistance & Complaint Desk (PACD) and drop at the Mamamayan Muna Suggestion Box or directly submit the complaint to the Bilis Aksyon Partner/HRMO
How complaints are processed	<ul style="list-style-type: none"> • The Bilis Aksyon Partner receives feedbacks/complaints from the clientele • Inform the Local Chief Executive of feedbacks/complaints received • Discuss with the Immediate Supervisor of concerned employee regarding the complaint • Schedule conference with the complainant and the employee complaint of Inform/Update the Local Chief Executive About the status/development of said complaint
Contact Information of CCB, PCC, ARTA	



HOTLINE		
Office	Address	Contact Information
Business Permits and Licensing Office	Poblacion East, Rosario, La Union	09272586902
Office of the Municipal Treasurer	Poblacion East, Rosario, La Union	09176820737
Office of the Municipal Civil Registrar	Poblacion East, Rosario, La Union	09173766171
Office of the Municipal Assessor	Poblacion East, Rosario, La Union	09171261798
Office of the Municipal Health Officer	Poblacion East, Rosario, La Union	09998830676
Municipal Engineering Office	Poblacion East, Rosario, La Union	09513520507
Office of the Mayor	Poblacion East, Rosario, La Union	09173060505
Office of the Vice Mayor/Sanggunian Bayan	Poblacion East, Rosario, La Union	09298608018
Office of the Human Resource Management Officer/Public Employment Service Office	Poblacion East, Rosario, La Union	09277773898
Municipal Planning and Development Coordinator	Poblacion East, Rosario, La Union	09208719608
Municipal Disaster and Risk Reduction Office	Poblacion East, Rosario, La Union	09057014082
Office of the Municipal Social Welfare and Development Officer	Poblacion East, Rosario, La Union	09178001233
Office of the Municipal Budget Officer	Poblacion East, Rosario, La Union	09163816404
Office of the Municipal Accounting Officer	Poblacion East, Rosario, La Union	09178964225
Municipal Environment and Natural Resource Office	Poblacion East, Rosario, La Union	09988575346
Office of the Municipal Agriculture Office	Poblacion East, Rosario, La Union	09165021894
Operation on SlaughterHouse	Carunoan West, Rosario, La Union	09196736302
Market Operations	Poblacion East, Rosario, La Union	09395662496