



MONCADA LOCAL GOVERNMENT UNIT

CITIZEN'S CHARTER

2018 (2<sup>nd</sup> Edition)



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## AGENCY PROFILE

### I. **Mandate:**

The R.A. 7160 also known as the Local Government Code of 1991 gives the local governments the powers to ensure the preservation and enhancement of culture, promotion of health and safety, right of people to a balanced ecology, development of technological capabilities, improvement of public morals, economic prosperity and social justice, full employment of residents, peace and order, and the convenience of inhabitants.

### II. **Vision:**

A diversified agricultural economy in the Province that is dynamic and competitive with a peaceful, safe and resilient community, anchored on good governance with God-loving and participative people living in an ecologically-balanced environment with towards inclusive growth and sustainable development.

### III. **Mission:**

To ensure responsive governance, sustainable economic growth and human development, lasting peace and order, convenient and healthy lifestyles and environmental protection.

### IV. **Service Pledge:**

**MONCADA LOCAL GOVERNMENT UNIT** is committed to provide quality, prompt, and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M., without noon breaks;

**Oblige** ourselves, our employees and all our instrumentalities, to serve the people, with the end in view of achieving the vision for development and fulfilling the mission that we sworn to uphold;

**Negotiated** for a common goal to promote transparent accountable governance, vouch for elimination of red-tape and all forms of corruption in the local government;

**Committed** to client/customer-oriented and efficiency driven public service;  
**Assist** promptly and acknowledge the needs of each customer/client, with utmost professionalism due them;

**Designate** staff to attend customer/client concern/s during noon break;

**Aspire** to achieve with greater efficiency and in the shortest possible time, the delivery of every government service rendered.



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## **Mayor's Office**

## **External Services**



## 1. Issuance of Mayor's Clearance

Mayor's clearance is issued to the grantee upon his/her verbal request for clearance purposes.

<b>Office or Division:</b>	Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	Any individual who has no criminal records or case pending before the Barangay Captain, Municipal Judge, and Station Commander of this town.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Clearance		Barangay where the grantee resides.		
2. Community Tax Certificate		Municipal Treasury		
3. Police Clearance		PNP		
4. Municipal Trial Court Clearance		MCTC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents.	1. Verify requirements.	None	1 minute	<i>Administrative Officer 1 /Clerk Mayor's Office</i>
2. Pay fees.	2. Accept payment and issue Official Receipt.	Php 100.00	5 minutes	<i>Revenue Collection Clerk Mayor's Office</i>
3. Present Official Receipt.	3. Prepare Clearance.	None	3 minutes	<i>Administrative Officer 1 /Clerk and Municipal Mayor Mayor's Office</i>
4. Claim Mayor's Clearance.	4. Release Clearance.	None	1 minute	<i>Administrative Officer 1 /Clerk Mayor's Office</i>





## 2. Issuance of Mayor's Permit to Hold a Dance Party

Mayor's Permit to Hold a Dance Party is granted to the person or party for the occasion/affair or celebration, on the date, time and place.

<b>Office or Division:</b>	Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	A Person or Party hosting the affair/occasion			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Business Permit of Sound System		Address of the Sound System Owner.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Permit and submit requirements.	1. Verify requirements.	None	1 Minute	<i>Administrative Officer 1 /Clerk Mayor's Office</i>
2. Pay fees.	2. Accept payment and issue Official Receipt.	Php 100.00	5 Minutes	<i>Revenue collection Clerk Treasury Office</i>
3. Present Official Receipt.	3. Prepare Permit.	None	3 Minutes	<i>Administrative Officer 1 /Clerk and Municipal Mayor Mayor's Office</i>
4. Claim Mayor's Permit.	4. Release Permit.	None	1 Minute	<i>Administrative Officer 1 /Clerk Mayor's Office</i>



### 3. Issuance of Mayor's Permit to Use the Public Plaza

Mayor's Permit to Use the Public Plaza is granted to the person or party for the occasion/affair or celebration.

<b>Office or Division:</b>	Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	Person or Party hosting the affair/occasion			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Written Request to Use the Public Plaza		Person or Party hosting the affair/occasion		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Written Request for Permit and the requirements.	1. Verify Requirements.	None	1 Minute	<i>Administrative Officer 1 /Clerk Mayor's Office</i>
2. Pay fees.	2. Accept payment and issue Official Receipt.	Day Time (8:00 AM-5:00 PM)-Php 5,000.00 Minimum of Php 2,500.00 Night Time (6:00 PM – 2:00 AM) – Php 7,000.00 Minimum of Php 3,500.00	5 Minutes	<i>Revenue Collection Clerk Treasury Office</i>
3. Present Official Receipt.	3. Prepare Permit.	None	3 Minutes	<i>Administrative Officer 1 /Clerk and Municipal Mayor Mayor's Office</i>
4. Claim Mayor's Permit.	4. Release Mayor's Permit.	None	1 Minute	<i>Administrative Officer 1 /Clerk Mayor's Office</i>



#### 4. Issuance of Mayor's Permit for the Rental of Auditorium Café

Mayor's Permit for the Rental of Auditorium Café is granted to the person or party for the occasion/affair or celebration.

<b>Office or Division:</b>	Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	Person or Party hosting the affair/occasion			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter stating the purpose or occasion, the date and time of the event.		Person or Party hosting the affair/occasion		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Written Request for Permit.	1. Verify Written Request	None	1 Minute	<i>Administrative Officer 1 /Clerk Mayor's Office</i>
2. Pay fees.	2. Accept payment and issue Official Receipt.	Please see table below*	5 Minutes	<i>Revenue Collection Clerk Treasury Office</i>
3. Present Official Receipt.	3. Prepare Permit.	None	3 Minutes	<i>Administrative Officer 1 /Clerk and Municipal Mayor Mayor's Office</i>
4. Claim Mayor's Permit.	4. Release Mayor's Permit.	None	1 Minute	<i>Administrative Officer 1 /Clerk Mayor's Office</i>

\*

	Day Time (8:00 AM-5:00 PM)	Extension	Night Time (6:00 PM-12 Midnight)	Extension
Audi Café 1	3,000.00/6 hours	500.00/hour	5,000.00/6 hours	800.00/hour
Audi Café 2	3,000.00/6 hours	500.00/hour	5,000.00/6 hours	800.00/hour
Audi Café 1 & 2	6,000.00/6 hours	1,000.00/hour	10,000.00/6 hours	1,600.00/hour



## 5. Issuance of Mayor's Permit for the Rental of Sound System

Mayor's Permit for the Rental of Sound System is granted to the person or party for the occasion/affair or celebration.

<b>Office or Division:</b>	Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	A Person or Party hosting the affair/occasion			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Written Request for the Rental of Sound System.	1. Verify Written Request.	None	1 Minute	<i>Administrative Officer 1 /Clerk Mayor's Office</i>
2. Pay fees.	2. Accept payment and issue Official Receipt.	*Day Time (8:00 AM-5:00 PM)-Php 3,500.00 *Half Day (8:00 AM-12 NOON) – Php 2,000.00 *(1:00 PM-6:00 PM)-- Php 2,000.00 *Night Time (6:00 PM – 12 Midnight) Php 3,500.00 *Variety Show/Disco (w/ lights & accessories)- Php 4,500.00	5 Minutes	<i>Revenue Collection Clerk Treasury Office</i>
3. Present Official Receipt.	3. Prepare Permit.	None	3 Minutes	<i>Administrative Officer 1 /Clerk and Municipal Mayor Mayor's Office</i>
4. Claim Mayor's Permit.	4. Release Mayor's Permit.	None	1 Minute	<i>Administrative Officer 1 /Clerk Mayor's Office</i>



## 6. Preparation of Affidavits

Issued to the person or party upon verbal request.

<b>Office or Division:</b>	Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	A Person or Party requesting			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Two (2) disinterested persons/witnesses for Late Illegitimate				
2. Community Tax Certificate of Witnesses and or Affiants		Treasury Office		
3. Community Tax Certificate ( <i>Cedula</i> )		Treasury Office		
4. Community Tax Certificate of Attendant at Birth		Treasury Office/Attendant at Birth's Own Copy of CTC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request Needed Affidavit and submit requirements	1. Verify requirements	None	1 Minute	<i>Administrative Officer 1 /Clerk Mayor's Office</i>
2. Pay fees.	2. Accept payment and issue Official Receipt.	Php 100.00 for Late; Php 300.00 for Late Illegitimate	5 Minutes	<i>Revenue Collection Clerk Treasury Office</i>
3. Present Official Receipt.	3. Prepare needed affidavit.	None	4 Minutes	<i>Administrative Officer 1 /Clerk and Municipal Mayor Mayor's Office</i>
4. Claim Affidavit.	4. Release Affidavit.	None	1 Minute	<i>Administrative Officer 1 /Clerk Mayor's Office</i>



## 7. Filing, Handling and Response to Queries/Complaints and Feedback (WALK-IN)

In order to deliver professionalism, transparency and accountability, a Public Assistance Center/Desk (PACD) is manned by an employee knowledgeable on the frontline services, consultation and advices. Likewise, the person-in-charge is the one to receive queries and filed complaints in the form of short message service or other mechanisms by which clients can adequately express their complaints, suggestions or comments.

<b>Office or Division:</b>	Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	Any Concerned Person/Citizen.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Form 1- For Commendation		PACD		
Form 2- For Request for Assistance		PACD		
Form 3- For Complaint		PACD		
Form 4- For Suggestion		PACD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secures & fill-up form properly and submit to the PACD.	1. Summarizes complaints, analyze and take appropriate action.  Informs the client of the actions taken through letter or sms message.  If not within the level of authority, endorses summary of complaints/feedb acks to the Dept. Head concerned.	None	8 Hours	<i>Dept. Head/ Designated Personnel All Offices</i>



## 8. Filing, Handling and Response to queries/Complaints and Feedback (FROM SUGGESTION BOX)

In order to deliver professionalism, transparency and accountability, a Public Assistance Center/Desk (PACD) is manned by an employee knowledgeable on the frontline services, consultation and advices. Likewise, the person-in-charge is the one to receive queries and filed complaints in the form of short message service or other mechanisms by which clients can adequately express their complaints, suggestions or comments.

<b>Office or Division:</b>	Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	Any Concerned Person/Citizen.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Form 1- For Commendation		PACD		
Form 2- For Request for Assistance		PACD		
Form 3- For Complaint		PACD		
Form 4- For Suggestion		PACD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secures, fills-up properly the form provided near the suggestion box at the PACD & drops the same.	1. Summarizes complaints, analyze and take appropriate action.  Informs the client of the actions taken through letter or sms message.  Informs the client of the actions taken through letter or sms message.	None	5 days	<i>Dept. Head/ Designated Personnel All Offices</i>



# **Municipal Social Welfare and Development Office**

## **External Services**





## 1. Securing Certificate of Indigency

Certificate of Indigency is a certification issued by the Municipal Social Welfare and Development Office certifying that the said client/applicant belongs to the indigent families in their barangay as certified by their barangay captains.

<b>Office or Division:</b>	Municipal Social Welfare Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	Any Concerned Person/Citizen.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Certification		Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Certificate of Indigency from barangay.	1. Accept the certificate and interview the client.	None	3 Minutes	<i>Admin Asst. /Clerk</i> Office of the MSWDO
2. Wait for data encoding.	2. Encode data of the applicant and prepare Certificate of Indigency.	None	1 Minute	<i>Admin Asst. /Clerk</i> Office of the MSWDO
3. Claim Certificate of Indigency.	3. Release Certificate of Indigency.	None	1 Minute	<i>Admin Asst. /Clerk</i> Office of the MSWDO



## 2. Securing a Social Case Study Report

Social Case Study Report – it is a referral letter or a case study (prepared by the MSWDO or a social worker) for the concerned agencies like PCSO, Hospitals and referrals of clients to other service providers of other agencies concerned.

<b>Office or Division:</b>	Municipal Social Welfare Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	Any Concerned Person/Citizen.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Indigency		MSWDO		
2. Medical Abstract				
3. Referral from the Hospital				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit medical abstract and endorsement letter from the hospital	1. Accept and check the requirements.	None	2 Minutes	<i>MSWDO/ Admin. Asst. 1</i> Office of the MSWDO
2. Provide needed information.	2. Interview the client.	None	5 Minutes	<i>MSWDO/Admin. Asst. 1</i> Office of the MSWDO
3. Wait for data encoding.	3. Encode data of the client and prepare Social Case Study Report.	None	10 Minutes	<i>MSWDO/ Admin. Asst. 1</i> Office of the MSWDO
4. Claim Social Case Study Report.	4. Release Social Case Study Report signed by MSWDO.	None	2 Minutes	<i>MSWDO/ Admin Asst. 1</i> Office of the MSWDO



### 3. Securing of Person with Disability I.D. and Purchase Booklet

Persons with Disabilities are those suffering from restriction of different abilities, as a result of a mental, physical or sensory impairment, to perform an activity in the manner or within the range considered normal for a human being.

<b>Office or Division:</b>	Municipal Social Welfare Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	Any Concerned Person/Citizen.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Membership Form				
2. Two (2) pcs. – 1 x 1 ID Picture				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Medical certificate and Two (2) pcs (1x1 picture).	1. Accept and check the requirements.	None	2 Minutes	<i>MSWD Clerk</i> Office of the MSWDO
2. Give needed information.	2. Interview the client to fill out the form and prepare the PWD I.D. and Booklet.	None	4 Minutes	<i>MSWD Clerk</i> Office of the MSWDO
3. Check the ID and sign.	3. Laminate and issue PWD I.D. and booklet.	Php 20.00	3 Minutes	<i>MSWD Clerk</i> Office of the MSWDO



#### 4. Securing Pre-Marriage Counseling Certificate

Pre-marriage counseling is a one day orientation and counseling to would-be couples on Responsible Parenthood and Family Planning. This is a Presidential Decree No. 965 as a pre-requisite for securing the marriage license of the couple.

<b>Office or Division:</b>	Municipal Social Welfare Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	Any Concerned Person/Citizen.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Notice and Application of Marriage issued by the Municipal Civil Registrar		Municipal Civil Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Pre-Marriage Counseling and provide information.	1. Check the data given.	None	5 Minutes	<i>MSWDO</i> Office of the MSWDO
2. Attend Pre-Marriage Counseling	2. Conduct Pre-marriage Counseling.	None	3 Minutes	<i>Admin.Asst.1</i> Office of the MSWDO
3. Wait for data encoding.	3. Type the PMC Certificate.	None	3 Minutes	<i>Clerk</i> Office of the MSWDO
4. Check and Claim the PMC Certificate.	4. Sign and Issue PMC Certificate.	None	2 Minutes	<i>MSWDO</i> Office of the MSWDO



## 5. Securing Senior Citizen's I.D.

Senior Citizen shall mean any resident citizen of the Philippines and at least 60 years of age and above

The grant of 20% discount from all the establishments relative to the utilization of services in hotels, restaurants and recreation centers and purchase of medicines in all establishments for the exclusive use or enjoyment of Senior Citizens, including funeral and burials services for the death of Senior Citizens.

<b>Office or Division:</b>	Municipal Social Welfare Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	Any Concerned Person/Citizen.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Membership Form		OSCA		
2. 2 pcs – 1 x 1 ID Picture		Photo Printing Businesses/Shops		
3. 1 pc. – 2 x 2 ID Picture		Photo Printing Businesses/Shops		
4. Registration Form for Senior		OSCA		
5. Community Tax Certificate (CTC)		Treasury Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished CTC and other requirements.	1. Accept and check the requirements.	None	2 Minutes	SC Clerk Office of the Senior Citizen Affairs
2. Provide needed information.	2. Interview the client to fill out the form.	None	5 Minutes	SC Clerk Office of the Senior Citizen Affairs
3. Check the ID and sign.	3. Issue and release of Senior Citizen ID.	Php 20.00 for New Member Php 170.00 payment for Lost ID (should be paid in the Municipal Treasury and present Official Receipt to MSWD Office)	1 Minute	SC Clerk Office of the Senior Citizen Affairs



## 6. Securing Solo Parents I.D.

Solo Parents refer to counseling service to Solo Parents to help them resolve conflict and depression brought about by the loss or absence of their spouses either by abandonment, separation, divorce, death or overseas employment.

<b>Office or Division:</b>	Municipal Social Welfare Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	Any Concerned Person/Citizen.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Certificate		Barangay Hall		
2. One (1) pc 1 x 1 ID picture		Owner to provide		
3. Application Form for Solo Parents		MSWDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit certification from barangay and 2 pcs (1x1 picture)	1. Accept and check the requirements.	None	2 Minutes	<i>Clerk</i> Office of the MSWDO
2. Provide needed information.	2. Interview the client to fill out the form and type ID.	None	5 Minutes	<i>Clerk</i> Office of the MSWDO
3. Check the ID and sign.	3. Laminate and issue SC ID.	Php 20.00	3 Minutes	<i>Clerk</i> Office of the MSWDO



# **Municipal Civil Registrar's Office**

## **External Services**



## 1. Application for Marriage License

All couples of legal age intending to get married must apply for marriage license at the Local Civil Registry Office. A Marriage license is valid in any part of the Philippines for a period of 120 days from the date of issue.

<b>Office or Division:</b>	Municipal Civil Registrar's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizens
<b>Who may avail:</b>	Both contracting parties
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. For applicants 25 years old and above: a. Accomplished Application for Marriage License Form b. Birth/Baptismal Certificates c. Attend Family Planning Seminar (ONCE ONLY) at DSWD. Schedule is every Wednesday at 8:00 AM to 5:00 PM d. Certificate of No Marriage Record (CENOMAR) issued by PSA e. Community Tax Certificate ( <i>Cedula</i> ) f. Death Certificate (If widow or widower)	MCRO  Owner's Copy MSWDO  PSA Treasury Office MCR/Owner's Copy
2. For applicants 18 to 24 years old: a. Accomplished Application for Marriage License Form b. Consent of Parents/Advice of Parents Sought c. Birth/ Baptismal Certificates d. Attend Family Planning Seminar/Marriage Counseling (ONCE ONLY) at DSWD. Schedule is every Wednesday at 8:00 AM to 5:00PM e. Certificate of No Marriage Record (CENOMAR) f. Community Tax Certificate ( <i>Cedula</i> )	MCRO  Parents of contracting parties  Church/Owner's Copy MSWDO  PSA  Treasury Office
3. Additional requirements for Foreign Applicants: a. Submit Certificate of No Legal Impediment to Contract Marriage/ Legal Capacity secured from the concerned Embassy in the Philippines	





b. Certificate of Divorce/ Divorce Papers if Divorced				
4. For Applicants Whose Marriage Has Been Previously Annulled: a. Submit CTC of Court Decree re: Declaration of Nullity of Marriage b. CTC of Certificate of Marriage with annotation (PSA or LCR Copy)				
5. For Widow/Widower Applicants: a. Certificate of Death of Husband / Wife				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements.	1. Review requirements and interview contracting parties and issue order of payment.	None	4 Minutes	<i>Administrative Assistant</i> MCRO
2. Pay fees.	2. Accept payment and Issue Official Receipt.	Church Wedding – Php 800.00 & Civil Wedding Php 1,100.00	2 Minutes	<i>Revenue Collection Clerk</i> Treasury Office
3. Present Official Receipt.	3. Prepare and accomplish Application for Marriage License form and other forms needed.	None	10 Minutes	<i>Registration Officer/ Administrative Assistant/ MCR</i> MCRO
4. Check entries and sign Application for Marriage License.	4. Sign and seal accomplished documents.	None	3 Minutes	<i>Registration Officer/MCR</i> MCRO
5. Claim the owner's copy of the Application for Marriage License.	5. Release owner's copy of the Application for Marriage License and give instructions on what to do next (Advice applicants to return to secure their marriage license on the 11th day from the date of submission to comply with.	None	1 Minute	<i>Administrative Assistant</i> MCRO



## 2. Issuance of Transcription/Certification of Births, Deaths and Marriage Document

A transcription is issued to a client requesting for his/her registered document/s in the MCRO of Moncada. When a record is not available or destroyed by war, a certification is issued.

<b>Office or Division:</b>	Municipal Civil Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	Any person who was born, married and died in the jurisdiction of the Municipality of Moncada.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. For transcription/certification of Birth record: - Name of the Child - Birth Date - Parents				
2. For transcription/certification of Marriage record: - Name of Husband & Wife - Date of Marriage				
3. For transcription/certification of Death record: - Name of the Deceased Person - Date of Death				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get transaction number.	1. Call number and issue a request slip & conduct brief interview	None	5 Minutes	<i>Administrative Assistant MCRO</i>
2. Submit the accomplished request slip.	2. Accept and search encoded record in the Register of Births, Marriage and Deaths. Issue order of payment.	None	3 Minutes	<i>Administrative Assistant MCRO</i>
3. Pay fees.	3. Process payment and issue Official Receipt.	Transcription – Php 150.00	2 Minutes	<i>Revenue Collection Clerk Treasury Office</i>



		Certification – Php 100.00		
4. Present the Official Receipt.	4. Verify the OR and attach the same to the Transcription/ Certification.	None	1 Minute	<i>Registration Officer/MCR MCRO</i>
5. Claim the requested Transcription/ Certification.	5. Sign, seal and release the Transcription/ Certification.	None	1 Minute	<i>Administrative Assistant MCRO</i>



### 3. Legitimation by Subsequent Marriage of Parents

Legitimation is a remedy by means of which those who in fact were not born in wedlock and should, therefore, be considered illegitimate, are, by fiction, considered legitimate, it being supposed that they were born when their parents were already validly married. (1 Manresa 550, as cited on p. 251, Handbook on Family Code of the Philippines, Alicia V. Sempio-Diy).

Only children conceived and born outside of wedlock of parents who at the time of the conception of the former, were not disqualified by any impediments to marry each other, may be legitimated. (Art. 177, Family Code)

Legitimation of children by subsequent marriage of parents shall be recorded in the civil registry office of the place where the birth was recorded.

<b>Office or Division:</b>	Municipal Civil Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	Parents of the child or person to be legitimated			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Affidavit of Legitimation duly executed by the parents of the child to be legitimated.		Law Firm/Lawyer		
2. Baptismal Certificate		Owner's Copy		
3. PSA Copy of the COLB of the child to be legitimated		PSA		
4. Certificate of Marriage of Parents		MCR/Owner's Copy		
5. Advisory on Marriages of the parents/CENOMAR		PSA		
6. Community Tax Certificate/ Cedula		Treasury Office		
7. Death Certificate (If the mother or father is deceased)		MCR/Owner's Copy		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements.	1. Accept and review Affidavit of Legitimation and other requirements submitted and issue order of payment.	None	3 Minutes	<i>Administrative Assistant</i> MCRO
2. Pay fees.	2. Accept payment and Issue Official Receipt.	Php 250.00	2 Minutes	<i>Revenue Collection Clerk</i> Treasury Office



3. Present Official Receipt.	3. Proceed with the registration of the document in the Register of Legal Instruments. Prepare Certificate of Deed of Legitimation and place remarks / annotations in the civil registry document.	None	15 Minutes	Registration Officer/ Administrative Assistant/ MCR MCRO
4. Check documents and sign on the Legal Instrument that was registered	4. Sign and seal accomplished documents.	None	3 Minutes	Registration Officer/MCR MCRO
5. Claim the owner's copy of the legitimation documents	5. Release owner's copy of the legitimation documents and give instructions on what to do next	None	1 Minute	Administrative Assistant MCRO



#### 4. Registration of Birth Certificate, Marriage Certificate and Death Certificate

A Certificate of Live Birth is accomplished to establish the identity of a person. In the same manner, a Certificate of Marriage is a document to prove a married status of an individual. The Certificate of Death proves, on the other hand the termination of an individual's temporal existence.

<b>Office or Division:</b>	Municipal Civil Registrar's Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Citizens	
<b>Who may avail:</b>	Any person who was born, married and died in the jurisdiction of the Municipality of Moncada.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly accomplished COLB, COM, COD	MCR	
2. For Late Registration: a. PSA Negative Result b. Affidavit of Late Registration c. Atleast two of the ffg. Items: c.1. Baptismal Certificate if Applicable c.2. School Records if Applicable c.3. Voter's Affidavit/Certification if Applicable c.4. Marriage Contract if Married	PSA Law Firm/Lawyer  Owner Owner COMELEC  MCR	
3. Additional requirements for illegitimate children: a. If child is illegitimate and was born after August 3, 1988 and is 0-6 years old: a.1. Affidavit of Acknowledgement of Paternity executed by the father a.2. Affidavit to use the surname of the father executed by the mother b. If child is illegitimate and was born after August 3, 1988 and is 7-17 years old: b.1. Affidavit of Acknowledgement of Paternity executed by the father b.2. Affidavit to use the surname of the father executed by the child b.3. Sworn attestation by the mother		



<p>c. If child is illegitimate and was born after August 3, 1988 and is 18 years old and above:</p> <p>c.1. Affidavit of Acknowledgement of Paternity executed by the father</p> <p>c.2. Affidavit to use the surname of the father executed by the child</p>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished COLB/COM/COD with supporting documents.	1. Review submitted documents and issue order of payment.	None	2 Minutes	<i>Administrative Assistant MCRO</i>
2. Pay fees.	2. Accept payment and Issue Official Receipt.	COLB – Php 200.00 COM – Php 100.00 COD – Php 100.00 For Late Registration of Birth and Marriage Certificate: Php 10.00 / year plus Php 200.00 Misc. fee – Php 25.00 Other MCR Fees: Adoption- Php250.00 Naturalization – Php 250.00 Change of Name – Php 250.00 Court Order – Php 250.00 For Certified Copies of	2 Minutes	<i>Revenue Collection Clerk Treasury Office</i>



		<p>Any Document In the register for each page – Php100.00</p> <p>Burial Fees: Burial fee – Php 150.00</p> <p>Exhumation Fee – Php 150.00</p> <p>Transfer of Cadaver – Php 150.00</p> <p>Certification Fee – Php 150.00</p> <p>Cadaver transferred Outside Moncada Rental of Lot – Php105.00</p>		
3. Present Official Receipt.	3. Register in the Book of Registry.	None	5 Minutes	<i>Registration Officer/ administrative Assistant/ MCR MCRO</i>
4. Check entries and sign COLB/COM/COD.	4. Sign, seal and assign Registry Number.	None	2 Minutes	<i>Registration Officer/MCR MCRO</i>
5. Claim original copy of COLB/COM/COD.	5. Release Original Copy of COLB/COM/COD.	None	1 Minute	<i>Administrative Assistant MCRO</i>





## 5. Supplemental Report for Birth, Death and Marriage

A supplemental report is prepared to supply information that was unintentionally omitted in the COLB, COM, COD, COFD when the record was registered.

The supplemental report shall not be used in any manner to change or to correct any entry which was previously entered in the civil register, or to circumvent the provision of Article 412 of the Civil Code of the Philippines which prohibits any change or correction of an entry in the civil register without judicial order.

<b>Office or Division:</b>	Municipal Civil Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	Owner of the record, Owner's spouse, Children, Parents, Brothers, Sisters or other person duly authorized by law or by the owner of the document sought to be corrected			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Supplemental Affidavit		Law Firm/Lawyer		
2. Baptismal certificate		Owner's Copy		
3. Other supporting documents for the missing entry/ies, if applicable		Owner's Copy		
4. Copy of COLB/COM/COD		PSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements.	1. Accept and review Affidavit of Supplemental Report and compare its contents with the COLB/COD/COFD /COM to be supplemented and issue order of payment.	None	2 Minutes	<i>Administrative Assistant</i> MCRO
2. Pay fees.	2. Accept payment and Issue Official Receipt.	Php 250.00	3 Minutes	<i>Revenue Collection Clerk</i> MCRO
3. Present Official Receipt.	3. Prepare the supplemental report, put remarks/ annotations in the Civil Registry document.	None	10 Minutes	<i>Registration Officer/ Administrative Assistant/ MCR</i> MCRO



4. Check entries and Sign COLB.	4. Sign and seal accomplished supplemental report in the civil registry document.	None	2 Minutes	Registration Officer/MCR MCRO
5. Claim the owner's copy of the supplemental report.	5. Release owner's copy of supplemental report and give instructions on what to do next.	None	1 Minute	Administrative Assistant MCRO



# **Municipal Health Office**

## **External Services**



## 1. Consultation

Patient comes in for free diagnosis management and treatment of common diseases.

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	Any resident individual of the Municipality of Moncada.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal appearance of the patient.				
2. Philhealth I.D. if available				
3. Laboratory result if applicable				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get queue number.	1. Take medical history (past and present medical histories) and Take vital signs such as Blood pressure, weight and temperature.	None	5 Minutes	<i>RHM/NDP</i> Municipal Health Office
2. Proceed to Doctor's Office / Nurse (consultation room).	2. Conduct physical examination and diagnosis, provide treatment and prescription.	None	15 minutes	<i>MHO/Nurse</i> Municipal Health Office



## 2. Dental Services

Dental services are offers such as Dental check-up and Tooth Extraction.

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	All patients who seek dental services.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt (Payment Proof)		Municipal Treasury		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get queue number for evaluation.	1. Evaluate and advise client to proceed at the Treasurer's Office.	None	3 Minutes	<i>Dentist/ Dental Aide</i> Municipal Health Office
2. Pay fees.	2. Issue Official Receipt.	Tooth Extraction – Php 120.00 per Tooth; Oral Prophylaxis – Php 300.00 (Mild Cleaning), Php 500.00 (Moderate Cleaning), Php 800.00 (Severe Cleaning), Php 400.00 – Composite Filling, Php 300.00 - Amalgam	5 Minutes	<i>Treasurer's Office Clerk</i> Treasury Office
3. Present Official Receipt and wait for the queue number to be called.	3. Get receipt and record, advice client to wait.	None	3 Minutes	<i>Dental Aide</i> Municipal Health Office
	3.1. Conduct dental procedure and instruct patient for post-operative care.	None	30 Minutes	<i>Dentist</i> Municipal Health Office



### 3. Diagnostic Purposes

X-ray service offered for diagnostic purposes.

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	All patients who seek X-ray services.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt (Payment Proof)		Municipal Treasury		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get queue number from the X-Ray clinic for evaluation.	1. Evaluate and advise client to proceed to the Municipal Treasury for payment.	None	3 Minutes	<i>Med. Equip. Technician</i> Municipal Health Office
2. Pay fees.	2. Issue Official Receipt.	Chest X-Ray: Php 220.00 (Regular) Extremities: Php 330.00 Regular Skull X-Ray: Php 385.00 Regular Lumbo Sakral: 490.00 (Regular) *20% Discount for Senior Citizen and PWD	5 Minutes	<i>Mun. Treasury Revenue Collection Clerk</i> Treasury Office
3. Present Official Receipt and wait for the queue number to be called.	3. Get the receipt and record client's information. Advise client to wait for his/her queue number to be called.	None	3 Minutes	<i>Med. Equip. Technician</i> Municipal Health Office
4. Undergo X-Ray procedure.	4. Conduct X-Ray Procedure.	None	9 Minutes	<i>Med. Equip. Technician</i> MHO



#### 4. Issuance of Health Certificate

A health certificate is issued by the Municipal Health Officer to all employees of business establishment operating in Moncada, Tarlac in compliance with the provisions of the Code of Sanitation of the Philippines (P.D. 856).

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	All clients employed in business establishment, operating in Moncada in compliance with the provisions of the Code of Sanitation of the Philippines (P.D 856).			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original Copy of the following:				
1. Recent Chest X-Ray (not more than 6 months)		Owner/Patient		
2. Recent Stool Examination (not more than 1 month)		Owner/Patient		
3. Recent Urine Test (not more than 1 week)		Owner/Patient		
4. Recent Hepa Test for Food Handlers (not more than 1 month)		Owner/Patient		
5. Recent 1 x 1 I.D. picture (2 copies)		Owner/Patient		
6. Payment for Health Certificate fee (Official Receipt)		Municipal Treasury		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished application form for health certificate and laboratory results at Sanitation Inspector's (SI) Office.	1. Interview client and instruct client to go at the Doctor's Office.	None	7 minutes	<i>Sanitary Inspector</i> Municipal Health Office
2. Go to the Doctor's Room/Office.	2. Evaluate laboratory results and conduct physical examination. If client passed the doctor's physical examination:	None	15 minutes	<i>MHO</i> Municipal Health Office



	<p>Proceed to step number 3          If client didn't pass the doctor's physical examination: He/She must undergo treatment or referral and repeat all steps.          Attending Physician will treat the client.</p>			
3. Pay fees.	3. Accepts the payment and Issue Official Receipt.	Php 100.00 and additional Php 50.00 per page	5 minutes	<i>Municipal          Treasury Clerk          Treasury Office</i>
4. Present Official Receipt to S.I. Office and get claim stub ( for the scheduled release of Health Certificate)	4. Issue claim stub indicating date of release of Health Certificate (except Holidays) Prepare and record the Health Certificate.	None	7 Minutes	<i>Sanitary          Inspector          Municipal Health Office</i>
5. Claim Health Certificate.	5. Sign and Release the Health Certificate.	None	1 Minute	<i>Sanitary          Inspector/ MHO          Municipal Health Office</i>





## 5. Laboratory Services

Laboratory services are services done on clinical specimens in order to get information about the health of a patient as pertaining to the diagnosis, treatment, and prevention of disease.

<b>Office or Division:</b>	Municipal Social Welfare Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	All clients who has referral or request from their Doctor's, those who are applying for medical and health certificate and those walk in who seek laboratory services.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Physician's/Health Worker Request/s		Physician		
2. Official Receipt		Municipal Treasury		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present referral or request from the Physician.	1. Evaluate client's request.	None	5 Minutes	<i>Med. Tech</i> Municipal Health Office
2. Pay fees.	2. Issue Official Receipt.	Urinalysis Php 70.00 Fecalysis Php 70.00 CBC Php 200.00 Platelet count - Php110.00 Blood typing – Php 110.00 FBS – Php 110.00 Pregnancy Test – Php 110.00 HIV Test - FREE Syphilis Test - FREE Animal Bite: Anti-Rabies Vaccine (active): Intradermal Route – Php 900.00 Intramuscular Route – Php 1,800.00 Anti-Rabies Vaccine (passive) – Php 1,800.00/vial	5 Minutes	<i>Clerk</i> Treasury Office



		Anti-Tetanus Vaccine (active) – Php 150.00/ampule Anti-Tetanus Vaccine (passive) – Php 100.00/ampule		
3. Submit Official Receipt.	3. Get the receipt and ask the patient information. Instruct client to submit specimen of their desired laboratory services.	None	5 Minutes	<i>Med. Tech</i> Municipal Health Office
4. Submit the Specimen.	4. Receive and process the specimen for laboratory test.	None	30 minutes	<i>Med. Tech</i> Municipal Health Office
5. Claim the result of the laboratory test.	5. Release the result.	None	5 minutes	<i>Med. Tech</i> Municipal Health Office



# **Sangguniang Bayan**

## **External Services**



## 1. Issuance of Certification of No Pending Case

Certificate of No Pending Case refers to a certification issued by the SB Secretary attesting that a barangay official has no pending administrative case lodged in the Office of the Sangguniang Bayan.

<b>Office or Division:</b>	PLEB Secretariat			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	Barangay Officials in the locality			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request form		To be filled up the client or his duly authorized representative.		
2. One (1) Valid ID		To be presented by the client.		
3. Latest Community Tax Certificate (CEDULA)		Treasury		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits duly filled-up request form to the SB Secretary	1. Receives and verifies the information on the request.	None	1 Minute	<i>SB Secretary</i> Sangguniang Bayan
2. Pay fees.	2. Accepts payment and issues Official Receipt.	Php 100.00	5 Minutes	<i>Revenue Collection Clerk</i> Treasury Office
3. Presents Official Receipt.	3.1. Verifies the records.  3.2. Prepares and signs the Certification.	None	5 Minutes	<i>SB Secretary</i> Sangguniang Bayan
4. Claims Certificate.	4. Releases the Certificate.	None	1 Minute	<i>SB Secretary</i> Sangguniang Bayan



## 2. Issuance of Certified True Copies of SB Documents

Documents that are public in nature may be reproduced and released to individuals requesting for copies thereof for legal, records and reference purposes. These include Resolutions and Ordinances passed and enacted by the Sangguniang Bayan.

<b>Office or Division:</b>	PLEB Secretariat			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen / G2G – Government to Government			
<b>Who may avail:</b>	Private and Government Individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request form		To be filled up the client or his duly authorized representative.		
2. One (1) Valid ID		To be presented by the client.		
3. Latest Community Tax Certificate (CEDULA)		Treasury		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits duly filled-up request form to the receiving clerk.	1. Receives and verifies the information on the request.  2. Approves the release of Certified True Copy of the record/document.	None	1 Minute	<i>Clerk</i> Sangguniang Bayan  <i>Vice Mayor/ SB Secretary</i> Sangguniang Bayan
2. Pay fees.	2. Accepts payment and issues Official Receipt.	Php 100.00	5 Minutes	<i>Revenue Collection Clerk</i> Treasury Office
3. Presents Official Receipt.	3.1. Retrieves and reproduces the record/s.  3.2. Puts stamp and dry seal on the document.  3.3. Signs the document.	None	5 Minutes	<i>Clerk</i> Sangguniang Bayan  <i>Clerk</i> Sangguniang Bayan  <i>SB Secretary</i> Sangguniang Bayan
4. Claim the document/s.	4. Releases the Document.	None	1 Minute	<i>Clerk</i> Sangguniang Bayan



### 3. Issuance of PLEB Clearance

People's Law Enforcement Board Clearance is a document attesting that a police personnel assigned in the locality has no pending administrative case lodged in the PLEB. The Secretary to the Sanggunian is the designated PLEB Secretariat duly authorized to issue the document for and on behalf of the Board.

<b>Office or Division:</b>	PLEB Secretariat			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Government			
<b>Who may avail:</b>	Members of the Philippine National Police			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request form		To be filled up the client or his duly authorized representative.		
2. One (1) Valid ID		To be presented by the client.		
3. Latest Community Tax Certificate (CEDULA)		Treasury		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits duly filled up request form to the PLEB Secretary.	1. Receives and verifies the information on the request.	None	1 Minute	<i>PLEB Secretary</i> Sangguniang Bayan
2. Pay fees.	2. Accepts payment and issues Official Receipt.	Php 100.00	5 Minutes	<i>Revenue Collection Clerk</i> Treasury Office
3. Presents Official Receipt.	3.1. Verifies the records.  3.2. Prepares and signs the Clearance.	None	5 Minutes	<i>PLEB Secretary</i> Sangguniang Bayan
4. Claims Clearance.	4. Releases the PLEB Clearance.	None	1 Minute	<i>PLEB Secretary</i> Sangguniang Bayan



#### 4. Receipt of Administrative Cases

Administrative cases pertain to verified complaints filed by private individuals or government personnel seeking redress for offenses and improprieties committed by barangay officials that merit disciplinary actions pursuant to Section 60 of RA 7160 or the Local Government Code.

<b>Office or Division:</b>	Sangguniang Bayan			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen , G2G – Government to Government			
<b>Who may avail:</b>	Citizens / Government Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Verified complaint		To be prepared by the complainant and verified by a legal officer/lawyer.		
2. Attached documents/evidences		To be prepared/submitted by the complainant.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits verified complaint and evidences, if any.	1.1. Receives and verifies the document.  1.2. Checks document if duly notarized by a lawyer.	None	1 Minute	<i>Receiving Clerk</i> Sangguniang Bayan
2. Claims receiving document.	2. Releases receiving copy duly stamped with name of clerk, and date and time received.	None	1 Minute	<i>Receiving Clerk</i> Sangguniang Bayan



# **Sangguniang Bayan**

## **Internal Services**





## 1. Receipt of Executive Requests

Executive requests pertain to official endorsements from the Local Chief Executive to the Sangguniang Bayan for measures needing legislative actions and resolutions.

<b>Office or Division:</b>	Sangguniang Bayan			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Mayor's Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Endorsement/Cover Letter/Transmittal		To be prepared by Mayor's staff and signed by the LCE		
2. Attached documents		To be prepared/submitted by the Mayor's staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits required documents.	1. Receives the document and verifies contents and signatory.	None	1 Minute	<i>Receiving Clerk</i> Sangguniang Bayan
2. Claims receiving document.	2. Releases receiving copy duly stamped with name of clerk, and date and time received.	None	1 Minute	<i>Receiving Clerk</i> Sangguniang Bayan



# **Human Resources and Management Office**

## **External Services**



## 1. Receipt of Applications for Employment

Employment with the Municipal Government of Moncada is open to all provided that there is a vacant position. Applicants for vacant positions should possess the minimum qualification requirements of the position applied for.

Vacancies are posted in the Administrative Corner at the municipal lobby and at the Civil Service Commission Provincial Field Office bulletin and published in the CSC Bulletin of Vacant Positions for 15 calendar days.

<b>Office or Division:</b>	Human Resources Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Citizens			
<b>Who may avail:</b>	Any individual or person interested to apply to vacant positions in the government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application Letter				
2. Personal Data Sheet (Form 212) or Curriculum Vitae with picture				
3. Photocopy of supporting documents such as eligibility/ies, trainings, etc.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit or file application letter specifying the position desired.	2.1. Accept application letter, stamped with "Received" and endorse to the HRMO.	None	3 Minutes	<i>Clerk/HRMA</i> HRM Office
2. Undergo a short interview with the HRMO.	2. Checks the documents and conducts a short interview with the applicant.  Note: For vacant Plantilla positions, applicants will undergo assessment.	None	10 Minutes	<i>HRMO</i> HRM Office



# **Human Resources and Management Office**

## **Internal Services**



## 1. Issuance of Certificate of Employment

Certificate of Employment is issued to any individual or person employed by the municipal government unit of Moncada for whatever legal intents or purposes.

<b>Office or Division:</b>	Human Resources Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Any individual or person employed by the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal Appearance or Authorization Letter of Representative				
2. Request Form		HRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished Request Form.	2. Accept and verify request. Prepare Certificate of Employment.	None	5 Minutes	<i>Clerk/HRMA</i> HRM Office
2. Claim Certificate of Employment.	2. Sign and release Certificate of Employment.	None	1 Minute	<i>HRMO</i> HRM Office



## 2. Issuance of Employee Records (Service Record, Leave Records & Personal Records)

Employee records is being issued to a person or individual that has been employed or currently employed by the local government unit for GSIS purposes and other legal purposes that the requester intend to use.

<b>Office or Division:</b>	Human Resources Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Any individual or person employed by the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal Appearance or Authorization Letter of Representative				
2. Request Form		HRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished Request Form.	2. Accept and verify request. Prepare the Service Record.	None	5 Minutes	<i>Clerk/HRMA</i> HRM Office
2. Claim Service Record.	2. Sign and release Service Record.	None	1 Minute	<i>HRMO</i> HRM Office



### 3. Processing of Application for Leave of Absence

The HRM Office is also responsible in the administration of leave of municipal officials and employees.

<b>Office or Division:</b>	Human Resources Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Any individual or person employed by the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Leave form (CS Form 6) – 2 copies		HRMO		
2. Medical and other supporting documents		Physician or Doctor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished leave form (CS Form 6)	2. Accept Leave Form and update leave credits. HRMO to certify and sign the approved leave.	None	3 Minutes	<i>Clerk/HRMA/HRMO</i> HRM Office
1. Claim Application for Leave (Applicant's Copy).	2. File one copy for HRMO and release the second copy to the applicant.	None	2 Minutes	<i>Clerk/HRMA/HRMO</i> HRM Office



#### 4. Processing of Employee Locator Slip/Pass Slip

All departures from place of work during office hours for the purpose of attending an outside official assignment or business (other than travel order) should be covered a duly Locator Slip/Pass Slip.

<b>Office or Division:</b>	Human Resources Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Any individual or person employed by the LGU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Locator Slip/Pass Slip – Two (2) Copies		HRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished Locator Slip signed by the Immediate Supervisor.	1. Accept Locator Slip, record the time of departure and sign. Release One copy to the employee.	None	1 Minute	<i>Clerk/HRMA/HRMO</i> HRM Office
2. Submit the Locator Slip upon arrival to the office.	2. Accept Locator Slip, record the time of arrival and sign.	None	1 Minute	<i>Clerk/HRMA/HRMO</i> HRM Office





# **Municipal Agriculture Office**

## **External Services**



## 1. Distribution of Certified Seeds

To help farmers to recover from their losses and encourage them to use and practice new variety of seeds, the department of Agriculture distributes Certified Seeds.

<b>Office or Division:</b>	Municipal Agriculturist Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	All farmers recorded in the masterlist filed by the Agricultural Extension Worker in every barangay.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal Appearance				
2. Identification/Verification/Validation on the Master list of Farmers				
3. Authorization letter from farmers recipient (for representative)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request Technical Assistance & provide information needed.	1. Search & verify the given information in the master list and provide a piece of paper duly signed by the AEW as a proof that the farmer is qualified to avail certified seeds.	None	2 Minutes	<i>Agricultural Extension Worker (AEW)</i> Agriculture Office
2. Claim requested seeds.	2. Verify piece of paper presented & release certified seeds.	None	1 Minute	<i>Agricultural Extension Worker (AEW)</i> Agriculture Office



## 2. Issuance of Municipal Agriculturist Certification

The Municipal Agriculturist Certification is given to a party requesting the said certification.

<b>Office or Division:</b>	Municipal Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	A person requesting for the certification.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal Appearance				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Certification and Submit Requirements.	1. Verify Requirements.	None	2 Minutes	<i>Agricultural Extension Worker (AEW)</i> Agriculture Office
2. Claim Certification and Sign on the Logbook.	2. Issue the Certification.	None	1 Minute	<i>Agricultural Extension Worker (AEW)</i> Agriculture Office



### 3. Soil Test Analysis

In agriculture, a soil test commonly refers to the analysis of a soil sample to determine nutrient content, composition, and other characteristics such as the acidity or pH level.

<b>Office or Division:</b>	Municipal Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	A person requesting for the Soil Test Analysis.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal Appearance				
2. Soil Sample				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Soil Test Analysis and Submit Soil Sample.	1. Accept Soil Sample, Analyze and Prepare Soil Test Data and Nutrient Recommendation Soil Test Kit Analysis.	None	25 Hours	<i>Agricultural Extension Worker (AEW)</i> Agriculturist Office
2. Accept Soil Test Data and Nutrient Recommendation Soil Test Kit Analysis Result.	2. Issuance of Soil Test Data and Nutrient Recommendation Soil Test Kit Analysis Result.	None	1 Minute	<i>Agricultural Extension Worker (AEW)</i> Agriculturist Office



#### 4. Walk-In Clients for Anti-Rabies Vaccination of their pet/animals

Anti-Rabies Vaccination is done to protect those pet or animals that are at risk of exposure to rabies and to prevent the development of clinical rabies after exposure has occurred, usually following the bite of an animal suspected of having rabies.

Like people, pets need vaccines. And pet vaccinations, like those for humans, may sometimes require a booster to keep them effective. The best way to stay on schedule with vaccinations for your dog or cat is to follow the recommendations of a veterinarian you trust.

<b>Office or Division:</b>	Municipal Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	A person who wants their pet/animal to be vaccinated.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal Appearance of the pet owner and their pet animals				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Anti-Rabies Vaccination and bring the animal (Dogs & Cats)	1. Physical Examination of the animal.	None	5 Minutes	<i>Veterinarian/ Livestock Inspector Agriculture Office</i>
2. Pay fees.	2. Accept payment and Issue Official Receipt.	Php 50.00	5 Minutes	<i>Revenue Collection Clerk Treasury Office</i>
3. Present Official Receipt.	3. Gather client details and Administration of Rabiesin Vaccination.	None	8 Minutes	<i>Veterinarian/ Livestock Inspector Agriculture Office</i>



# **Municipal Treasurer's Office**

## **External Services**



## 1. Collection of Fees & Charges

The Municipal Treasury also caters the collection of fees and charges impose by the municipality which includes Point of Sale (POS), Laboratory fees, Police Clearance, Violation fees, Rentals, Pasalubong Center, Dental fees, Clearances, Certification, fees, other charges and other fees.

<b>Office or Division:</b>	Municipal Treasury Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Citizens			
<b>Who may avail:</b>	Any individual or person who avails the services of the Municipality which requires payment of fees and charges			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Clearance		Barangay		
2. Doctor's Referral		MHO/Physician		
3. Receipts for Violation (Traffic Citation)		PNP Personnel		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the needed requirements.	1.1. Check the requirements.	None	3 Minutes	<i>Clerk</i> Treasury Office
	1.2. Accept payment & issue Official Receipt.	Prevailing Rate	4 Minutes	<i>Clerk</i> Treasury Office



## 2. Issuance of Cemetery Rights

One of the municipality's economic enterprise which cater the issuance of Rights as well as maintenance fees.

<b>Office or Division:</b>	Municipal Treasury Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Citizens			
<b>Who may avail:</b>	Any individual or person interested			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Death Certificate		LCR		
2. Exhumation Permit				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Death Certificate and Exhumation Permit for 2 <sup>nd</sup> Interment.	1. Evaluate and assess payment.	None	3 Minutes	<i>RCC/Clerk</i> Treasury Office
2. Pay amount due.	2. Accept payment & issue Official Receipt.	Prevailing Rate	8 Minutes	<i>RCC/Clerk</i> Treasury Office
3. Accept Certificate of Award.	3. Issue Certificate of Award.	None	1 Minute	<i>RCC/Clerk/Mun. Treasurer</i> Treasury Office





### 3. Issuance of Mayor's Permit on Business

One of the municipality's lifeblood in terms of revenues. Mayor's Permit on business are availed by businessman (be it small or big ones) who do trade in the municipality. Said permit must be availed every January of the year to avoid the 25% penalty on the tax.

<b>Office or Division:</b>	Municipal Treasurer's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizens; G2B – Government to Business; G2G – Government to Government
<b>Who may avail:</b>	1. Entrepreneurs/Business Organizations who wish to put up business in the municipality 2. Registered Business Taxpayers (e.g. Market Vendors, Sari-Sari Store Owners)
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. For Single Proprietorship - Certificate of Business Registration issued by DTI	DTI
2. For Corporation, Partnership and Other Juridical Person - Certificate of Business issued by SEC	SEC
3. Photocopy of Community Tax Certificate (Cedula)	Owner/Applicant
4. Barangay Clearance/Brgy. Certification/Brgy. Business Permit	Barangay
5. Copy of Occupancy Permit/Building Permit for New Buildings	
6. SSS Clearance/Pag-ibig Clearance/Philhealth Clearance	SSS/Pag-ibig/Philhealth
7. Gross Receipts/Sales/Audited Financial Statement	Owner/Applicant
8. Tax Clearance	BIR
Additional Requirements: 1. If place of business is rented – Copy of Contract of Lease from Lessors 2. Financial Statement/Gross Receipts (For Business Renewals) 3. Sanitary Permit 4. Fire Safety Inspection Certificate 3. For Gasoline Station/Junkshop/ Poultry/Piggery –Social Acceptability/ MPDC Requirements 4. For Pawnshops/Money Changers/Foreign Exchange Dealers and Remittance Agents:	RHU/Sanitary Inspector BFP



Original and Photocopy of the ffg. Proof of Compliance with the BSP a. BSP Certificate of Authority (COA) (Annex 1) or Valid Provisional Certificate of Authority (PCOA) (Annex 2) b. BSP Letter on the Issuance of Registration Number for Pawnshop Offices other than Head of Office (Annex 3) c. BSP Certificate of Registration (COR) (Annex 4) or Valid Provisional Certificate of Registration (PCOR) (Annex 5) For Head Offices of Money Service Businesses (MSBs) d. BSP Letter on the Issuance of Registration Number for MSBs Offices other than the Head Office (Annex 6) 5. For Drugstores/Pharmacy – Original and Photocopy of Approved License to Operate 6. For Rice Retailing – Original and Photocopy of Approved License to Operate		Bangko Sentral ng Pilipinas (BSP)           BFAD           NFA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished form with requirements.	1. Evaluate requirements and assess payment.	None	5 minutes	<i>BPLO / Admin. Aide VI</i> Treasury Office
2. Payment amount due.	2. Accept payment and issue official receipt.  2.1. Process and Release of Mayor's Permit.	Municipal License - based on declared Gross Receipts Mayor's Permit – based on declared Capital Investment Regular Fees plus Computer Fee of Php 70.00	20 minutes	<i>BPLO / Admin. Aide VI</i> Treasury Office



		<ul style="list-style-type: none"> <li>• Php 1,950.00 for Small Scale Business</li> <li>• Php 3,150.00 for Large Scale Business</li> <li>• Php 1,000.00 for Sari-Sari Store</li> <li>• Php 1,500.00 for Junkshop, Eatery, Piso Net</li> <li>Penalty – 25% on license after January 31</li> </ul>		
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#### 4. Payment of Philhealth Fees

The Municipal Treasury also caters the collection of health insurance premiums and remit it to the Philhealth Agency to ensure available and accessible payment services to the public.

<b>Office or Division:</b>	Municipal Treasury Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Citizens			
<b>Who may avail:</b>	Any individual or person interested			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Philhealth Number or I.D.				
2. Payment				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Philhealth I.D. or I.D. Number & Accomplished form.	1. Evaluate requirement & assess payment.	None	3 Minutes	<i>Clerk</i> Treasury Office
2. Pay amount due.	2. Accept payment & issue Official Receipt.	Prevailing Rate	5 Minutes	<i>Clerk</i> Treasury Office



## 5. Payment of Real Property Tax

This service caters the land owners and property owners in the municipality. Said service covers the declared taxable land area as well as the assessment of buildings, houses, etc.

<b>Office or Division:</b>	Municipal Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	All individuals/clients that own Real Property within the municipality			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Latest Tax Receipts		Owner's Copy		
2. Original & Photocopy of Tax Declaration/Vicinity Map		Owner's Copy		
3. Photocopy of Title		Owner's Copy		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present latest tax receipts/tax declaration.	1. Assess payment.	None	5 Minutes	<i>RCC II/ Clerk</i> Treasury Office
2. Pay fees.	2. Accept payment and issue Official Receipt.	1% of Assessed Value – BASIC 1% of Assessed Value –SEF	4 Minutes	<i>RCC II/ Clerk</i> Treasury Office



## 6. Securing Community Tax Certificate (*Cedula*)

A Community Tax Certificate (CTC) is a basic document acquired by any individual or citizen at least 18 years of age and above or juridical being for identifying himself and his residence which can be used for legal transaction.

<b>Office or Division:</b>	Municipal Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens, G2B – Government to Businesses			
<b>Who may avail:</b>	Any natural person at age 18 and above			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. For Individuals – previous CTC/Information Sheet		Treasury Office		
2. For Corporation – Gross Receipts		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit information sheet to the Person-in-Charge and wait.	1. Encode, print and release Community Tax Certificate.	For Individuals Basic P5.00 + 1.00 per 1,000.00 For Corporation BASIC P500.00 + (Gross Sales/ 5,000.00) x 2.00	6 Minutes	RCC/Clerk/LTOO / Treasury Office



# **Municipal Accountant's Office**

## **External Services**



## 1. Preparation of BIR Forms 2306 & 2307

BIR Form 2306 is a certificate to be accomplished and issued by a Payor/ Withholding Agent to each recipient of income subject to final tax.

BIR Form 2307 is a certificate to be accomplished and issued to recipients of income subject to expanded withholding tax paid by a Payor/Withholding Agent including government money payments made by a government office showing therein the monthly breakdown of the total income payments made and the total taxes withheld and remitted during the quarter/period.

<b>Office or Division:</b>		Municipal Accountant's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B- Government to Business		
<b>Who may avail:</b>		Recipient of income subject to final tax & expanded withholding tax		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Paid Disbursement Voucher				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit paid disbursement voucher.	1.1. Verifying accurate amount to be entered to the form.	None	3 Minutes	<i>Clerk/Admin. Asst.</i> Accounting Office
	1.2. Preparation of BIR Forms 2306 & 2307.	None	5 Minutes	<i>Clerk/Admin. Asst.</i> Accounting Office
	1.3. Review and sign BIR Forms for release.	None	3 Minutes	<i>Municipal Accountant</i> Accounting Office



## 2. Processing of Disbursement Voucher

The processing of disbursement voucher in the accounting is verifying the completeness of the document with regards to authorized signatures and its supporting attachments, checking the accuracy of the amount and the proper recording of the journal entries in the books of accounts.

<b>Office or Division:</b>	Municipal Accountant's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2G – Government to Government, G2B – Government to Businesses			
<b>Who may avail:</b>	All concerned individuals and entities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Obligation Request		Budget Office		
2. Purchase Request		Office Concerned		
3. Purchase Order				
4. Request for Quotation		Supplier		
5. Invoice/Official Receipt		Supplier		
6. Acceptance & Inspection Report		General Services Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit disbursement voucher with complete required attachments.	1.1. Verifying the completeness of required documents	None	5 Minutes	<i>Municipal Accountant</i> Accounting Office
	1.2. Checking the accuracy of computations.	None	5 Minutes	<i>Municipal Accountant</i> Accounting Office
	1.3. Recording of disbursement voucher in the Journal Entry Logbook.	None	3 Minutes	<i>Clerk/Admin. Asst.</i> Accounting Office
	1.4. Preparation of Journal Entry Voucher.	None	2 Minutes	<i>Clerk/Admin. Asst.</i> Accounting Office
	1.5. Review and sign JEV and DV as to completeness of the required documents.		3 Minutes	<i>Municipal Accountant</i> Accounting Office
	1.6. Forwarding of verified DV to the Mayor's Office.		1 Minute	<i>Clerk/Admin. Asst.</i> Accounting Office





### 3. Use of Accountant's Advice

To ensure that checks encashed by government depository banks are for legitimate local government expenditures, the use of the Accountant's Advice of Local Check disbursements is prescribed by the Commission on Audit. (COA Circular No. 96-007 dated May 15, 1996)

<b>Office or Division:</b>	Municipal Accountant's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Government depository bank			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Signed Checks				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Verify the Accountant's Advice of LGU issued checks.	1.1. Receiving of Check Issued and verifying the completeness of signatures of the check.	None	3 Minutes	<i>Clerk/Admin. Asst.</i> Accounting Office
	1.2. Preparation of Advice listing.	None	10 Minutes	<i>Clerk/Admin. Asst.</i> Accounting Office
	1.3. Verifying the accuracy of Advice versus checks data and signing of Accountant's Advice.	None	5 Minutes	<i>Municipal Accountant</i> Accounting Office
	1.4. Forwarding of issued Accountant's Advice to the Treasury Office.	None	3 Minutes	<i>Clerk/Admin. Asst.</i> Accounting Office



# **Municipal Budget Office**

## **Internal Services**



## 1. Preliminary Review of Barangay Annual Budgets

The Municipal Budget Office conducts the Preliminary Review of the Barangay Annual Budgets in order to supervise and facilitate the budgeting of the barangays with regards to their income and expenditures.

<b>Office or Division:</b>	Municipal Budget Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	All barangays within Moncada			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Complete Barangay Annual Budget - Three (6) copies		Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the Barangay Annual Budgets.	1. Accepts and conducts the Preliminary review of the Barangay Annual Budgets.	None	5 days	<i>Clerk/Budgeting Asst./Budget Officer</i> Budget Office
2. Wait for the approval of the Sangguniang Bayan before claiming the Approved Barangay Budgets.	2. Endorsement to the Sangguniang Bayan for Review.	None	1 day	<i>Clerk/Budgeting Asst./Budget Officer</i> Budget Office

## 2. Processing of Obligation Request

The Municipal Budget Office facilitates the recording and processing of transaction involving the municipal expenditures against the allocated resources.

<b>Office or Division:</b>	Municipal Budget Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government, G2B – Government to Businesses, G2C – Government to Citizens			
<b>Who may avail:</b>	All concerned individuals and entities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Authority to Render Overtime (For Overtime Pay) duly approved by the LCE 2. Monetization of Leave (Approved Leave) 3. Terminal Leave (Certification of Total Earned Leaves) 4. Purchase Request (( For supplies, meals, materials & equipment)				



5. Travel Order (For trainings & travel) 6. Bill or Statement (For utilities, insurance and subscriptions) 7. Project Proposal or Activity Design (For specific activity) 8. Inspection Report of GSO (For Repair & Maintenance Expense)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the disbursement voucher or payroll together with the supporting documents.	1.1. Checks the completeness and accuracy of the disbursement vouchers or payroll and the supporting documents. Attach the prepared Obligation Request Form.	None	5 Minutes	<i>Clerk/Budgeting Asst./Budget Officer</i> Budget Office
	1.2. Certify and sign the Obligation Request and forward to the Accounting Office.	None	1 Minute	<i>Budget Officer</i> Budget Office



# **Municipal Engineer's Office**

## **External Services**



## 1. Issuance of Building Permit

A building permit is required (Under National Building Code of the Philippines) and issued prior to construction, erection or adding unto pre-existing structures and in some cases for major renovations of buildings, houses, roads and other infrastructures.

<b>Office or Division:</b>	Municipal Engineer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens, G2B – Government to Businesses			
<b>Who may avail:</b>	Any person that will construct a residential house, commercial and other infrastructure whether new or renovation.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy of TCT (2 copies)		Registered Owner of the Lot		
2. If the applicant is not a registered owner of the lot: a duly notarized copy of the contract of lease or a duly notarized copy of the contract of sale or a duly notarized copy of the Deed of Sale and authorization letter from the lot owner		Registered Owner of the Lot  Lot Owner		
3. Photocopy of Tax Declaration in 2 copies		Assessor's Office		
4. Photocopy of Tax Receipt (2 copies)		Treasury office		
5. Six (6) Set of Plans				
6. Six (6) copies Specifications and Bill of Materials		Building Owner/Applicant		
7. Photocopy of PTR, PRC ID of Engineer/Architect		Building Owner/Applicant		
8. Locational Clearance		MPDC		
10. Checklist from the Fire Department (Fire Code)		BFP		
12. Official Receipt		Treasury Office		
Note: All requirements should be put and fastened in a folder.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished Forms & other requirements.	1.1. Accept, check & verify submitted requirements.	None	10 Minutes	<i>Engineering Asst./ Clerk</i> Engineering Office
	1.2. Conduct Site Inspection.	None	3 Hours	
	1.3. Evaluate additional requirements and	None	20 Minutes	<i>Engineering Asst./ Clerk</i>



	assess corresponding fees and issue order of payment.			Engineering Office
2. Pay fees.	2. Accept payment and issue Official Receipt.	Based on National Building Code of the Phil	5 Minutes	Clerk Treasury Office
3. Submit photocopied Official Receipt & present Original Official Receipt.	3. Prepare & process Building Permit.	None	15 Minutes	Engineering Asst. / Bldg. Official/ Mun. Mayor Engineering Office
4. Claim Building Permit.	4. Release Building Permit.	None	5 Minutes	Engineering Asst./ Clerk Engineering Office



## 2. Mayor's Permit for Electrical Installation

Mayor's Permit for Electrical Installation is required for application of kilowatt hour (KWH) meter in order for them to have their own electric power supply.

<b>Office or Division:</b>	Municipal Engineer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens, G2B – Government to Businesses			
<b>Who may avail:</b>	Any individual or consumer who wants to energize their residential houses, commercial buildings and other infrastructure that needs power supply.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application form from TARELCO I		TARELCO I		
2. Recent tax receipt		Owner/Applicant		
3. Duly accomplished forms for Mayor's permit for Electrical Installation		Engineering Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present duly accomplished application form and other requirements.	1. Evaluate the presented requirements and fully accomplished application form	None	3 Minutes	<i>Clerk/Engr. Asst. Engineering Office</i>
	Assess payment and Issue Order of Payment	None	1 Minute	<i>Clerk/Engr. Asst. Engineering Office</i>
2. Pay fees.	2. Accept payment and issue Official Receipt.	Based on Assessment	5 Minutes	<i>Treasurer's Office Clerk Treasury Office</i>
3. Present Official Receipt.	3. Prepare & process the Mayor's Permit for Electrical Installation.	None	10 Minutes	<i>Engineering Asst./Clerk and Bldg. Official/Mun. Mayor Engineering Office</i>
4. Claim Mayor's Permit for Electrical Installation.	4. Issue Mayor's Permit for Electrical Installation.	None	1 Minute	<i>Clerk/Engr. Asst. Engineering Office</i>





# **Municipal Assessor's Office**

## **External Services**



## 1. Securing of Certified True Copy of Tax Declaration/ Certification of Non-Improvement

This service is issued in lieu of the original Tax declaration for taxation purposes to real property owner located within the jurisdiction of the Municipality of Moncada.

<b>Office or Division:</b>	Municipal Assessor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	Any person who owns real property within the jurisdiction of the Municipality of Moncada.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Notarized Special Power of Attorney (SPA)/ Written authorization		Property Owner		
2. Valid I.D. of owner and Representative: a. If Broker – Present PRC I.D. b. If Salesperson – Accreditation Certificate from PRC (as per RA 9646)		Property Owner and Representative		
3. Latest Tax Receipt		Treasury Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents	1. Verify documents.	None	2 Minutes	<i>Municipal Assessor/Clerk Assessor's Office</i>
2. Secure Action Slip / Order of payment.	2. Issue order of payment and action slip	None	2 Minutes	<i>Clerk Assessor's Office</i>
3. Pay fees.	3. Accept payment and Issue Official Receipt.	CTCTD- Php100.00 CNI- Php100.00	5 Minutes	<i>Revenue Collection Clerk Treasury Office</i>
4. Present Official Receipt.	4. Prepare Tax Declaration (TD) / Certificate of Non-Improvement (CNI)  Record O.R. Number	None	5 Minutes	<i>Clerk and Municipal Assessor Assessor's Office</i>
5. Claim documents.	5. Check and release documents.	None	3 Minutes	<i>Clerk and Municipal Assessor Assessor's Office</i>



## 2. Transferring of Title to new Tax Declaration

Transfer of Tax Declaration is issued to reflect the name of the current owner for purposes of taxation.

<b>Office or Division:</b>	Municipal Assessor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	Any individual who owns real property within the jurisdiction of the Municipality of Moncada.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy of title		Property Owner		
2. Tax Clearance or Tax Receipt up to the current year		Treasury Office		
3. Photocopy of Certification Authorizing Registration "CAR"		Property Owner		
4. Photocopy of OR of Transfer Tax		Property Owner		
5. Photocopy of Deed of Absolute Sale / Deed of Inheritance / Deed of Donation		Property Owner		
6. Photocopy of Deed of Agreement of Subdivision (if subdivided)		Property Owner		
7. Subdivision Plan (if subdivided)		Property Owner		
8. Community Tax Certificate ( <i>Cedula</i> )		Treasury Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents.	1. Verify documents.	None	5 Minutes	<i>Municipal Assessor/Clerk Assessor's Office</i>
2. Secure Action Slip / Order of Payment.	2. Issue order of payment and action slip.	None	2 Minutes	<i>Clerk Assessor's Office</i>
3. Pay fees.	3. Accept payment and Issue Official Receipt.	Php 100.00	5 Minutes	<i>Revenue Collection Clerk Treasury Office</i>
4. Present Official Receipt.	4. Prepare Tax Declaration (TD) and record O.R. number.	None	8 Minutes	<i>Clerk and Municipal Assessor Assessor's Office</i>
5. Claim Documents.	5. Check and release documents.	None	8 Minutes	<i>Clerk and Municipal Assessor Assessor's Office</i>



# **Municipal Planning and Development Office**

## **External Services**



## 1. Issuance of Locational Clearance

An enterprise and private person constructing a new building or applying for expansion/renovation/alteration is required to secure a Locational/Zoning Clearance at the Municipal Planning & Development Coordinator's Office prior to the 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 in conformity with the Comprehensive Land Use Plan and Zoning Ordinance of the municipality.

<b>Office or Division:</b>	Municipal Planning and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens, G2B – Government to Businesses			
<b>Who may avail:</b>	A resident of Moncada, whether natural or juridical, with lot/property, within the municipality and have the intention to apply for Building Permit.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Properly accomplished Locational Clearance Form		MPDO		
2. 1 set of Plan(Architectural Plan)		Architect		
3. 1 copy of lot plan /site development plan with vicinity map				
4. Photocopy of TCT or Deed of Sale (in case the ownership of lot is not yet transferred to the lot owner)		Assessor's Office/Owner's Copy		
5. Photocopy of tax declaration		Owner's Copy		
6. Photocopy of Bill of Materials		Owner's Copy		
7. Photocopy of Authorization/SPA if applying on behalf of the owner				
Additional for Special Use: ECC from DENR		DENR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements and accomplished Application Form.	1. Review submitted documents and application form; Evaluate and assess corresponding fees	None	9 Minutes	Clerk MPDO
2. Pay fees.	2. Accept payment and	HLURB 2013 Schedule of Fees	5 Minutes	Clerk Treasury Office



	issue Official Receipt.			
3. Present Official Receipt.	3. Prepare Zoning Clearance	None	5 Minutes	Clerk MPDO
4. Claim Locational Clearance.	4. Issue Locational Clearance.	None	1 Minute	MZA MPDO



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	<p>Answer the client feedback form and drop it at the designated drop box in front of the PACD            Contact info: (045) 985-5641            e-mail:  <a href="mailto:complaints@moncadatarlac.gov.ph">complaints@moncadatarlac.gov.ph</a></p>
How feedbacks are processed?	<p>Every Friday, the PACD Officer opens the drop box/suggestion box, compiles and records all feedbacks submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (045) 985-5641.</p>
How to file a complaint?	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the PACD.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:            -Name of person being complained            -Incident            -Evidence</p> <p>For inquiries and follow-ups, clients may contact the following number: (045) 985-5641.</p>
How complaints are processed?	<p>The Complaints Officer opens the complaints drop box/suggestion box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p>



	<p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (045) 985-5641.</p>
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)





## LIST OF OFFICES

Office	Address	Contact Information
Office of the Mayor	Poblacion 1, Moncada, Tarlac	(045) 985-5641 mayorsoffice@moncadatarlac.gov.ph
Sangguniang Bayan	Poblacion 1, Moncada, Tarlac	(045) 985-5641 SB@moncadatarlac.gov.ph
LDRRMO	Poblacion 1, Moncada, Tarlac	(045) 985-5641 ldrrmo@moncadatarlac.gov.ph
Office of the MENRO	Burgos, Moncada, Tarlac	(045) 985-5641 menro@moncadatarlac.gov.ph
Office of the Mun. Accountant	Poblacion 1, Moncada, Tarlac	(045) 985-5641 MAccO@moncadatarlac.gov.ph
Office of the Mun. Budget Officer	Poblacion 1, Moncada, Tarlac	(045) 985-5641 MBO@moncadatarlac.gov.ph
Office of the Mun. Treasurer	Poblacion 1, Moncada, Tarlac	(045) 985-5641 MTO@moncadatarlac.gov.ph
Office of the Mun. Assessor	Poblacion 1, Moncada, Tarlac	(045) 985-5641 MAssO@moncadatarlac.gov.ph
Office of the MSWDO	Poblacion 1, Moncada, Tarlac	(045) 985-5641 MSWD@moncadatarlac.gov.ph
Office of the Mun. Engineer	Poblacion 1, Moncada, Tarlac	(045) 985-5641 MEO@moncadatarlac.gov.ph
Office of the HRMO	Poblacion 1, Moncada, Tarlac	(045) 985-5641 MHRMO@moncadatarlac.gov.ph
Office of the MPDO	Poblacion 1, Moncada, Tarlac	(045) 985-5641 MPDC@moncadatarlac.gov.ph
Office of the LCR	Poblacion 1, Moncada, Tarlac	(045) 985-5641 LCR@moncadatarlac.gov.ph
Office of the MHO I	Poblacion 1, Moncada, Tarlac	(045) 985-5641 RHU1@moncadatarlac.gov.ph
Office of the MHO II	Rizal, Moncada, Tarlac	(045) 985-5641
Office of the Mun. Agriculturist	Poblacion 4, Moncada, Tarlac	(045) 606-5406 MAgriO@moncadatarlac.gov.ph