

MUNICIPAL GOVERNMENT OF PILILLA
CITIZEN'S CHARTER
2022 (1ST EDITION)





MESSAGE

The war against red tape and graft and corruption is long and tedious but not insurmountable. We have many good laws relating to graft and corruption like Republic Act No. 3019, the Anti – Graft and Corrupt Practices Act and Republic Act No. 6713, the Code of Conduct and Ethical Standards for Public Officials and employees.

The latest of which is Republic Act No. 9485, the Anti – Red Tape Act of 2007, that aims to promote efficiency and transparency in the bureaucracy with regard to the manner of transacting with the public.

The head of the office or agency shall be primarily responsible for the implementation of the Anti – Red Tape Act and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service.

The battle to eliminate the red tape and eradicate graft and corruption cannot be won without the support of its inhabitants and the non – government organization.

In the end, I would like to extend my heartfelt thanks to the TACT Team D'Lakers of the Department of the Interior and Local Government (DILG), the Steering Committee on the Citizen's Charter Initiative and the Task force on Citizen's Charter Preparation for the invaluable help in the preparation of the Citizen's Charter of Pililla, Rizal.


DAN V. MASINSIN
Municipal Mayor

INTRODUCTION

The civil service embraces all branches, subdivisions, instrumentalities, and agencies of the government including government owned and controlled corporations with original charters.

Also, every department or agency shall establish a continuing program for career and personnel development for all agency personnel at all levels, and shall create an environment or work climate conducive to the development of personnel skills, talents and values for better public service.

Moreover, public officials and employees shall at all times be accountable to the people and shall discharge their duties with utmost responsibility, integrity, competence and loyalty, act with patriotism and justice, lead modest lives and uphold public interest over personal interest.

Finally, in response to the urgent need to establish an effective system that will eliminate bureaucratic red tape, avoid graft and corrupt practices and improve efficiency of delivering government frontline services, Republic Act No. 9485, the Anti – Red Tape Act of 2007, was signed into law by President Gloria Macapagal – Arroyo on June 2, 2007.

Republic of the Philippines

MUNICIPAL GOVERNMENT OF PILILLA

Province of Rizal

VISION : By 2035, we envision Pililla as the alternative energy capital of the Philippines, with a God-fearing, healthy, peaceful, disaster resilient community, conducive to sustainable development and efficient management of natural and land resources through active, participative, responsive and committed leadership.

MISSION : The municipality of Pililla is committed to improve the quality of life of the residents through dynamic leadership in governance, fiscal reforms, education and infrastructure development, maximum utilization of land and water resources, sustainable massive campaign in crops and animal production, establishment of commercial centers and industries, responsive health care, livelihood and skills training program, development and promotion of eco-tourism industries and the protection and preservation of environment through the collaborative efforts of all constituents in the Province of Rizal.

CORE VALUES

Pro-God and pro-people

Integrity

Loyalty

Industry

Lover and protector of environment

Law abiding

Advocacy for sustainable development

Responsiveness and resourcefulness

Ingenuity towards quality life

Zealousness

Active involvement in community development

Leader and community transformation

... For better quality of life of the residents of Pililla

SLOGAN : “Pililla is the town of values-oriented people and highly motivated protectors of environment.”

GOALS

1. To provide transparent governance, effective and efficient allocation of both human and material resources for quality life.
 2. To establish local and global linkages through modern technology to improve productivity for sustainable development.
 3. To initiate partnership with the private sector to strengthen financial and technical capability towards the implementation of viable, social, economic and environmental projects.
 4. To explore alternative sources and livelihood through the development of industries, commerce and tourism.
 5. To have active involvement of various stakeholders in the policy-making, implementations and monitoring action plans, programs through people empowerment.
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DESCRIPTION OF LGU

SOCIO ECONOMIC & DEMOGRAPHIC PROFILE

Municipality : PILILLA
Province : RIZAL
No. of Barangay : Nine (9) Barangays
Class : 1st Class Municipality
Municipal Color : Blue, White and Green

MUNICIPAL COUNCIL

HON. DAN V. MASINSIN - Municipal Mayor
HON. JAIME PAZ - Vice Mayor

Hon. Dindo M. Abueg	Chairman, Committee on Rules, Resolutions and Ordinances Chairman, Comm. on Health and Sanitation; Chairman, Comm. on Education;
Hon. Richard G. Sia	Chairman, Comm. on Peace and Order and Public Safety; Chairman, Comm. on Environment & Natural Resources, Protection and Communal Forest; Chairman, Comm. on Housing and Land Utilization;
Hon. Manuel V. Paz	Chairman, Comm. on Finance, Budget, Appropriation and Ways & Means; Chairman, Comm. on Social Welfare, Family Women & Gender, Senior Citizen, Veterans and Persons with Disability and Community Development Chairman, Comm. on Agriculture, Fisheries and Aquatic Resources

Hon. Jiggy N. Patenia	Chairman, Comm. on Rewards, Recognition/Accreditation Chairman, Comm. on Games and Amusement and Recreation
Hon. Norbert G. Vidanes	Chairman, Comm. on Tourism, Culture and Arts; Chairman, Comm. on Good Governance/ Public Ethics and Accountability
Hon. Edwin Buenaventura	Chairman, Comm. on Justice and Human Rights
Hon. John Lawrence A. Anero	Chairman, Comm. on Trade Commerce Industry, Livelihood and Cooperatives, Labor & Employment, Market & Slaughter House
Hon. Bryan Paz De Leon	Chairman, Comm. on Public Works & Infrastructure;
Hon. Ruel B. Masinsin	LnB President Chairman, Comm. on Barangay Affairs Chairman, Comm. on Transportation and Communication
Hon. Maria Elaiza M. Gimena	SK President Chairman, Comm. on Youth, Sports and Dev't.

LIST OF BARANGAY CAPTAINS

HON. FELIPE P. ALIWALAS	-	Brgy. Bagumbayan
HON. RANDY F. CASTEJON	-	Brgy. Hulo
HON. EDGARDO MATULIN	-	Brgy. Imatong
HON. ROBERTO D. ORSENO	-	Brgy. Takungan

HON. RUEL B. MASINSIN	-	Brgy. Wawa
HON. REYNATO G. JUAN	-	Brgy. Halayhayin
HON. ALVIN OPLE	-	Brgy. Quisao
HON. ONOFRE R. BENAVIDEZ	-	Brgy. Niogan
HON. NENITA BUENAVENTURA	-	Brgy. Malaya

I. **BRIEF HISTORY**

According to narration's handed down from generations, the town of Pililla was already existing before the coming of Spanish forces in the Philippines in 1521 with its first inhabitants of Pagans living in the mountains and plains along the Pilang Munti as distinguished from Pila, Laguna which was known as "Pilang Malaki".

On December 4, 1837, an election of local officials was held in Pililla. The following towns participated in the said election; Morong, Pililla, Tanay, Baras, Jalajala and San Diego (Quisao). The last town was a new town and is presumed to be either the Barrio of Quisao which was San Diego for its Patron Saint, or the Barrio of Niogan.

In 1896, the Katipuneros of Pililla and Quisao established their military camp at Rambo on Halang na Gubat.

Three years later, on August 6, 1898, Pililla joined the revolutionary Government of Gen. Emilio Aguinaldo. During the existence of Philippine Republic, Quisao became an Independent Town. On January 5, 1899, a fierce battle ensued between the American Force and the Philippine Troops have to retreat to the mountains of Tanay.

The town of Pililla and Quisao were incorporated into newly created Province of Rizal in June 11, 1901. Two years later, the Philippine Commission, in line with its policy of economy and centralization consolidated the town of Pililla, Quisao and Jalajala with the seat of Government of Pililla.

On September 20, 1907, Jalajala was separated on Pililla and became an Independent Municipality. Quisao, on the other hand, remained a Barrio of Pililla up to present.

The first Captain under the American regime was Regino Quitiong who was the Alcalde from 1900-1901.

He was succeeded by the following in the order of their incumbencies:

1. Regino Quitiong	1900-1901	-	Appointed
2. Gregorio Paz	1901-1906	-	Elected
3. Rufino Melendres	1906-1908	-	Elected
4. Felipe Martinez	1909-1912	-	Elected
5. Rufino Melendres	1916-1919	-	Elected
6. Florencio Gatchalian	1929-1925	-	Elected
7. Maximino Bautista	1925-1928	-	Elected
8 Guillermo Dikit	1928-1934	-	Elected
9. Ildefonso Alcantara	1934-1935	-	Elected

10. Angel Paz	1935-1936	-	Elected
11. Felipe Martinez	1937-1939	-	Elected
12. Guillermo Dikit	1939-1942	-	Elected
13. Francisco Bautista	1943	-	Appointed
14. Julito Paz	1943	-	Appointed
15. Vicente Flora	1943-1945	-	Appointed
16. Lucio Aquino	1945	-	Appointed
17. Vicente Flora	1946-1947	-	Appointed
18. Lucio Aquino	1948-1951	-	Elected
19. Jose Flora	1952-1959	-	Elected
20. Leonardo Aquino	1960-1971	-	Elected
21. Virgilio Melendres	1972-1980	-	Elected
22. Nicomedes F. Patenia	1980-1986	-	Elected
23. Jose M. Flora	1986-1987	-	OIC (Cory Adm.)
24. Nestor V. Olitan	1987-1988	-	OIC (Cory Adm.)
25. Nicomedes F. Patenia	1988-1998	-	Elected
26. Shirley P. Patenia, MD	1998-2001	-	Elected
27. Nicomedes F. Patenia	2001 - Apr. 2005	-	Elected
28. Leandro V. Masikip, Sr.	Apr. 2005 - June 2007	-	Assumed
29. Leandro V. Masikip, Sr.	July 2007 - Apr. 2015	-	Elected
30. Richard G. Sia	April - June 2015	-	Acting
31. Leandro V. Masikip, Sr.	July 2015 - June 2016	-	Elected
32. Dan V. Masinsin	July 2016 - July 2018	-	Elected
33. Leandro V. Masikip, Sr.	July 2018 - June 2019	-	Acting
34. Dan V. Masinsin	July 2019 up to present	-	Elected

I. PHYSICAL PROFILE

A. COMPOSITION AND LOCATION

Pililla, Rizal lies at the western side of Sierra Madre Mountains, bounded on the north by the town of Tanay, Rizal 2.5 kms. from the town proper; on the east by the towns of Sta. Maria and Mabitac, Laguna 25 kms.; on the west by the Laguna de Bay and on the south by the town of Jalajala, Rizal 17 kms. away. It has nine (9) barangays, five of which are in the poblacion namely: The Barangays of Hulo (San Lorenzo-Sta. Maria), Takungan (Dolores-San Juan), Imatong (Sta. Maria Magdalena-San Pedro), Wawa (San Francisco-San Roque), and Bagumbayan (San Isidro) and the other four (4) barangays are Halayhayin, Quisao, Niogan and Malaya.

In point of area, Pililla is the fourth largest town in Rizal. Its distance from Manila (about 58 kms.) deters big industrial firms from putting up their plants and factories in the place. However, its economic development has been hastened with the increased agricultural, livestock and the fish production through modern technology.

Pililla is an old community, having been founded as an Independent Municipality in 1583. The present church which was recently renovated was constructed in 1673 after a series of fire that gutted the first church in 1632 and again in 1668.

Potentially, Pililla is rich in mineral resources and boost of several scenic spots that could be developed into a vacation and/or tourist resorts.

B. TOPOGRAPHY

The topography of the municipality is rolling in the mountains and hills and flat near the Laguna de Bay. The highest elevation is about 743 feet above sea level.

C. CLIMATE AND RAINFALL

The type of climate prevailing in the area is the first type of climate which is mostly hot throughout the year except when there is rain or typhoon or during the month of January and February when cold winds in Siberia is blown to the Philippines caused by thawing of ice in the mountain range of Siberia and China. There are only two (2) seasons prevailing in the area the whole year round, the dry and rainy season. The dry season is usually during the months of November to April and has an average rainfall of 9.975 in inches. The rainy season is usually during the months of May to October, and has an average rainfall of 10.80 in inches. The flood in Pililla usually occur once a year but there are times when they occur twice but very rarely three (3) times a year. The area of the land flooded is about 5% of the total land area of about 410 hectares.

D. VEGETATION AND TYPE OF SOIL

Soil Type	Area covered
1. Antipolo Clay Loam	Imatong, Hulo, Town proper, Bagumbayan, Halayhayin, Sitio Yakat, Quisao , Sitio Barak, Niogan and Malaya
2. Bay Clay Loam	Wawa and Takungan
3. Antipolo Soils	
4. Antipolo Clay	

However, the report did not mention the areas covered by the Antipolo soils undifferentiated in the Antipolo Clay.

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OFFICE OF THE MAYOR

Service Schedules :

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



FOR A CIVIL WEDDING SCHEDULE

Office or Division:		OFFICE OF THE MAYOR		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage License		Municipal Civil Registry Office		
Certificate of No Marriage (CENOMAR)		PSA		
Cedula		Barangay or Municipal Treasury Office		
Valid ID		Any Government Issued		
Joint Affidavit of Cohabitation		Notary Public / Office of the Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask assistance from the front desk	Endorse to concerned staff.	-	1 min.	Desk Officer OM
2. Client to present the requirements and fill - up the form	Assessment of Documents Informed the couple on the scheduled date. Prepare Order of Payment (Solemnizing Fee)	-	7 mins.	Khristine Atilon OM Staff
3. Payment of Fees	Accept payment and issue receipt.		5 mins.	MTO's Staff
4. Confirmation of wedding Details	Record and confirm their Wedding Details	-	3 mins.	Khristine Atilon OM Staff
TOTAL:		-	11 mins	

CIVIL WEDDING CEREMONY

Office or Division:		OFFICE OF THE MAYOR		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Wedding Ring				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Venue for the briefing before the ceremony	Confirm schedule of LCE. Conduct Briefing before the ceremony		10 mins	Khristine Atilon OM Staff
2. Conduct of Civil Wedding Ceremony	Conduct of Civil Wedding Ceremony		45 mins	Dan V. Masinsin Municipal Mayor
TOTAL:			55 mins.	

SECURING MAYOR’S CLEARANCE

Intended for:

- a. Certificate of No Pending Case
- b. Permit to Carry Firearms

Office or Division:		OFFICE OF THE MAYOR		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled - out request form or request letter		Office of the Mayor		
Cedula		Barangay/ Municipal Treasury Office		
Barangay Clearance		Barangay		
2 Valid ID		Any Government Issued		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Requirements	Receive and Assessment Advise the Client to pay fee at Treasury Office		5 mins.	Desk Officer OM
2. Payment of Fees	Prepare the Clearance for Signature of LCE.		5 mins.	Joy Vidanes OM Staff
3. Claim the Clearance	3. Release the Clearance to the Client		3 mins	Joy Vidanes OM Staff
TOTAL:			13 mins.	

EDUCATIONAL ASSISTANCE FOR STUDENTS

Student who are bonafide residents of the municipality is entitled to receive the educational assistance from the municipal government.

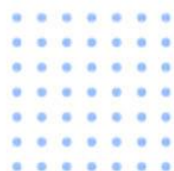
Office or Division:		OFFICE OF THE MAYOR		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of Enrolment		School Registrar		
Copy of Grade last semester		School Registrar		
Photocopy of School ID		To be provided by student		
Barangay Clearance / Indigency		Barangay		
Letter of Request		To be provided by student		
Accomplished Application form		Download the form online to be filled up by student		
1 pc 2 x 2 photo		To be provided by student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the forms and submit the same along with other requirements.	Check the completeness of submitted documents in accordance to the list of requirements (if completed proceed to the next step, if not inform the Client about the lacking documents for submission)	-	5 mins	OM Staff
	Interview the Client for initial Assessment		10 mins	Mary Ann Vidanes OM Staff Mary Ann Vidanes OM Staff

	Advise the Client to wait for the result of assessment. Evaluation and Assessment.			
	If the Client is qualified: Advise client for the announcement of schedule of distribution of the educational assistance.	-		Mary Ann Vidanes OM Staff
TOTAL:		-	15 mins.	

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Public Employment Service Office

Service Schedules :

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



APPLICATION FOR SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS

Office or Division:		Public Employment Service Office		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of any 2 of the following to attest the student-applicant's age (3 copies each) - Birth Certificate, School ID (with date of birth) 2. Any of the following to attest student-applicant's rating) - Form 138; Certification by the School Registrar that the student has passed during the previous semester or school year; Certified true copy of the student's class card where the passing grade be determined. 3. Any of the following to attest the student's family income. - Latest income Tax Return of the parents/guardian; Certification from the Employer / Union President that the parent/guardian of the applicant is to be displaced or has been displaced; Certification from Bureau of Internal Revenue that the parents do not file Income Tax Returns 4. Properly filled -out Registration Form (DOLE-RO-O1a Form) 5. 4 pcs. 1x1 and 2 pcs. 2x2 ID Picture 6. Brgy. Certification				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Accomplish the forms and submit the same along with other requirements.	Check the completeness of submitted documents in accordance to the list of requirements (if completed proceed to the next step, if not inform the Client about the lacking documents for submission)	-	1 min.	Desk Officer OM
	Interview the Client for initial Assessment		10 mins.	PESO Team and DOLE
	Advise the Client to wait for the result of assessment thru text or email.		2 mins.	
	Evaluation and Assessment.		-	
	Inform the client about the result of assessment.	-	-	Ruth Patapat PESO Coordinator
TOTAL:		-	13 mins	

JOB FAIR

Office or Division:		Public Employment Service Office		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Job Seekers and Employer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Bio-data or Resume MayCompany Requirements (if available)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ACTUAL JOB FAIR				
1. Search the jobs available and determine the company posted at Official Social Media Account or Website of LGU.	Posting of Job vacancy at Official Social Media Account or Website.	-	At least 1 week posting	PESO Staff
2. Submission of requirements and resume may in position and the company applying for.	Receive the requirements and resume may.		2 mins.	PESO Staff
3. Wait for his/her number to be called	Call the numbers who may enter inside the recruitment area.		2 mins.	PESO Staff
4. Proceed to the table/booth of the company where the applicant intends to apply.	Assist the Applicant		2 mins	PESO Staff/Employer
5. Undergo Examination/interview			5-10 mins	PESO Staff/Employer
6. Wait for the result/instruction of the company representatives.			2 mins.	PESO Staff/Employer
TOTAL:		-	-	

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**Human Resource
Management Office
(HRMO)**

Service Schedules :

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



EMPLOYMENT AT THE MUNICIPAL GOVERNMENT

A fair recruitment process is provided to applicants who are interested to apply for a vacancy in the municipal government.

Office or Division:	Human Resource Management Office (HRMO)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Letter of Intent / Application LetterResume / Bio Data with latest passport size ID picturePhotocopy of Certificate of Eligibility / EligibilitiesPhotocopy of Transcript of Records				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of application specifying the position applied for together with the supporting documents	Receive letter of application and forward it to the HRMO Department Head	-	2 minutes	
2. Undergo a preliminary interview	Conducts preliminary interview and evaluate applicant's qualifications.	-	5 minutes	
3. Wait for advice / notice	Applicant will be told to comeback for a schedule of interview and assessment to be conducted by PSB	-	1 minute	
4. Attend Panel Interview	PSB will interview the applicant	-	20 minutes	
5. Wait for the result / notice	Recommend the qualified applicant for hiring in writing	-	5 minutes	
TOTAL:		-	33 minutes	

PROVISION OF SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENT (SPES)

SPES is mandated under RA No. 7323. The program aims to help poor but deserving students to pursue their education by providing employment during summer vacation.

Office or Division:	Human Resource Management Office (HRMO)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students or out of school youth (intending to pursue his / her studies) 15 to 25 years of age.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">• Original Copy of Birth Certificate•• BIR Certification or Income Tax Return (ITR)• 3 copies of 1x1 ID picture• Form 138 for high school students• School Certification from the Registrar to determine that the student has passed during the previous school year / semester for college students.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the registration form	Secures duly accomplished form and conducts preliminary evaluation	-	5 minutes	
2. Check if you qualify for the SPES Program. If you do, secure a checklist of require-ments and submit it to HRMO.	Informs applicant whether he/she qualifies for the program, secure requirements and advises applicant of their schedule.	-	10 minutes	
TOTAL:		-	15 minutes	

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**Business Permit and
Licensing Office (BPLO)**

Service Schedules :

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



MAYOR’S PERMIT AND BUSINESS LICENSE FOR NEW BUSINESS

All business establishments are required to secure a Business License and Mayor’s Permit and pay business taxes before the start of operations.

Office or Division:		Business Permit and Licensing Office (BPLO)		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen; G2B – Government to Business		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Location Sketch of Business and Picture of Establishment (at least three photos showing the presence of signboard, main entrance, facilities, sidewalk of property line)		Proponent		
2. Proof of Business Registration: DTI (Sole Proprietor)/SEC (Partnership or Corporation) /CDA (Cooperatives)				
3. Occupancy Permit				
4. Barangay Clearance				
5. Approved Sanggunian Bayan Resolution for Development Permit and Locational Clearance as may be required (MPDO)		Municipal Engineering Office Barangay Concerned Sangguniang Bayan / Municipal Planning and Development Office		
6. Contract of lease (if leased) or Tax Declaration of Transfer Certificate of Title (TCT) (If owned)				
7. List of Regular and/or Casual Employees, with residence address and position, duly certified by the owner. (Note: these employees are required to secure working permit)				
8. Other: Additional Documentary Requirements may be required on case-to-case basis depending on actual examination of application (for complex transaction only)		Proponent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up unified form and submit it together with all the documentary requirements needed	Review and validate form & documents.	Charges and Fees will depend on Nature of Business and Gross Sales / Receipts	7 minutes	Phebie Cay V. Wanden
	Assess eligibility based on record business with occupancy permits transmitted previously by SEC/MEO/OBO		3 minutes	Josephine S. Castillote
	Prepare & issue Tax Order of Payment (TOP)		10 minutes	Editha C. Reyes
2. Pay amount to the Municipal Treasurer's Office and get Official Receipt			5 minutes	Treasurer's Office Staff
3. Claim the Business Permit and Mayor's Permit	Print Mayor's Permit and forward to Mayor's Office for Signature		10 minutes	Editha C. Reyes
	Release the business permit and Mayor's permit with business plate and sticker		5 minutes	Phebie Cay V. Wanden
TOTAL:			40 minutes	

MAYOR’S PERMIT AND BUSINESS LICENSE FOR RENEWAL OF BUSINESS

Office or Division:	Business Permit and Licensing Office (BPLO)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Business Clearance		Barangay Concerned Proponent		
2. Previous Year’s Mayor’s/Business Permit		Proponent		
3. Audited Financial Statement /Sworn Statement of Gross Sales/Receipts for the preceding year		Bureau of Internal Revenue		
4. BIR Registration Certificate		Proponent		
5. Certificate of tax exemption from local taxes or fees (if exempt)				
6. On Lessors- Tax Clearance or Tax Receipt				
7. List of Employees (Regular or Casual) indicating their address and position to the company				
8. Other: Additional Documentary Requirements may be required on case-to-case basis depending on actual examination of application (for complex transaction only)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up unified form and submit it together with all the documentary requirements needed	Review and validate form & documents	Charges and Fees will depend on Nature of Business and Gross Sales / Receipt	7 minutes	Phebie Cay V. Wanden
	Assess eligibility for renewal based on consolidated negative list consisting of positive findings		3 minutes	Josephine S. Castillote
	Prepare & issue Tax Order of Payment (TOP)		10 minutes	Editha C. Reyes
2. Pay amount to the Municipal Treasurer’s Office and get Official Receipt			5 minutes	Treasurer’s Office Staff
3. Claim the Business Permit and Mayor’s Permit	Print Mayor’s Permit and forward to Mayor’s Office for Signature		10 minutes	E. Reyes
	Release the Business Permit/Mayor’s Permit with sticker		5 minutes	Phebie Cay V. Wanden
TOTAL:			40 minutes	

APPLICATION FOR RETIRING BUSINESS OPERATION

The main purpose of applying for Retiring Business Operation is to update the municipal government records and to avoid accumulation of taxes and penalties. Enterprises that have closed or have changed ownership must apply for retirement of business. The BPLO conducts inspection to verify closure or change in the nature of ownership.

Office or Division:	Business Permit and Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2B: Government to Business			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notarized Application Form 2. Affidavit of Closure 3. Original Mayor's Permit Certificate 4. Original Billing Assessment and Payment/s 5. Certificate of Gross Sales (Notarized) 6. Audited Financial Statement 7. BIR Payments/ VAT Returns (Monthly/Quarterly/Annual) 8. Certification of Closure (From lessor / Barangay) or Board Resolution (for Corp.)		Proponent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form for business retirement together with all the documentary requirements needed	Review and validate form & documents	Municipal Business Tax – based on Gross Sales / Receipts	2 minutes	Phebie Cay V. Wanden
	Prepare & issue Tax Order of Payment (TOP)	Dropping Certification on Php 50.00	3 minutes	Josephine S. Castillote
		Documentary Stamp Php 30.00		
2. Pay amount to the Municipal Treasurer's Office and get Official Receipt			5 minutes	Treasurer's Office Staff
	Print Certificate of Retirement		2 minutes	E. Reyes
3. Claim Certificate of Retirement	Release Certificate of Retirement together with the Application form and Affidavit		3 minutes	Phebie Cay V. Wanden
TOTAL:		Php 50.00 Php 30.00	15 minutes	

ISSUANCE OF MAYOR’S PERMIT ON OCCUPATION/WORKING

Serve as prerequisite for employment.

Office or Division:	Business Permit and Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate (CTC) 2. Barangay Clearance (Place of Residence) 3. Police/NBI Clearance 4. Laboratory Examination Results (X-RAY, Stool and Urine) 5. Parent’s Consent (if below 18 years old) 6. For GROs- G Smear result and NSO authenticated birth certificate				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the documentary requirements needed	Review and validate documents		2 minutes	Phebie Cay V. Wanden
2. Pay the amount to the Municipal Treasurer’s Office and get Official Receipt	Print Mayor’s Permit		5 minutes	Treasurer’s Office Staff
			2 minutes	E. Reyes
3. Claim Mayor’s Permit on Occupation/ Working	Release Mayor’s Permit		1 minute	Phebie Cay V. Wanden
TOTAL:			10 minutes	

ISSUANCE OF MAYOR’S PERMIT ON TRICYCLE OPERATION

Issued to tricycle owner/operator who operate as a means of livelihood.

Office or Division:	Business Permit and Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Tricycle drivers and operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification indicating the actual residency of the applicant and provision of a garage. 2. Community Tax Certificate (CTC) 3. LTO issued Official Receipt and Certificate of Registration 4. TODA Certification 5. Valid Identification Card of Applicant/ Professional Driver’s License 6. For newly purchased motorcycle unit, Sales Invoice 7. For purchased of secondhand motorcycle units, Deed of Absolute Sale				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit all the documentary requirements needed	Review and validate documents		2 minutes	Phebie Cay V. Wanden
2. Pay the amount to the Municipal Treasurer's Office and get Official Receipt			5 minutes	Treasurer's Office Staff
	Print Mayor's Permit		2 minutes	E. Reyes
3. Claim Mayor's Permit on Tricycle Operation	Release Mayor's Permit		1 minute	Phebie Cay V. Wanden
TOTAL:			10 minutes	

MUNICIPAL GOVERNMENT OF PILILLA

CITIZEN'S CHARTER

2022(1ST EDITION)

Municipal Environment and Natural Resources Office (MENRO)

Service Schedules :

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



ISSUANCE OF CERTIFICATE OF NO OBJECTION FOR THE TREE CUTTING PERMIT

To be able to regulate the cutting and pruning of trees, the Municipal Government thru the Office of the Municipal Environment and Natural Resources Office is issuing of Certificate of No Objection before the cutting and pruning. Inspection is being undertaken before the issuance of such certificates. However, it must be noted that the Certificate of No Objection is a prerequisite in obtaining a Tree Cutting Permit from the Provincial Environment and Natural Resources Office.

Office or Division:		Municipal Environment and Natural Resources Office (MENRO)		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen; G2B – Government to Business		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Small Scale (Less than ten (10) tress to cut		Sangguniang Barangay Concerned		
1. Duly approved letter of request with the endorsement of the Barangay Captain.				
2. Photo documentation of the subject tree.				
3. Sketch map showing the location if the tree.				
4. Land Title or Tax Declaration of land where the tree is located.				
5. A replacement ratio of 1:25				
B. Large Scale (More than ten (10) trees to cut		Sangguniang Barangay Concerned		
1. Duly approved letter of request with the endorsement of the Barangay Captain.				
2. Photo documentation of the subject tree.				
3. Sketch map showing the location if the tree.				
4. Land Title or Tax Declaration of land where the tree is located.				
5. Site Development Plan and ECC for big projects.		Proponent/Developer/Consultant		
6. 100% inventory of trees to be cut.				
7. Inventory Fee of 1,200 / ha.				
8. A replacement ratio of 1:100 or 1:50.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide project information required	Interview Client and fill out MENRO Form No. X Request for Certificate of No Objection			
<i>[Client unable to provide requirements]</i>	<i>[Give MENRO Form No. X; ask client to have it filled out by knowledgeable personnel; and return filled out form for</i>		3 minutes	

	<i>evaluation of requirements]</i>			
2. Check MENRO Form No. X (completeness and correctness)	Give copy of MENRO Form No. X and inform client of requirements.		1 minute	
3. Request detailed explanation / elaboration of requirement/s	Explain in detail the requirement/s		1 minute / requirement	
4. Provide requirements	Assess completeness and veracity of requirements	Large Scale Inventory Fee 1,200 / ha	5 minutes	
5. Wait for the scheduled ocular inspection	Schedule an ocular inspection		1 day	
6. Submit complete requirements Submit incomplete requirements	Provide Certificate of No Objection; record and keep MENRO Form No. X Provide copy of MENRO Form X to client with REMARKS: INCOMPLETE REQUIREMENT S APPLICATION CANNOT BE PROCESSED		1 minute	
TOTAL:			1 days, 11 minutes	

TREES AND AGROFORESTRY SPECIES SAPPLINGS/SEEDLINGS PROVISIONS

In support of the reforestation and greening programs of the government, the Municipal Government of Pililla through the Office of the Municipal Environment and Natural Resources is giving out tree planting materials like forest tree and agroforestry species to environmental partners and stakeholders.

Office or Division:	Municipal Environment and Natural Resources Office (MENRO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request indicating the purpose and the location of the planting site. 2. Accomplished seedlings/saplings request form.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request to the Municipal Mayor and/or visit the	Receives duly approved letter-request and the accomplished seedling/sapling request form.	-	3 minutes	

Municipal ENRO.				
2. Received seedlings/ saplings	Release seedlings / saplings	-	1 minute / saplings	
3. Plant the requested seedlings/ saplings on the indicated location	Monitor the planted seedlings/sapling and prepare accomplishment report	-		
TOTAL:		-	4 minutes	

ACCESS TO REFERENCES AND LITERATURES RELATED TO ENVIRONMENT AND NATURAL RESOURCES (ENR)

This service provides the client some ENR-related references such as books, reports, magazines, manuals, and brochures.

Office or Division:		Municipal Environment and Natural Resources Office (MENRO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sign the MENRO Logbook				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Municipal ENRO Official Visitor's Logbook	Interviews the client for personal information such as name, and objectives of the research being undertaken.	-	5 minutes	
2. Browse the available references and literatures related to the research being undertaken	Informs client of the available references and literatures.	-	5 minutes	
TOTAL:		-	10 minutes	

REQUEST TO CONDUCT ENR LECTURE/SEMINARS/TRAINING

With the aim of disseminating ENR-related information and to encourage wider involvement in the ENR protection and conservation, the Municipal ENRO is conducting lectures/seminars/trainings in school, communities, and offices. This being undertaken in partnership with concerned offices, Non-Government Organizations (NGOs) and National Government Agencies (NGAs).

Office or Division:		Municipal Environment and Natural Resources Office (MENRO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished ENR Lectures/Seminars/Training Request Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide lectures/seminars/training details	Interview client and fill out ENR Lectures/Seminars/Training Request Form	-	3 minutes	
2. Attends lecture/seminar/training	Conducts and facilitates the lecture/seminar/training	-	2 hours	
3. Fill-ups the feedback form	Provides training feedback form		5 minutes	
TOTAL:		-	2 hours 8 minutes	

REQUEST OF IEC MATERIALS SUCH AS BROCHURES, FLYERS AND TARPULIN SIGNAGES

With the aim of disseminating ENR-related information and to encourage wider involvement in the ENR protection and conservation, the Municipal ENRO is distributing IEC materials.

Office or Division:		Municipal Environment and Natural Resources Office (MENRO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished IEC materials request form.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill – up IEC material request form	Receives accomplished request form	-	5 minutes	
2. Receive IEC materials	Release IEC materials	-	5 minutes	
TOTAL:		-	10 minutes	

MENRO CLEARANCE FOR DEVELOPMENT PERMIT APPLICANTS/ALTERATION PERMIT APPLICANTS

The MENRO Clearance is given to applicants that are applying for development permit/alteration permit. Such clearance is given after determining the probable environmental impacts of the activities/operations applied for.

Office or Division:	Municipal Environment and Natural Resources Office (MENRO)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Inventory Map of Natural Drainage/s, Creek/s and River/s 2. DENR Tree Cutting Permit 3. NWRB Water Permit 4. PHIVOLCS Earthquake Hazard Assessment 5. EIS/IEE Report/IEE Checklist 6. MGB EGGAR/GAR 7. DENR CNC/ECC 8. Environmental Protection Fee		Developer / local government / NAMRIA DENR – PENRO RIZAL National Water Resources Board PHILVOLCS Proponent / Developer / Consultant DENR-MGB DENR-EMB 4A MENRO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide project information required [Client unable to provide requirements]	Interview Client and fill out MENRO Form X new development or XX for alteration application [Give MENRO Form X or XX; ask client to have it filled out by knowledgeable personnel; and return filled out form for evaluation of requirements]	-	3 minutes	
2. Check MENRO form X or XX (completeness and correctness of business info)	Give copy of MENRO Form No. X or XX and inform clients of requirements	-	1 minute	
3. Request detailed explanation/elab oration of requirement/s	Explain in detail requirement/s	-	1 minute/ requirement	
4. Provide requirements	Assess completeness and veracity of requirements	-	5 minutes	
5. Submit complete requirements	Provide MENRO Clearance; record and keep MENRO Form No. X or XX; Give direction going to the Office of the Municipal Building Official	-	1 minute	

Submit incomplete requirements	Provide copy of MENRO Form No. X or XX to client with REMARKS: INCOMPLETE REQUIREMENT S APPLICATION CANNOT BE PROCESSED			
TOTAL:		None	11 minutes	

MENRO CLEARANCE FOR BUILDING PERMIT

The MENRO Clearance is given to applicants that are applying for building permit. Such clearance is given after determining the probable environmental impacts of the activities/operations applied for.

Office or Division:		Municipal Environment and Natural Resources Office (MENRO)		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen; G2B – Government to Business		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Development Permit or Development Permit Requirement/s (if deferred)		Local Government Unit / Proponent		
2. Wastewater Treatment Plant (WTP) / Sewerage Treatment Plant (STP) / Drainage Design / Plan (signed by Licensed Engineer)		Developer/Proponent		
3. Air Pollution Control Installation Design/Plan (signed by Licensed Engineer)		Developer/Proponent		
4. Solid Waste Facility Design/Plan (signed by Licensed Engineer)		Developer/Proponent		
5. Hazardous Waste Facility Design/Plan (signed by Licensed Engineer)		Developer/Proponent		
6. Environmental Protection Fee		MENRO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide project information required [Client unable to provide requirements]	Interview Client and fill out MENRO Form X new development or XX for alteration application [Give MENRO Form X or XX; ask client to have it filled out by knowledgeable personnel; and return filled out form for evaluation of requirements]	-	3 minutes	
2. Check MENRO form X or XX (completeness)	Give copy of MENRO Form No. X or XX and	-	1 minute	

	and correctness of business info)	inform clients of requirements			
3.	Request detailed explanation/elaboration of requirement/s	Explain in detail requirement/s	-	1 minute / requirement	
4.	Provide requirements	Assess completeness and veracity of requirements	-	5 minutes	
5.	Submit complete requirements	Provide MENRO Clearance; record and keep MENRO Form No. X or XX; Give direction going to the Office of the Municipal Building Official	-	1 minute	
	Submit incomplete requirements	Provide copy of MENRO Form No. X or XX to client with REMARKS: INCOMPLETE REQUIREMENT S APPLICATION CANNOT BE PROCESSED			
TOTAL:			-	11 minutes	

MENRO CLEARANCE FOR NEW BUSINESS PERMIT

The MENRO Clearance is given to applicants that are applying for new business permit. Such clearance is given after determining the probable environmental impacts of the activities/operations applied for.

Office or Division:	Municipal Environment and Natural Resources Office (MENRO)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. LOW RISK	
1. Filled up Business Permit Application	Municipal Treasurer's Office / Proponent
2. Locational / Zoning Clearance	Municipal Planning and Development Office
3. Environmental Protection Fee	MENRO
B. MEDIUM RISK	
1. Filled up Business Permit Application	Municipal Treasurer's Office / Proponent
2. Locational / Zoning Clearance	Municipal Planning and Development Office
3. Certificate of Non-Coverage (CNC)	DENR-EMB 4A
4. PHIVOLCS Earthquake Hazard Assessment (near identified fault line)	PHIVOLCS
5. Environmental Protection Fee	MENRO
C. HIGH RISK	
1. Filled up Business Permit Application	Municipal Treasurer's Office / Proponent
2. Locational / Zoning Clearance	Municipal Planning and Development Office
	DENR-EMB 4A

3. Environmental Compliance Certificate (ECC)		PHIVOLCS				
4. PHIVOLCS Earthquake Hazard Assessment (near identified fault line)		MENRO				
5. Environmental Protection Fee						
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME			PERSON RESPONSIBLE
1. Provide business information required [Client unable to provide requirements]	Interview client and fill out MENRO Form No. X [Give MENRO Form No. X; ask client to have it filled out by knowledgeable personnel; and return filled out form for evaluation of requirements]	-	3 minutes			
2. Check MENRO form No. X (completeness and correctness of business info)	Give copy of MENRO Form No. X and inform client of requirements	-	1 minute			
3. Request detailed explanation / elaboration of requirement/s	Explain in detail requirement/s	-	1 minute / requirement			
4. Provide requirements	Assess completeness and veracity of requirements	-	1 min	5 min	10 min	
5. Submit complete requirements Submit incomplete requirements	Provide MENRO Clearance; record and keep MENRO Form X; Give direction going to the Office of the Building Official Provide TEMPORARY MENRO Clearance SUBJECT to submission of required document/s: 3 months: CNC and other clearances 6 months: ECC; Let client sign deferment form. Give direction going to the Office of the Municipal Building Official	-	2 minutes			
TOTAL:		None	8 min	12 min	16 min	

MENRO CLEARANCE FOR RENEWAL BUSINESS PERMIT

The MENRO Clearance is given to applicants that are applying for renewal business permit. Such clearance is given after determining the probable environmental impacts of the activities/operations applied for.

Office or Division:	Municipal Environment and Natural Resources Office (MENRO)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. LOW RISK				
1. Filled up business permit application		Municipal Treasurer's Office / Proponent		
2. Locational / Zoning Clearance		Municipal Planning and Development Office		
3. Environmental Protection Fee		MENRO		
B. MEDIUM RISK				
1. Completely filled up business permit application		Municipal Treasurer's Office / Proponent		
2. Locational / Zoning Clearance		Municipal Planning and Development Office		
3. Certificate of Non-Coverage (CNC)		DENR – EMB 4A		
4. PHIVOLCS Earthquake Hazard Assessment (near identified fault line)		PHIVOLCS		
5. MENRO Monitoring Form		MENRO		
6. Environmental Protection Fee		MENRO		
If applicable				
7. DENR/LLDA Accredited PCO		DENR-EMB 4A / LLDA		
8. LLDA Clearance		LLDA		
9. LLDA Discharge Permit		LLDA		
10. DENR Permit to Operate (air Pollution Control Installation)		DENR-EMB 4A		
11. DENR Hazardous Waste ID		DENR-EMB 4A		
12. NWRB Water Permit		National Water Resources Board		
C. HIGH RISK				
1. Filled up business permit application		Municipal Treasurer's Office		
2. Locational / Zoning Clearance		Municipal Planning and Development Office		
3. Environmental Compliance Certificate (ECC)		DENR-EMB 4A		
4. PHIVOLCS Earthquake Hazard Assessment (near identified fault line)		PHILVOLCS		
5. Environmental Protection Fee		MENRO		
6. MENRO Monitoring Form		MENRO		
7. DENR/LLDA Accredited PCO		DENR-EMB 4A / LLDA		
8. LLDA Clearance		LLDA		
9. LLDA Discharge Permit		LLDA		
10. DENR Permit to Operate (air Pollution Control Installation)		DENR-EMB 4A		
11. DENR Hazardous Waste ID		DENR-EMB 4A		
12. NWRB Water Permit		National Water Resources Board		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide business information required	Interview client and fill out MENRO Form No. X	-	3 minutes	
[Client unable to provide requirements	[Give MENRO Form No. X; ask client to have it filled out by			

	knowledgeable personnel; and return filled out form for evaluation of requirements					
2. Check MENRO form No. X (completeness and correctness of business info)	Give copy of MENRO Form No. X and inform client of requirements	-	1 minute			
3. Request detailed explanation / elaboration of requirement/s	Explain in detail requirement/s	-	1 minute / requirement			
4. Provide requirements	Assess completeness and veracity of requirements	-	1 Min	5 Min	10 min	
5. Submit complete requirements	Provide MENRO Clearance; record and keep MENRO Form X; Give direction going to the Office of the Building Official	-	2 minutes			
Submit incomplete requirements	Provide TEMPORARY MENRO Clearance SUBJECT to submission of required document/s: 3 months: CNC and other clearances 6 months: ECC; Let client sign deferment form. Give direction going to the Office of the Municipal Building Official					
TOTAL:		None	8 min	12 min	16 min	

ENVIRONMENTAL PROTECTION FEE

The Environmental Protection Fee is an environmental charge paid for the right to use the environment or surroundings and is used to implement, maintain and/or improve its current conditions. The rates of the environmental protection fee are dependent on the type of activity vis-à-vis its environmental impacts.

Office or Division:	Municipal Environment and Natural Resources Office (MENRO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Non-coverage for Medium Risk Activities		DENR EMB 4A		
2. Environmental Compliance Certificate for High-Risk Activities		DENR EMB 4A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide project information required	Interview Client and Fill Out MENRO Form X	-	3 minutes	
2. Check MENRO form No. X (completeness and correctness of business info)	Give copy of MENRO Form No. X and inform client of requirements	-	1 minute	
3. Request detailed explanation / elaboration of requirement/s	Explain in detail requirement/s	-	1 minute	
4. Provide requirements	Assess completeness and veracity of requirements	-	5 minutes	
5. Client pays Environmental Protection Fee at Municipal Treasurer's Office and Return the MENRO Form X to MENRO	Checks the Payment receipt and filled out the MENRO Form X	Low Risk: Php 1,000.00 Medium Risk Php 3,000.00 High Risk Php 5,000.00	1 minute	
TOTAL:		1,000.00 3,000.00 5,000.00	11 minutes	

MUNICIPAL GOVERNMENT OF PILILLA

CITIZEN'S CHARTER

2022 (1ST EDITION)

GENERAL SERVICES OFFICE

Service Schedules :

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



ISSUANCE OF PROPERTY ACKNOWLEDGEMENT RECEIPT (PAR) FOR EQUIPMENT FOR NEWLY ACQUIRED PROPERTIES

Office or Division:		GENERAL SERVICES OFFICE		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PAR Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the Purchased Order and inspected official receipt Property Acknowledgement Receipt for Equipment (PAR) and detailing the property	1. Received and review all documents 1.1 Prepare copy of Property Acknowledgement Receipt (PAR) 1.2 Issued to Accountable Officer		10 mins	GSO Inventory Staff
2. Signed the accomplished Property Acknowledgement Receipt for Equipment	1. Record and Place inventory tags 2.1 Submit to department head for signatory		10 mins	GSO Inventory Staff
2. Have a copy of Property Acknowledgement for file	3. Give one copy of PAR at Client and keep the last one for file			GSO Inventory Staff
TOTAL:			20 mins.	

PROCUREMENT OF SUPPLIES AND MANAGEMENT

Office or Division:		GENERAL SERVICES OFFICE		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form for office supplies and equipment				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the completely and properly filled-up request form for office supplies and equipment with the approval of Municipal	1. Received and records the documents 1.1 Make a Canvassed 1.2 It should be posted at Philgeps and		10 minutes 1 day (it depends on the procurement process that	1. GSO Staff 1.1 GSO Purchasing Officer 1.2 GSO Purchasing Officer

Mayor and Budget Officer for verification	a quotation should be acquired from qualified supplier 1.3 Witness the delivery of supplies		should be done) 10 minutes	1.3 GSO Purchasing Officer
	2. Schedule a meeting with the BAC (Bids and Awards Committee) to determine what procurement process should be done		10 minutes	BAC (Bids and Awards Committee)
	3. A) Make a Canvassed if the cost is below Php 50,0000.00 B) If the amount is above 50,000.00 and less than Php 200,000.00 it should be acquired from qualified supplier		3 days (it depends on the procurement process that should be done)	BAC (Bids and Awards Committee)
Follow-up	4. Update the client about the request (Verify to the BAC the status of the Canvass) 4.1 Advice the winning supplier to deliver the supply		5 minutes	GSO Staff
	5. Witness the delivery of and acceptance of supply together with the representative from accounting and end user		10 minutes	
TOTAL:			4 days and 35 minutes (it depends on the procurement process that should be done)	

SCHEDULING AND MANAGEMENT OF VARIOUS VENUE/EVENTS

Office or Division:		GENERAL SERVICES OFFICE		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Completely filled-up Borrower's Slip				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. GSO Borrower's Slip indicating the activity/event, date and time	1. Receive request and verify the reservation records if date/s requested is available		1. 5 mins	GSO Staff
	1.1 Evaluates the purpose of the request		1.1 5 mins	
	1.2 Approve/Disapprove the request		1.2 5 mins	
2. Confirmation of Approved Reservation	2. Give the borrower's slip to the client, if approved		2. 3 mins	GSO Staff
TOTAL:			18 mins.	

BUILDING AND GROUND MANAGEMENT

Office or Division:		GENERAL SERVICES OFFICE		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Repair Works	1. Receiving of the request 1.1 Log Request		3 mins	GSO Staff
	2. Approved of request for request for appropriate action and material computation		5 mins	GSO Head
	3. Forward Request to Maintenance Personnel		5 mins	GSO Staff
	4. Schedule repair which includes: -Electrical Works -Carpentry Works -Other facility related works perform repair		5 mins	GSO Staff
	5. Perform Repair		Depends on the extent of work and availability of materials	GSO Staff

	6. Submit accomplished job order report		5 mins	GSO Staff
TOTAL:			Depends on the extent of work and availability of materials	

PROVISION OF INSPECTION SERVICES ON GOVERNMENT PROPERTY

Office or Division:		GENERAL SERVICES OFFICE		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Purchase Order (PO) Other Supporting Documents				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Purchase Order paper with official receipt and request inspection report for inspection	1. Received and check the complete documents 1.1 Inspect the official receipt of the items		1 hour	GSO Inspection Officer
2. Conduct Inspection	2. Check and review all the documents 1.1 Review the item and marked inspected 2.1 Accomplished Acceptance and Inspection Report		1 hour	GSO Inspection Officer
TOTAL:			2 hours	

REQUEST FOR TRANSPORTATION ASSISTANCE

Office or Division:		GENERAL SERVICES OFFICE		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter Other Supporting Documents				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Letter	Assessment of Request	-	5 mins	GSO Staff
	Check the availability of vehicle and schedule		5 mins.	GSO Staff
	Approval of Request Letter from the Municipal Mayor		10 mins	Office of the Mayor
Confirmation of Approved Reservation	Record request in the reservation log book and the details of request	-	2 mins	GSO Staff
TOTAL:		-	22 mins.	

REQUEST FOR LOGISTIC ASSISTANCE

Office or Division:		GENERAL SERVICES OFFICE		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter Other Supporting Documents				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Letter	Assessment of Request	-	5 mins	GSO Staff
	Check the availability of logistic		5 mins.	GSO Staff
	Approval of Request Letter from the Municipal Mayor		10 mins	Office of the Mayor
Confirmation of Approved Reservation	Record request in the reservation log book and the details of request	-	2 mins	GSO Staff
TOTAL:		-	22 mins.	

MUNICIPAL GOVERNMENT OF PILILLA

CITIZEN'S CHARTER

2022(1ST EDITION)



MUNICIPAL HEALTH OFFICE

Service Schedules :

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



Provision of Medical Consultation

Diagnose and treat illnesses
Give appropriate medical services to any individual who needs medical assistance

Client Group : General Public

Requirements :
- Referral Slip from the Barangay Health Center

Service Schedules : Monday to Friday (8:00 AM to 12:00 NOON and 1:00 PM to 5:00PM)

Total Processing Time : 20-30 minutes

Total Charges/Fees : None

Process of Availing the Services:

Steps Involved	Actions of MHO	Transaction Time	Responsible Person
1. Go to Mun. Health Office and inform the nature of check up	Make a record and take vital signs and refers patient to the Municipal Health Officer	5 minutes	Midwife/PHN
2. Proceed to the Office of the Mun. Health Doctor to undergo examination	Conducts physical examination, give medical advice, doctor's prescription, and referrals. Advise for necessary follow up	10 minutes	Municipal Health Officer
3. Approach the assigned personnel at the MHO for the provision of medicine/s	If prescribed medicine is available at the MHO, the medicine will be given to the patient	5 minutes	Midwife

Issuance of Medical Abstract/Medical Certificate

Proof/authentication of the nature of sickness; generally required for securing vital documents such as securing jobs and enrollment.

- Client Group : General Public
- Requirements : For Employment and Other Purposes
 - Results of Blood Test (CBC)
 - Results of Chest X-Ray
 - Results of Urinalysis
 - Results of Drug Test

Service Schedules : Monday to Friday (8:00 AM to 12:00 NOON and 1:00 PM to 5:00PM)

Total Processing Time : 15 minutes

Total Charges/Fees :

Process of Availing the Services:

Steps Involved	Actions of MHO	Transaction Time	Responsible Person
1. Go to the MHO and inform the purpose of Medical Abstract/ medical Certificate	Initial evaluation/ Vital signs/ make a record.	5 minutes	Midwife
2. Evaluation of the Case	Interview/ History and Physical examination issuing of medical abstract/ medical Certificate	10-20 minutes	MHO
3. Further work up (optional).	.		
4. Recommendation .	Follow up Check up	2 minutes	MHO

Issuance of Death Certificate

Application should be done prior to actual burial.

Client Groups : Relative of the deceased

Requirements : Payment from Local Civil Registrar

Service Schedules : Monday to Friday (8:00 AM to 12:00 NOON and 1:00 PM to 5:00PM)

Total Processing Time : 5 Minutes

Total Charges/Fees : None

Process of Availing the Services:

Steps Involved	Actions of MHO	Transaction Time	Responsible Person
1. Relative shall go to the LCR to apply for death certificate	.Make a draft of death certificate	10 minutes	LCR Clerk
2. Payment of corresponding fee to the TO	Initial evaluation by the nurse	5 minutes	TO Clerk
3. Go to MHO for evaluation of the death certificate		2 minutes	Public Health Nurse (PHN)
4. Verification and signing of Death certificate	Interview the relative regarding the nature and circumstances of death signing	5-10 minutes	MHO
5. Go Back to the LCR for Recording		5 minutes	LCR Clerk

Provision of Immunization Services

Provides immunization to infants 0 to 11 months old to prevent vaccine – preventable disease such as polio, diptheria, tetanus, measles, Hepatitis B and prevent complications from tuberculosis.

An anti – tetanus vaccine is also available to pregnant women to prevent the occurrence of tetanus neonatorum in infants.

Immunization is administered in the Barangay health center

Client Groups :

- Parents of Infants (0 to 11 months old)
- Pregnant women

Requirements :

- Under Five Card
- Home – Based Maternity Record (HBMR)

Service Schedules : Every Wednesday 8:00- 12:00 noon

Total Processing Time: 10-15 minutes

Total Charges/Fees : None

Process of Availing the Services:

Steps Involved	Actions of MHO	Transaction Time	Responsible Person
1. The mother or guardian should bring the baby for immunization to the Health Center	The midwife shall access the baby for immunization	5 minutes	Midwife
2. Show the immunization record to the midwife	Recording	1 minute	BHW
3. Actual immunization	Midwife perform the immunization	1 minute	Midwife
4. Recommendation	Advise regarding adverse reaction and next visit	5 minutes	Midwife

Provision of Family Planning Service

The Municipal Health Office provides family planning to advocate proper child spacing and birth control

Client Groups : General Public

Requirements : None

Service Schedules : Monday to Friday (8:00 AM to 12:00 NOON and 1:00 PM to 5:00PM)

Total Processing Time : 30-40 minutes

Total Charges/Fees : None

Process of Availing the Services:

Steps Involved	Actions of MHO	Transaction Time	Responsible Person
1. Go to Barangay Health Center and state your request for information and/or counseling service.	Accommodates client	5 minutes	Midwife
2. Undergo counseling session	Conducts family planning session Accommodates clients questions	30 minutes	Nurse/Midwife

Provision of Dental Examination and Tooth Extraction

About the Service:

One tooth per extraction only

Client Groups : General Public

Requirements : None

Service Schedules : (Monday and Friday
8:00 AM to 12:00 NOON and 1:00PM to 5:00 PM

Total Processing Time: 15-30 minutes

Total Charges/Fees : Php 70.00/tooth extracred

Process of Availing the Services:

Steps Involved	Actions of MHO	Transaction Time	Responsible Person
1. Proceed to Mun. Health Office to register	Register client and assigns a call number	5 minutes	Midwife
2. Undergo tooth extraction	Performs tooth examination and/or extraction and gives dental care instructions	30 minutes	Dentist

Provision of Family Planning Service/ Marriage Counseling

About the Service:

-
- Provides family planning to advocate proper child spacing and birth control

Client Groups : General Public

Requirements : None

Service Schedules : Monday to Friday (8:00 AM to 12:00 NOON and 1:00 PM to 5:00PM)

Total Processing Time: 1 hour

Total Charges/Fees : None

Process of Availing the Services:

Steps Involved	Actions of MHO	Transaction Time	Responsible Person
1. Proceed to the Barangay Health Station or Rural Health Unit and request for counseling	Accommodate the client	5 minutes	Midwife
2. Undergo counseling session	Conducts family session Accommodates clients questions	30 minutes	Nurse/midwife

Issuance of Sanitary Permits

About the Service:

Food and non – food business establishments are required to secure sanitary permits to make sure they observe the standards of the Sanitary Code of the Philippines. Workers in said establishments are also required to secure health cards. Businesses fall into two categories:

- 1. Food or those dealing in food preparation and processing, in which case, proprietors, managers, waiters, waitresses and cooks are required to secure health cards.
- 2. Non – food or other establishments not involved in food preparation and processing, in which case managers, helpers, salesmen, salesladies and laborers are required to secure health cards.

Sanitary Permits and Health Cards are requirements for securing Mayor's Permits and Business Licenses in the municipality.

Requirements : Barangay Clearance, Application Form

Service Schedules : Monday to Friday (8:00 AM to 12:00 NOON and 1:00 PM to 5:00PM)

Total Processing Time: 30 minutes

Total Charges/Fees : Depending on the assessed valued

Process of Availing the Services:

Steps Involved	Actions of MHO	Transaction Time	Responsible Person
1. Go to Municipal Rural Health Unit and secure requirements	Briefs client on requirements/ examinations to be conducted	5 minutes	Midwife/ Public Health Nurse on duty
a. Owners/Operators/Workers			
2. Pay the corresponding fee at the treasurer's office and secure an O.R.	Validate the documents presented	15 minutes	-do-
3. Submit for medical examination	Advises client to be back the following day for the release of the results	20 minutes	-do-
4. If positive, go back to RHU for counseling and for enrollment in multi– drug therapy.	Conducts counseling	15 minutes	-do-

MUNICIPAL GOVERNMENT OF PILILLA

CITIZEN'S CHARTER

2022(1ST EDITION)

Local Civil Registrar (LCR)

Service Schedules :

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



REGISTER BIRTH & ISSUANCE OF CERTIFICATE OF LIVE BIRTH

Birth of the child should be registered at the Office of the Local Civil Registrar within thirty (30) day reglementary period from the time of birth.

Office or Division:	Local Civil Registrar (LCR)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Parents/guardians/attendant at birth/hospital authorities and persons who have reached legal age but whose facts of births have not been reported at the Civil Registrar Office.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<div>For Children born at home: If parents are married: On time registration<ul style="list-style-type: none">Marriage contract of parentsSignature of attendant at birthBarangay Midwife’s certification of the circumstances of birthDelayed Registration<ul style="list-style-type: none">NSO – Negative Certification of Birth (1945 – 1989)Baptismal Certificate of the childMarriage contract of parentsSignature of attendant at birth (if still living)Affidavit of two (2) disinterested personsRecent Community Tax Certificate of the informantAt least three (3) documentary evidence/public documents showing correct full name, date of birth and place of birth of the child For Children born in the hospital/maternity clinic: If parents are married: On time registration<ul style="list-style-type: none">Duly accomplished quadruplicate copies of Certificate of Live Birth, the informant and the hospital staff who prepared the Certificate of Live BirthRecent Community Tax Certificate If parents are not married: On time registration<ul style="list-style-type: none">Duly accomplished quadruplicate copies of the Certificate of Live Birth with the signature of attendant at birth, the informant and the hospital staff who prepared the Certificate of Live BirthPersonal appearance of the father at the Local Civil Registrar’s Office (if the child is to be acknowledge or if the father is willing to admit paternity of the child) & his</div>	

<p>recent Community Tax Certificated</p> <p><i>Delayed Registration</i></p> <ul style="list-style-type: none"> Duly accomplished quadruplicate copies of the Certificate of Live Birth with the signature of attendant at birth the informant and the hospital staff who prepared the Certificate of Live Birth Personal appearance of the father at the Local Civil Registrar's Office and his recent Community Tax Certificate (is the child is acknowledged) Sworn statement of the mother/father/guardian & recent Community Tax Certificate Affidavit of two (2) disinterested persons. 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>On-time registration of children born at home (of married/unmarried parents)</i>				
1. Submit requirements for birth registration and provide needed information during the interview.	Prepare a Certificate of Live Birth based on the information supplied	None (on-time registration) Php 170.00(late registration)	15 minutes	Registration Officer/Clerk
2. Review the document and affix signature on the space provided.	Types/encode Certificate of Live Birth and informs the client to pay fee/s.		3 minutes	Registration Officer/Clerk
3. Pay the corresponding fee/s at the Municipal Treasurer's Office.	Issues official receipt		5 minutes	Revenue Collection Officer/Clerk
4. Return to LCRO office, present to OR and wait as the registration officer records the documents.	Assigns registry number to Certificate of Live Birth		10 minutes	Registration Officer/Clerk
5. Claim the registered documents.	Issues COLB and records issuance		2 minutes	Registration Officer/Clerk
TOTAL:			35 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Delayed Registration of Children born at home (of married/unmarried parents)</i>				
1. Submit applications for birth registration and other required documents and	Prepares Certificate of Live Birth based on the	None (on-time registration)	15 minutes	Registration Officer/Clerk

provide needed information during the interview	information supplied	Php 170.00(late registration)		
2. Review the document and affix signature on the space provided.	Types/encode the COLB. Informs the client to pay fees.		3 minutes	Registration Officer/Clerk
3. Pay the corresponding fees at the Municipal Treasurer's Office.	Issues official receipt.		5 minutes	Revenue Collection Officer/Clerk
4. Return to the Local Civil Registrar and submit the official receipt.	Informs the client of the date of release of the COLB in compliance with the 10-day posting period.		5 minutes	Registration Officer/Clerk
5. Claim the duly registered Certificate of Live Birth on the appointed date.	Issues COLB and records issuance.		5 minutes	Registration Officer/Clerk
TOTAL:			33 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>On - time registration of children born in private hospital/maternity clinic (of married parents). Owners of documents claim the Certificate of Live Birth at the private hospital (processed by hospital authorities)</i>				
1. Submit the duly accomplished quadruplicate copies of the Certificate of Live Birth	Reviews the documents for completeness.	None (on-time registration) Php 170.00(late registration)	5 minutes	Registration Officer/Clerk
2. Pay the corresponding fees at the Municipal Treasurer's Office.	Issues official receipt.		5 minutes	Revenue Collections Officer/Clerk
3. Return to the Local Civil Registrar's Office and present the official receipt and Certificate of Live Birth for documentation.	Receives official receipt and advises when the documents will be released.		5 minutes	Registration Officer/Clerk
4. Claim the duly registered Certificate of Live Birth on the appointed date	Issues Certificate of Live Birth and record issuance.		5 minutes	Registration Officer/Clerk
			20 minutes	

TOTAL:			
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>On - time registration of children born in public hospital (of married parents). The public entrusts the documents to the Local Civil Registrar’s Office to be claimed by the owners of the documents (processed by parents/guardians)</i>				
1. Verify with the Local Civil Registrar’s Office if the hospital authorities have submitted the duly accomplished quadruplicate copies of the Certificate of Live Birth. If yes, review the documents. If no, coordinate with the concerned hospital. Secure the document and submit it to the Office of the LCRO.	If the hospital authorities have submitted the duly accomplished quadruplicate copies of the Certificate of Live Birth, instructs client to review document. If not, instruct client to secure the document from the hospital. Once the document/s is/are found to be in order, instructs client to pay fee/s.		10 minutes	Registration Officer/Clerk
2. Pay corresponding fees at the Municipal Treasurer’s Office.	Issues official receipt		10 minutes	Revenue Collection Officer/Clerk
3. Return to the LCRO and present the official receipt.	Assigns registry number to Certificate of Live Birth		5 minutes	Registration Officer
4. Claim the duly registered Certificate of Live Birth on the appointed date set by the hospital authorities	Issues Certificate of Live Birth and records issuance.		5 minutes	Registration Officer
TOTAL:			30 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Delayed Registration of children (of married/unmarried parents) born in hospital/maternity clinic (processed by relatives)</i>				
1. Submit duly accomplished Certificate of Live Birth in four copies	Reviews the documents for completeness.		5 minutes	Registration Officer

prepared by the hospital authorities				
2. Pay the corresponding fee/s at the Municipal Treasurer's Office.	Issues Official Receipt		5 minutes	Revenue Collection Officer/Clerk
3. Go back to the Local Civil Registrar's Office and present the official receipt and all the other requirements with the Registration Officer.	Informs the client of the date of release of the registration in compliance with the 10-days posting period.		5 minutes	Revenue Collection Officer/Clerk
4. Return to the LCRO on the appointed date and get the duly registered Certificate of Live Birth	Issues Certificate of Live Birth and records issuance.		5 minutes	Registration Officer/Clerk
TOTAL:			20 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>On – time registration of children born in private or government hospitals to parents who are not married (processed by relatives)</i>				
1. Submit duly accomplished Certificate of Live Birth in quadruplicate copies prepared by the hospital authorities	Reviews the documents for completeness.		5 minutes	Registration Officer/Clerk
2. Pay the corresponding fee/s at the Municipal Treasurer's Office.	Issues Official Receipt		5 minutes	Revenue Collection Officer/Clerk
3. Go back to the Local Civil Registrar's Office and present the official receipt for documentation. Wait for the registered documents to be released.	Release the document		5 minutes	Registration Officer/Clerk
TOTAL:			15 minutes	

REGISTERING/ISSUANCE OF DEATH CERTIFICATE

It shall be the responsibility of the nearest relative or spouse who has knowledge of the death to report the same within forty-eight (48) hours if the deceased died without medical assistance.

The Municipal Health Officer shall examine the deceased and shall certify as to the cause of death and direct the registration of the death certificate to the Office of the Civil Registrar within the reglementary period of thirty (30) days.

Office or Division:		Local Civil Registrar (LCR)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Spouse/Children/Relatives of the deceased or the nearest kin or Barangay Officials as the case may be		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. If death occurred at home (on – time registration) <ul style="list-style-type: none">• Personal appearance of the informant who should be a relative of the deceased• Barangay Certification on the circumstances surrounding the death				
2. If death occurred in the hospital (on – time registration)				
3. Sworn statement is required if registrations delayed even when death either happened at home or in the hospital				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>On – time/delayed registration of deaths that occurred at home</i>				
1. Proceed to the Local Civil Registry Office and provide the necessary information during the interview.	Prepares the death certificate		5 minutes	Registration Officer/Clerk
2. Review the Death Certificate prepared and affix your signature on the space provided.	Issue a copy of the accomplished but unregistered death certificate		5 minutes	Registration Officer/Clerk
3. Go to the embalmer and Health Officer and have the death certificate signed.	Signs the death certificate		1 hour	Embalmer/Municipal Health Officer
4. Pay the corresponding fees at the Municipal Treasurer's Office.	Issues official receipt		5 minutes	Revenue Collection Officer/Clerk
5. Return to Local Civil Registry Office and submit the death certificate and official receipt. Wait as the Registration Officer	Records and assigns registry number to Certificate of Death		5 minutes	Registration Officer/Clerk

records the documents.				
6. Claim the duly registered Death Certificate.	Issues the duly registered death certificate and records issuance.		5 minutes	Registration Officer/Clerk
TOTAL:			1 hour 25 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>On – time/delayed registration of deaths that occurred in the hospital</i>				
1. Submit the duly accomplished death certificate prepared by the hospital authorities in three (3) copies.	Reviews the duly accomplished death certificate submitted.		3 minutes	Registration Officer/Clerk
2. Go to the embalmer and Mun. Health Officer and have the death certificate signed.	Signs the death certificate		30 minutes to one hour	Municipal Health Officer
3. Pay corresponding fees at the Municipal Treasurer’s Office.	Issues official receipt		5 minutes	Revenue Collections Officer/Clerk
4. Return to the Local Civil Registry Office and submit the death certificate with the official receipt.	Assigns registry number to certificate of death and records the documents.		5 minutes	Registration Officer/Clerk LCRO
5. Claim duly registered Death Certificate.	Issue the duly registered death certificate and records issuance.		5 minutes	Registration Officer/Clerk
TOTAL:			48 minutes	

ISSUANCE OF MARRIAGE LICENSE

Where a marriage license is required, each of the contracting parties shall file separate sworn application for such license with the proper local civil registrar of the place where either or both of the contracting parties reside.

The Local Civil Registrar concerned shall enter all applications for marriage license filed in a registry book strictly in the order in which the same are received.

When the license is issued, the same shall be valid in any part of the Philippines for a period of one hundred twenty (120) days from the date of issue and shall be deemed automatically cancelled at the said period if the contracting parties have not made use of it.

Office or Division:	Local Civil Registrar (LCR)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	A man and a woman, of legal age, with no legal impediment to marry, who wish to enter a special contract of permanent union for the establishment of conjugal family life.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pre – Marital Counseling Certificate 2. Birth Certificates of contracting parties/baptismal certificate 3. Parental consent (18-20) 4. Parental advice (21-24) 5. Certificate of No Marriage (CENOMAR) 6. Certificate of Singleness (25 and above) 7. Passport and legal capacity to contract marriage (for foreigners) 8. Personal Appearance of the couple				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents and provide necessary information during the interview by the Registration Officer.	Reviews documents submitted. Interviews both parties. Instruct to pay fees.	Php 165.00	10 minutes	Local Civil Registrar/Asst. LCR
2. Pay the corresponding fees at the Municipal Treasurer's Office.	Issues official receipt.		5 minutes	Treasurer's Office Clerk
3. Return to the Local Civil Registrar's Office and present the official receipt to the Registration Officer and entrust all the required documents for the ten (10) day posting period.	Informs clients on the date of release of the marriage license.		5 minutes	Registration Officer/Clerk, Local Civil Registrar
4. Return to the Local Civil Registrar's Office as instructed and claim the marriage license.	Issues marriage license.		5 minutes	Registration Officer/Clerk, Local Civil Registrar
TOTAL:		Php 165	25 minutes	

REGISTERING MARRIAGE CERTIFICATE

In ordinary marriage, the time for submission of the Certificate of Marriage is within fifteen (15) days following the solemnization of marriage while in marriage exempt from license requirement, the prescribed period is thirty (30) days, at the place where the marriage was solemnized

Office or Division:	Local Civil Registrar (LCR)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	<div>1. Secretaries of parish church</div> <div>2. Court's Liaison Officer</div> <div>3. Local chief executive's (mayor's) staff</div> <div>4. Owners of the document</div>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<div>1. Marriage Certificate</div> <div>2. Sworn Statement of the applicant (for delayed registration)</div>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
On – time Registration				
1. Submit duly accomplished Marriage Certificate in quadruplicate copies.	Records the document and informs client to pay fees.		5 minutes	Registration Clerk
2. Pay the corresponding fees at the Municipal Treasurer's Office.	Issues official receipt.		5 minutes	
3. Claim the duly registered Marriage Certificate.	Releases the duly registered marriage certificate.		5 minutes	
TOTAL:			15 minutes	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Delayed Registration				
1. Submit all the required documents and provide all the necessary information during the interview.	Review the documents for completeness. Instruct client to pay fees.		5 minutes	Registration Clerk
2. Pay the corresponding fees at the Municipal Treasurer's Office.	Issues official receipt.		5 minutes	
3. Return to the Local Civil Registrar's Office and present the official receipt to Registration Officer.	Informs the client of the date of release of the registration in compliance with ten (10) day posting period.		5 minutes	Treasurer's Office Cashier/Collector

4. Claim the registered Marriage Contract	Issues the registered marriage contract		5 minutes	Asst./Local Civil Registrar
TOTAL:			20 minutes	

ISSUANCE OF CERTIFIED TRUE COPIES OF BIRTH, DEATH AND MARRIAGE

Civil Registry documents such as birth, marriage and death certificate may be availed of by securing a certified true copy from the office.

Office or Division:		Local Civil Registrar (LCR)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Owner or relatives of those whose births, deaths and marriages happened in Pililla, Rizal		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form and submit to the receiving clerk.	Checks the availability of the document and informs client of the status of the requested document.	Php 40	5 minutes	LCRO' s Clerk
2. Pay the corresponding fees at the Municipal Treasurer's Office.	Issue official receipt.		5 minutes	Revenue Collection Officer/Clerk
3. Return to the Local Civil Registrar's Office and present the OR.	Record the OR number below the requested document.		5 minutes	LCRO/Asst. LCRO
4. Claim the certified true copies of the documents	Issues document		5 minutes	Registration Officer/Clerk
TOTAL:		Php 40		

PROCESSING PETITION UNDER RA 9048 (CORRECTION OF CLERICAL ERROR OR CHANGE OF NAME, NICKNAME)

Republic Act No. 9048 authorize the municipal civil registrar the consul general to correct clerical or typographical error in an entry and/or change of first name or nickname in the civil register without need of a judicial order.

An administrative remedy in nature, it is a departure from the usual judicial process in correcting clerical errors of changing an entry in civil registry documents. It is aimed at according to petitioners an expeditious and cheaper way of correcting errors found in her/his record.

Office or Division:	Local Civil Registrar (LCR)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Whether it is for correction of clerical typographical error, or for change of first name, the petition may be filed by a person of legal age who must direct and personal interest in the correction of error or in the change of first name in the civil register. (document owner, owner’s spouse, children, parents, brothers, sisters, and grandparents, guardian or any other person duly authorized by law or by the owner of the document).
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><i>For correction of Clerical Error</i></p> <p>Mandatory Requirement:</p> <p>1. Birth Certificate on Security Paper</p> <p>2. With at least five (5) of the supporting documents listed below:</p> <ul style="list-style-type: none">Supporting Documents:Voter’s AffidavitEmployment RecordGSIS RecordSSS RecordMedical RecordBusiness RecordSchool RecordDriver’s LicenseInsuranceCivil Registry Records of ascendantsLand TitlesCertificate of Land TransferBank PassbookNBI/Police Clearance <p><i>For Change of First Name</i></p> <p>Mandatory Requirement:</p> <p>1. Birth Certificate on Security Paper</p> <p>2. Police Clearance</p> <p>3. NBI Clearance</p> <p>4. Affidavit if Non – employment or Certificate of Employment and another documentary evidences</p> <p>5. Affidavit of Publication/Newspaper clippings Publication – local newspaper for two (2) consecutive weeks national newspaper (publication shall be done only once) for Migrant Petition</p> <p>Supporting Documents</p> <ul style="list-style-type: none">Baptismal Certificate	

<ul style="list-style-type: none"> School Records Identification Cards Special Power of Attorney (SPA) if the Petitioner is not the owner of the document 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>For correction of Clerical Error</i>				
1. Secure checklist of documents at Municipal Civil Registrar's Office.	Gives briefing about the service	Php 3000.00	5 minutes	Asst. Local Civil Registrar
2. Submit all required documents and provide necessary information during the interview.	Reviews the documents and undertake an interview		10 minutes	Asst. Local Civil Registrar
3. Pay the corresponding fee at the Municipal Treasurer's Office.	Issues Official Receipt.		5 minutes	Treasurer's Officer/Clerk
4. Return to the Office of the Local Civil Registrar and present the OR.	Informs client on the date of release in conformity with the required ten (10) days posting and five (5) days of decision		5 minutes	Asst. Mun. Local Civil Registrar
5. Return to the LCRO and claim the approved petition of MCR level on the appointed date.	Prepares the approved petition for mailing.		After 15 working days	Mun. Local Civil Registrar
6. Mail the approved petition to the Office of the Civil Registrar General and keep the receipt of the forwarded/courier, together with the duplicate copy of the mailed documents.	Informs the client of the decision of the Civil Registrar's General.		After 2 – 3 months	Local Civil Registrar
7. Follow – up results at the Local Civil Registrar's Office after two to three months for the issuance of the Certificate of Finality.	If the Civil Registrar General affirms the petition, issues the certificate of finality, record sheet, and annotated		30 minutes to 1 hour	

	Certificate of Live Birth and endorsement letter.			
8. If the petition is affirmed by the Civil Registrar General, mail to the Office of the Civil Registration General the certificate of finality, record sheet, and annotated Certificate of Live Birth together with the endorsement letter.	If the petition is impugned, receives the motion for reconsideration and transmits to OCRG.			Civil Registrar General
9. If the petition is impugned, file through LCRs Office within fifteen (15) days from the receipt of the Impugned Petition a motion for reconsideration to OCRG and wait for the approval of the impugned petition.				
10. Follow – up at NSO – Manila the request for annotated Certificate of Live Birth on security paper three (3) days after mailing and present certified copy of the certificate of finality, record sheet and annotated Certificate of Live Birth together with the endorsement letter and the receipt of the mail.				
TOTAL:		Php 3000.00	16 days (does not include postal delivery time to the Office of the Civil Registrar General	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>For correction of Clerical Error</i>				
1. Secure checklist of documents at Municipal Civil Registrar's Office.	Gives briefing about the service		5 minutes	Asst. Local Civil Registrar
2. Submit all required documents and provide necessary information during the interview.	Reviews the documents and undertake an interview		10 minutes	Asst. Local Civil Registrar
3. Pay the corresponding fee at the Municipal Treasurer's Office.	Issues Official Receipt.		5 minutes	Treasurer's Officer/Clerk
4. Return to the Office of the Local Civil Registrar and present the OR.	Informs client on the date of release in conformity with the required ten (10) days posting and five (5) days of decision		5 minutes	Asst. Mun. Local Civil Registrar
5. Return to the LCRO and claim the approved petition of MCR level on the appointed date.	Prepares the approved petition for mailing.		After 15 working days	Mun. Local Civil Registrar
			30 minutes	Mun. Local Civil Registrar
6. Mail the approved petition to the Office of the Civil Registrar General and keep the receipt of the forwarded/courier, together with the duplicate copy of the mailed documents.	Informs the client of the decision of the Civil Registrar's General.		After 2 – 3 months	Local Civil Registrar
7. Follow – up results at the Local Civil Registrar's Office after two to three months for the issuance of the Certificate of Finality.	If the Civil Registrar General affirms the petition, issues the certificate of finality, record sheet, and annotated Certificate of Live Birth and endorsement letter.		30 minutes to 1 hour	

8. If the petition is affirmed by the Civil Registrar General, mail to the Office of the Civil Registration General the certificate of finality, record sheet, and annotated Certificate of Live Birth together with the endorsement letter.	If the petition is impugned, receives the motion for reconsideration and transmits to OCRG.			
9. If the petition is impugned, file through LCRs Office within fifteen (15) days from the receipt of the Impugned Petition a motion for reconsideration to OCRG and wait for the approval of the impugned petition.				
10. Follow – up at NSO – Manila the request for annotated Certificate of Live Birth on security paper three (3) days after mailing and present certified copy of the certificate of finality, record sheet and annotated Certificate of Live Birth together with the endorsement letter and the receipt of the mail.				
TOTAL:			16 days (does not include postal delivery time to the Office of the Civil Registrar General	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For correction of First Name				
1. Secure checklist of documents at Municipal Civil Registrar's Office.	Conducts briefing about the service and provides checklist to client and other instructions		5 minutes	Mun./Asst. Local Civil Registrar

2. Submit all required documents and provide necessary information during the interview.	Receives and reviews documents and undertakes an interview		10 minutes	Mun./Asst. Local Civil Registrar
3. Pay the corresponding fee at the Municipal Treasurer's Office.	Issues Official Receipt.		5 minutes	Treasurer's Office cashier/Collector
4. Return to the Local Civil Registrar's Office and secure endorsement/notice for publication. Present the official receipt and entrust all documents for preparation and approval of the petition.	Prepare the petition.		5 minutes	Mun./Asst. Local Civil Registrar
5. After the termination of two-week publication period, submit to the local Civil Registrar's Office the certification of publication and secure the approved petition.	Prepares the approved petition for mailing.		10 minutes	Municipal Civil Registrar
6. Mail the approved petition to the Office of the Civil Registrar General and keep the receipt of the forwarder, together with the duplicate copy of the mailed documents.	Informs the client of the decision of the Civil Registrar General.		After 2 – 3 months	Municipal Civil Registrar
7. Follow – up the approval of the petition results at the Local Civil Registrar's Office after two to three months.	If the Civil Registrar General approved the petition, issues the certificate of finality, record sheet, annotated Certificate of Live Birth and endorsement letter.		30 minutes	Civil Registry Clerk
8. 8.a. If the petition is affirmed, mail again to National Statistic	If the petition is impugned, receives the motion for reconsideration		w/in 15 days (from receipt of the impugned petition)	Civil Registry Clerk

Office the certificate of finality, record sheet, annotated Certificate of Live Birth together with the endorsement letter.	and transmits to the OCRG.			
8.b. If the petition is impugned, file through the LCR a motion for reconsideration with 15 days from the receipt of the impugned petition and wait for the reconsideration and approval of the impugned decision.				Civil Registry General
9. Request authenticated Certificate of Live Birth on security paper after three days from the date of the mailing at NSO in Quezon City. Present copy of the certificate of finality, record sheet and annotated certificate of live birth together with the receipt of the courier/forwarder.				
TOTAL:			16 days (does not include postal delivery time to the Office of the Civil Registrar General	

REGISTERING LEGAL INSTRUMENTS

Similar to court decrees/orders. Legal instruments are also registered in the Civil Registrar where the birth certificate of the child if registered.

The following are considered legal instruments:

Affidavit of Acknowledgement/Admission of Paternity – a public document executed by the biological father establishing paternal relationship with the child.

Legitimation – is a remedy by means of which those 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.

Affidavit to Use Surname of the Father – under RA 9255, it is a public instrument executed by the father giving the child the privilege to use his surname.

Office or Division:	Local Civil Registrar (LCR)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Parents of illegitimate children			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>Acknowledgement/Admission of paternity</u> <ul style="list-style-type: none">Registered Certificate of Live Birth of the childDuly notarized Affidavit of Acknowledgement/Admission of PaternityBaptismal CertificateProof of Paternal Affiliation (if the child is not acknowledged upon registration) <u>Legitimation</u> Mandatory Requirement: <ul style="list-style-type: none">Registered Certificate of Live Birth of the child duly acknowledge by the fatherDuly notarized affidavit of legitimation executed by both parentsMarriage Contract of parentsCertificate of no previous marriage to other person. <u>Affidavit to use Surname of the Father</u> <ul style="list-style-type: none">Registered Certificate of Live Birth of the childDuly notarized AUSF executed by the father himself (if the father is not mentioned in the Certificate of Live Birth of the Child)At least two public handwritten instruments of the father				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and provide the needed information during the interview.	Reviews requirements and interviews the client. Instructs the client to pay corresponding fees.		10 minutes	Registration Officer/Clerk

2. Pay the corresponding fees at the Municipal Treasurer's Office.	Issues Official Receipt.		5 minutes	Mun. Treasurer's/Office Clerk
3. Return to the Local Civil Registrar's Office and present the official receipt.	Records the documents and informs the client of the date of release.		5 minutes	Registration Officer/Clerk
4. Claim the certified true copies of the Certificate of Live Birth of the child on the date advised.	Releases certificate true copies of the Certificate of Live Birth.		5 minutes	Registration Officer/Clerk
TOTAL:			25 minutes	

MUNICIPAL GOVERNMENT OF PILILLA

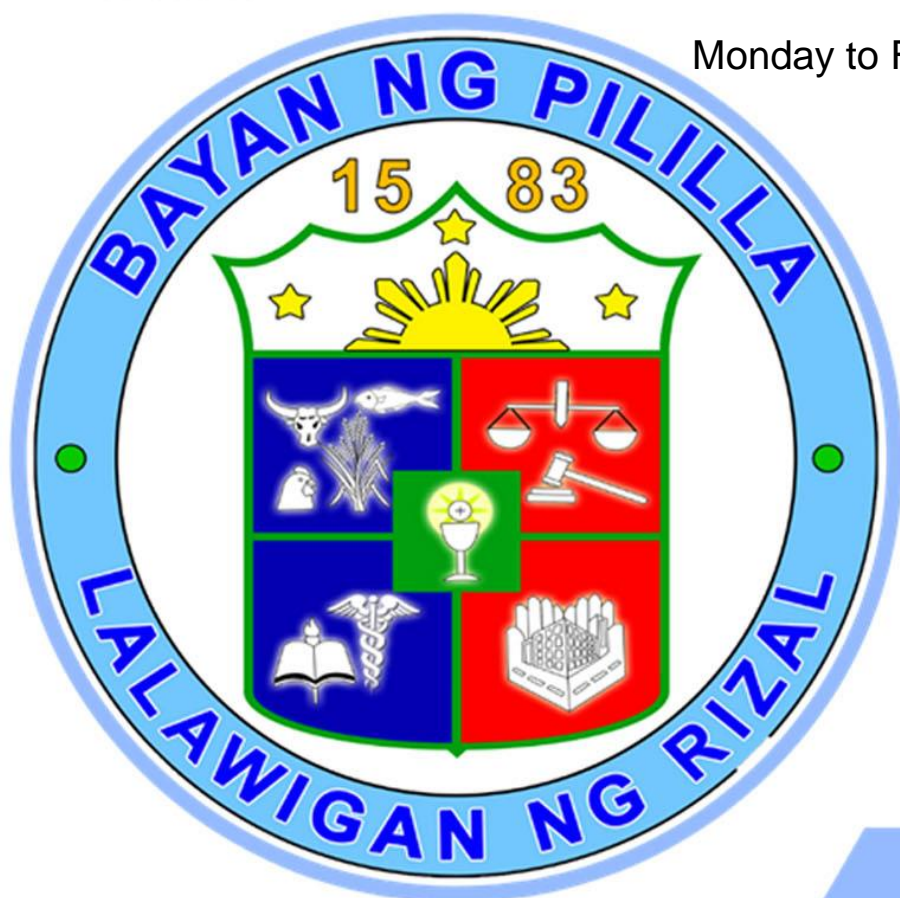
CITIZEN'S CHARTER

2022(1ST EDITION)

Municipal Engineering Office

Service Schedules :

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



GRANTING PERMITS SUPPLEMENTARY TO A BUILDING PERMIT

The following permits are required to secure a building permit:

- **Ancillary Permits** – The Ancillary Permits duly signed and sealed by the corresponding professionals and the plans and specifications shall be submitted together with duly notarized application for Building Permit. The building permit is null and void if not accompanied by the Ancillary Building Permits. The prescribed Ancillary and other Accessory Permits/forms shall likewise be used whenever applicable. The Ancillary Permits are the following:
 - o Architectural Permit
 - o Civil/Structural Permit
 - o Mechanical Permit
 - o Sanitary Permit
 - o Plumbing Permit
 - o Electronics Permit
- **Accessory Permit** – Accessory Permits are issued by the Building Official for accessory parts of project with very special functions or use which are indicated in the plans and specifications of the building permit application. These may include, among others: bank and record vaults; swimming pool; firewalls separate from the building/structure; towers; silos, smokestacks; chimneys; commercial/industrial fixed ovens; industrial kilns/furnaces; water/waste treatment tanks, septic vaults; concrete and steel tanks; booths, kiosk and stages; and tombs, mausoleums and niches.
- Accessory Permits are issued by the Building Officials for activities undertaken prior or during the processing of the building permit. The coverage is spelled out in the accessory permit form including the expiry period. These shall be signed by the owner/applicant and by the concerned professionals. These permits include, among others, ground concerned professionals. These permits include, among others, ground preparation and excavation, encroachment of foundation to public area, fencing, for fence not exceeding 1.80 meters high, sidewalk construction, temporary sidewalk enclosure and occupancy, erection of scaffolding, erecting, repair, removal of sign; and demolition.

Office or Division:	Municipal Engineering Office	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Fencing Permit – This permit is secured prior to actual construction of fence Requirements: <ul style="list-style-type: none">• Fencing Permit Form (NBC form No. B-03) – 5 copies duly signed and sealed notarized• Fencing Plan – 5 copies• Bills of Materials and Cost Estimates – 5 copies• Specification – 5 copies• Lot Plan with Certification of a Geodetic Engineer that the proposed fence will not encroach on adjoining properties• Transfer Certificate Title (TCT)/Original Certificate Title (OCT) – 2 copies• Deed of Sale/Lease Contract/Contract to Sell, if the OCT/TCT is not in the name of the owner/applicant – 2 copies• Certified true copy of Latest Tax Declaration – 2 copies• Certificate of Real Property Payment/Current Tax Receipt – 2 copies• Barangay Clearance• Locational Clearance/Certificate of Zoning Conformance (MPDC)		
2. Demolition Permit – This permit is secured prior to systematic dismantling or destruction of a building or structure in whole or in part. Requirements:		

<ul style="list-style-type: none">• Demolition Permit form (NBC Form No. B-08) – 5 copies duly signed and sealed and notarized• Sketch Plan/Vicinity Map/Location Plan – 5 copies• Certified true copy of latest Tax Declaration – 2 copies• Certificate of Real Property Tax Payment/Current Tax Receipt – 2 copies• Certified True Copy of OCT/TCT – 2 copies• Barangay Clearance <p>3. Permit for Temporary Service Connection – This permit is secured from temporary service connection to a power utility for lightning and power construction, testing etc.</p> <p>Requirements:</p> <ul style="list-style-type: none">• Permit for Temporary Service Connection form (NBC Form No.B-03) – 3 copies• Building Permit (for new construction) – 3 copies• Electrical Plan/layout – 3 copies• Barangay Clearance (Electrical Permit) <p>4. Temporary Sidewalk-Enclosure and Occupancy Permit – This permit is secured prior to the construction and repair of sidewalks.</p> <p>Requirements:</p> <ul style="list-style-type: none">• Temporary Sidewalk Connection and Occupancy Permit Form (NBC Form No. B-05) – 3 copies• Sketch Plan of sidewalk to be constructed/repared <p>5. Scaffolding Permit – This permit is secured whenever the erection of scaffolding occupies street lines.</p> <p>Requirements:</p> <ul style="list-style-type: none">• Scaffolding Permit Forms (NBC Form No. B-06) – 5 copies• Sketch Plan of street line to be occupied – 5 copies <p>6. Sign Permit – This permit is secured prior to the installation, erection, attachment painting of any form of signage/s.</p> <p>Requirements:</p> <ul style="list-style-type: none">• Sign Permit Form (NBC Form No. B-07) – 5 copies duly signed & sealed and notarized• Building Permit Form whenever there is a concrete/steel structure – 5 copies duly signed & sealed and notarized• Structural Analysis – 2 copies duly signed and sealed• Zoning Clearance• Electrical Permit (NBC Form No. A-03) whenever there is an electrical connection – 5 copies duly signed and sealed• Fire Clearance whenever there is an electrical connection• Sketch Plan or signage/s to be installed/erected• Location/Vicinity Plan/Site Development Plan• Lot documents whenever it occupies a private lot• DPWH clearance (for national roads/highways)• Specifications and Cost Estimates – 5 copies duly signed and sealed• Certified true copy of Latest Tax Declaration – 2 copies	
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<ul style="list-style-type: none"> • Certificate of Real Property tax Payment/Current Tax Receipt – 2 copies • Contract of Lease, if not owned. • Barangay Clearance <p>7. Excavation and Ground Preparation Permit – This permit is secured prior to ground preparation and excavation after the building line is established.</p> <p>Requirements:</p> <ul style="list-style-type: none"> • Accomplished Permit form – 3 copies <p>Sketch Plan – 3 copies</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the forms and submit the same along with other requirements.	<p>1. Check the completeness of submitted documents in accordance to the list of requirements (if completed proceed to step 1.1, if not inform the client about the lacking documents for submission)</p> <p>1.1 Evaluation and Assessment of the documents in accordance to National Building Code, National Laws and Ordinances.</p>		<p>5 mins.</p> <p>60 mins</p>	<p>MEO Staff</p> <p>Engr. Nestor P. Olaya ME/Building Official</p>
2. Get the order of payment.	2. Prepare Order of Payment and Call the applicant for payment		3 mins	Herberto Martinez MEO Staff
3. Payment of Fees	<p>3. Accept payment and issue receipt.</p> <p>3.1 Advises client of the date of release of the permit</p> <p>(Section 134 of the National Building Code or PD 1096 states that when the application for Ancillary and Building related Permits and the plans and specifications submitted conforms to the requirements of the Code and its IRR, the building official shall issue the building permit within 15 days from payment of required fees).</p>		3 mins	3. MTO's Staff
4. Claiming the permit and clearance	4. Recording and Releasing of permit and clearance		3 mins	Herberto Martinez MEO Staff
TOTAL:		-	1 hr. 14 mins	

Total Charges/Fees :

- Please refer to the Revised Edition of National Building Code 2005, (NCBDO MEMORANDUM CIRCULAR NO. 1, Series of 2004 – New Schedule of Building Permit Fees and Other Charges)

ISSUANCE OF CERTIFICATE OF FINAL ELECTRICAL INSPECTION

A certificate of Final Electrical Inspection (CFEI) is required before any building/structure is used or occupied. It is usually secure after the completion of electrical installation and is a requirement in securing power service connection from MERALCO.

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

Sec.1.2.2.2 of Philippine electrical Code states that no electrical installation, alteration and or/addition shall be connected or reconnected to any power supply or any source of electrical energy without a CFEI obtained from the Government Authority Concerned.

Office or Division:	Municipal Engineering Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Location/Sketch Plan of electrical Layout for 1-9 outlets only of not more than 1620 VA for indigenous dwellingsElectrical Permit (NBC Form No. A-03)Electrical PlansElectrical SpecificationsBill of Materials and Cost Estimates				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the forms and submit the same along with other requirements.	1. Check the completeness of submitted documents in accordance to the list of requirements (if completed proceed to step 1.1, if not inform the client about the lacking documents for submission)		1. 5 mins	1. Jacinto Talavera MEO Staff
	1.1 Evaluation and Assessment of the documents in accordance to National Building Code, National Laws and Ordinances.		1.1 20 mins	1.1 Engr. Nestor P. Olaya ME/ Building Official
	1.2 Advise the Client on the schedule of Inspection		1.2 2 mins	1.2 Jacinto Talavera MEO Staff
	1.3 Inspect the project		1.3 60 mins	1.3 Inspection Team

2. Get the order of payment.	2. Prepare Order of Payment and Call the applicant for payment		2. 3 mins	2. Jacinto Talavera MEO Staff
3 Payment of Fees	3. Accept payment and issue receipt. 3.1 Advises client to come back after one working day to claim the certificate of final electrical inspection		3. 3 mins	3. MTO's Staff
4. Claiming the approved certificate of final electrical inspection	4. Record and Releases approved certificate of final electrical inspection		4. 5 mins.	4. Jacinto Talavera MEO Staff
TOTAL:		-	1 hr. and 38 mins.	

Total Charges/Fees :

- Please refer to the Revised Edition of National Building Code 2005, (NCBDO MEMORANDUM CIRCULAR NO. 1, Series of 2004 – New Schedule of Building Permit Fees and Other Charges)

ISSUANCE OF CERTIFICATE OF ANNUAL ELECTRICAL INSPECTION AND CERTIFICATE OF ANNUAL INSPECTOR FOR LICENSE AND MAYOR’S PERMIT

Business enterprises are required to secure a Building Inspection Approval from the Municipal Engineer’s Office before the start of commercial operations and during the annual renewal of business permits. This service is among the process involved in securing Mayor’s Permit/Business License.

Office or Division:	Municipal Engineering Office			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Business License/Mayor’s Permit <ul style="list-style-type: none">• Location/Sketch Plan with detailed information about the business• Photocopy of Certificate of Occupancy/Certificate of Use with attached copy of Certificate of final Electrical Inspection• Certificate of Completion Renewal of Business License/Mayor’s Permit <ul style="list-style-type: none">• Photocopy of Certificate of Occupancy/Certificate of Use with attached copy of Certificate of Annual Electrical Inspection• Certification of duly signed and sealed of a duly license Professional (Arch., CE, PEE, PME, RMP, SE)• Certificate of Final Electrical Inspection, if any				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Accomplish the forms and submit the same along with other requirements.	<p>1. Check the completeness of submitted documents in accordance to the list of requirements (if completed proceed to step 1.1, if not inform the client about the lacking documents for submission)</p> <p>1.1 Evaluation and Assessment of the documents in accordance to National Building Code, National Laws and Ordinances.</p> <p>1.2 Advise the Client on the schedule of Inspection</p> <p>1.3 Inspect the project</p>		<p>1. 5 mins</p> <p>1.1 20 mins</p> <p>1.2 2 mins</p> <p>1.3 60 mins</p>	<p>1. Jacinto Talavera MEO Staff</p> <p>1.1 Engr. Nestor P. Olaya ME/ Building Official</p> <p>1.2 Jacinto Talavera MEO Staff</p> <p>1.3 Inspection Team</p>
2. Get the order of payment.	2. Prepare Order of Payment and Call the applicant for payment		2. 3 mins	2. Jacinto Talavera MEO Staff
Payment of Fees	<p>3. Accept payment and issue receipt.</p> <p>3.1 Advises client to come back after one working day to claim the Certificate of Annual Inspection and Certificate of Electrical Inspection.</p>		3. 3 mins	3. MTO's Staff
4. Claiming the approved Certificate of Annual Inspection and Certificate of Electrical Inspection.	4. Record and Releases approved Certificate of Annual Inspection and Certificate of Electrical Inspection.		4. 5 mins.	4. Jacinto Talavera MEO Staff
TOTAL:		-	1 hr. and 38 mins.	

Total Charges/Fees :
- Please refer to the Revised Edition of National Building Code 2005, (NCBDO MEMORANDUM CIRCULAR NO. 1, Series of 2004 – New Schedule of Building Permit Fees and Other Charges)

MUNICIPAL GOVERNMENT OF PILILLA

CITIZEN'S CHARTER

2022 (1ST EDITION)

Municipal Planning and Development Office

Service Schedules :

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



TRICYCLE FRANCHISING

Tricycle franchise is given by the Municipal government to tricycle owner/operator to operate as a means of livelihood. The franchise is renewable yearly.

Office or Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Tricycle drivers and operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<div>1. Police Clearance</div> <div>2. Brgy. Clearance</div> <div>3. OR/CR of Motor (orig. & xerox)</div> <div>4. Certification of PFTODA (orig. & xerox)</div> <div>5. Community Tax Certificate (orig. & xerox)</div> <div>6. 1pc 2"x2" ID picture of owner/operator</div> <div>7. Deed of sale</div> <div>8. Certificate for Dropping</div> <div>Renewal & New - (1-6)</div> <div>2nd Hand - (1-8)</div>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the MPDO all the requirements for the application of new/renew/transfer of tricycle franchise	Secure and assess the submitted requirements		3 mins	MPDO Staff
	Prepares papers for the issuance of franchise		5 mins	
	Prepare Order of Payment and Call the applicant for payment			
3. Payment of Fees	Accept payment and issue receipt.		5 mins.	MTO's Staff
4. Claiming of MTOP	Recording and Releasing of MTOP		2 mins	Eleanor Merana PO I
	Advise client to present MTOP to Licensing Office			
TOTAL:		-	15 mins.	

Total Charges/Fees

Annual Fee

Renewal	-	P 328.00
New	-	P 410.00
Change Owner/	-	P 465.00
Change Unit		

DROPPING OF FRANCHISE

Issued to tricycle owner/operator if he/she wishes to drop the franchise.

Office or Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Tricycle drivers and operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Community Tax Certificate (orig. & xerox) OR-CR of Motor (orig. & xerox) Franchise Plate No.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the MPDO all the requirements for the dropping of franchise.	Secure and assess the submitted requirements Prepares papers for the issuance of Dropping Certification Prepare Order of Payment and Call the applicant for payment		3 mins	MPDO Staff
2. Payment of Fees	Accept payment and issue receipt.	115.00	2 mins.	MTO's Staff
3. Receive the duly approved Dropping Order	Recording and Releasing of Dropping Certification		2 mins	Delia Villareal Admin Aide
TOTAL:		115.00	10 mins.	

ISSUANCE OF DEVELOPMENT PERMIT

Location Clearance/Zoning Compliance is a declaration that the location of the building or business establishment complies with the provisions of the approved Zoning Ordinance and/or Comprehensive Land Use Plan (CLUP)

If the establishment of the subdivision project is physically feasible and does not counter to the approve zoning and land use plan of the municipality and the subdivision Plan complies with these Rules, the same shall be approved and a development permit shall be issued upon payment of the prescribed processing fee.

Office or Division:	Municipal Planning and Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 2 copies of the Notarized Application Form 2. 2 sets of Site Development Plan/Vicinity map showing the project site lot area boundaries and proposed layout of improvement therein 3. 2 copies of Certified True Copy of Title(s) and current Tax Receipt 4. Brgy. Clearance 5. Right to use or Deed of Sale of right-of-way for access road and the other utilities when applicable, subject to just compensation for private land 6. Civil and Sanitary Works Design 7. 2 copies of Water system lay-out 8. Zoning Certification 9. Certified True copy of DAR conversion order				

10. Certified true copy of ECC of Certificate of Non-Coverage (CNC) whichever is applicable, duly signed by the DENR 11. Brgy. Resolution of No Objection 12. SB Resolution				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits duly accomplished application form together with the supporting documents.	Receives duly accomplished application form and other supporting papers.		5 mins	MPDO Staff
	Reviews documents submitted by the client.		30 mins.	Engr. Dariel V. Ricarto MPDC
	Advise the Client on the schedule of Inspection		2 mins.	Engr. Joymee Labiste PO IV
	Inspect the project Site Inspection for the ff. average of one (1) day (depending on the distance and area) A. Economic & Socialized Housing Project (BP 220) B. Commercial Subdivision (PD 957) C. Industrial Subdivision D. Farm lot Subdivision E. Memorial Park F. Special Projects/Structu res G. Preliminary Approval and Locational Clearance H. Final Approval and Development Permit I. Zoning Clearance J. Reclassification K. Agro-Industrial Projects L. Industrial Projects M. Commercial Projects		1 day	August Ryan Dimaano Admin Aide
2. Get the order of payment.	Prepare Order of Payment and Call the applicant for payment		3 mins.	Eleanor Merana PO I

3. Payment of Fees	Accept payment and issue receipt.		3 mins.	MTO's Staff
4. Claiming the approved Development Permit	Recording and Releasing of approved Development Permit		2 mins	Delia Villareal Admin Aide
TOTAL:			1 day and 45 mins	

Total Charges/Fees:

For Economic & Socialized Housing Project (BP220)

Processing Fee	-	1,100.00
First five (5) hectares	-	1,100.00
Every additional has. Or fraction thereof	-	550.00
Inspection fee	-	220.00
Development Permit, per has. Or fraction thereof-		1,100.00
Alteration of Plan – same as Dev't. Permit		

For Commercial (PD957)/Industrial/Farmlot Subdivision

Memorial Parks		
Processing Fee	-	5,500.00
First five (5) hectares	-	5,500.00
Every additional has. Or fraction thereof	-	2,200.00
Inspection fee	-	220.00
Development Permit, per has. Or fraction thereof-		2,200.00
Alteration of Plan – same as Dev't. Permit		

For Telecommunications Tower

Processing Fee	-	1,100.00
Inspection Fee	-	550.00
Development Permit	-	2,200.00

ISSUANCE OF CERTIFICATE FOR ZONING CLASSIFICATION

Zoning classification is issued for record and reference purposes.

Office or Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Letter Request/Intent Certified true copy of TCT/TD Right-over land document (Contract of sale or lease, etc) Latest Tax Clearance Location Plan/Vicinity Map 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for site zoning classification.	<p>Receives letter request. Advise client of schedule of site inspection</p> <p>Conducts ocular inspection. Advise client of the schedule of release of certification</p>		<p>5 mins.</p> <p>30 mins (depends on the location of the lot)</p>	<p>Engr. Dariel V. Ricarto MPDC</p> <p>Engr. Joymee Labiste PO IV</p> <p>August Ryan Dimaano Admin Aide</p>
2. Get the order of payment.	Prepare Order of Payment and Call the applicant for payment	Php 280.00 or P600.00/ha	5 mins	Eleonor Merana PO IV

		s. (accrdg. To area)		
3. Payment of Fees	Accept payment and issue receipt.		3 mins	MTO's Staff
4. Claiming the Certification for Zoning Classification	Recording and Releasing of Certification for Zoning Classification		3 mins	Delia Villareal Admin Aide
TOTAL:			46 mins	

ISSUANCE OF ZONING CERTIFICATE FOR TITLING

Zoning Certificate for Titling is one of the requirements of DENR for Titling of lot.

Office or Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter Request/Intent from DENR Brgy. Clearance Certified true copy of TCT/TD Right-over land document (Contract of sale or lease, etc) Latest Tax Clearance Location Plan/Vicinity Map Authorization of person allowed to follow-up 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request for Zoning Certificate for Titling and duly accomplished supporting documents.	<p>Receives duly accomplished supporting papers.</p> <p>Reviews documents submitted by the client. If found in order, MPDC recommend granting of Zoning Certificate for Titling</p>		<p>5 mins.</p> <p>30 mins</p>	<p>MPDO Staff</p> <p>Engr. Dariel V. Ricarto MPDC</p>
2. Get the order of payment.	Prepare Order of Payment and Call the applicant for payment	Php 280.00	5 mins	Eleonor Merana PO IV
3. Payment of Fees	Accept payment and issue receipt.		3 mins	MTO's Staff
4. Claiming the Zoning Certificate for Titling	Recording and Releasing of Zoning Certificate for Titling		3 mins	Delia Villareal Admin Aide
TOTAL:		Php. 280.00	46 mins	

MUNICIPAL GOVERNMENT OF PILILLA

CITIZEN'S CHARTER

2022(1ST EDITION)

ONE – STOP – SHOP FOR CONSTRUCTION PERMITS (OSCP)

Service Schedules :

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



ONE – STOP – SHOP FOR CONSTRUCTION PERMITS (OSCP)

ISSUANCE OF THE FOLLOWING:

A. BUILDING PERMIT

Section 301 of the National Building Code states that no person, firm or corporations, including any agency or instrumentality of government, shall construct, alter, covert, use, occupy, move, demolish, and add a building/structure or any portion thereof or cause the same to be done, without first obtaining a Building Permit from the Building Official assigned in the place where the subject building/structure is located or planned to be located.

Any person desiring to obtain a building permit and any ancillary/accessory permit/s together with said Building Permit shall file the application/s on the prescribed applications forms as stated in the Latest Implementing Rules and Regulation of the National Building Code of the Philippines (PD 1096)

The permit becomes null and void, if works does not commence within one year from the date of such permit, or if the building is abandoned or work is suspended for a period of 120 days

B. LOCATIONAL CLEARANCE

Location Clearance/Zoning Compliance is a declaration that the location of the building or business establishment complies with the provisions of the approved Zoning Ordinance and/or Comprehensive Land Use Plan (CLUP)

All construction, extension, renovation, alteration, improvements of buildings, structures, and all business establishments shall be started only when the owner thereof has secured zoning compliance certificate/locational clearance from the MPDC.

C. FIRE SAFETY EVALUATION CLEARANCE (FSEC)

Office or Division:	ONE – STOP – SHOP FOR CONSTRUCTION PERMITS (OSCP)	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none">Four (4) copies of properly filled up & notarized Unified Application Form.Supporting DocumentsIf applicant is owner of the lot:<ol style="list-style-type: none">Certified true copy of TCT.Tax declaration, andCurrent real property tax receipt.Tax Clearanceb. in cases where the applicant is not the register owner of the said lot:<ol style="list-style-type: none">Duly notarized copy of the contract of lease, orDuly notarized copy of the deed of absolute sale, orDuly notarized copy of the contract sale.A lot Location Plan generated thru the Parcel Verification Service of the Land Registration Authority (LRA) original or certified copy of the Tax Declaration of the real property, original or certified copy of updated real property taxpayment,Duly notarized corporate secretary certification of the board resolution authorizing the signatory/ies (if corporation).Five (5) sets Bill of MaterialsStructural Computation of two (2) storey building and aboveFive (5) sets of survey plans, design plans, specifications and other documents prepared,		

<p>signed and sealed over the printed names of the duly licensed and registered professionals.</p> <p>a. Geodetic Engineer, in case of lot plans; b. Architect, in case of architectural documents; in case of architectural interior/interior design documents, either an architect or interior designer may sign; c. Civil engineer, in case of civil, structural documents; d. Professional Electrical Engineer, in case of electrical documents; e. Professional Mechanical Engineer, in case of mechanical documents; f. Sanitary Engineer, in case of sanitary documents; g. Master Plumber, in case of plumbing documents; h. Electronics Engineer, in case of electronics documents.</p> <ul style="list-style-type: none"> Two (2) copies of Clearance from other government agencies exercising regulatory functions. Such regulatory agencies are: <ul style="list-style-type: none"> a. HLURB – for and land use of all types of building/structures b. Bureau of Fire Protection – for all types of building/structures c. DPWH – Road right of Way Clearance along national road for all types of building/structures d. LGU – for all types of buildings/structures e. DENR – EMB Clearance (ECC/CNC) – for all commercial and industrial buildings f. DOLE – for industrial buildings g. DOH – for health hazard-related buildings/structures h. ATO – for buildings/structures exceeding 40 meters in height i. Philippine Tourism Authority – for tourist oriented project j. Department of Education – for educational buildings k. Energy Regulatory Board – for gasoline stations Barangay Clearance where project is located. Vicinity Map Duly approved Survey Plan (with Cad lot No.) 	
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Accomplish the forms and submit the same along with other requirements.	Check the completeness of submitted documents in accordance to the list of requirements (if completed proceed to the next step, if not inform the client about the lacking documents for submission)		5 mins	Desk Officer (OSCP)
	Issue First Fire Endorsement Letter to BFP		3 mins	OSCP Staff
	Evaluation and Assessment of the documents in accordance to National Building Code, National Laws and Ordinances.		20 mins	Building Permit Engr. Nestor P. Olaya (Building Official)

				Locational Clearance Engr. Dariel V. Ricarto (MPDC) FSEC Building Plan Evaluator (BPE) Chief, Fire Safety Enforcement Section(C, FSES)Municipal Fire Marshal(MFM)
	Site Verification for exact location, setbacks and other building code provisions		60 mins	Inspection Team
2. Get the order of payment.	Prepare Order of Payment and Call the applicant for payment		3 mins	OSCP Staff
3. Payment of Fees	Accept payment and issue receipt. (section 134 of the National Building Code or PD 1096 states that when the application for building permit and the plans and the specifications submitted conforms to the requirements of the Code and its IRR, the building official shall issue the building permit with 15 days from payments of the required fees.)		3 mins	MTO's Staff
4. Claiming the permit and clearance	Recording and Releasing of permit and clearance		5 mins.	OSCP Staff
TOTAL:		-	1 hr. and 38 mins.	

TOTAL CHARGES AND FEE

- A. Building Permit
- Refer to the Revised Edition of National Building Code 2005, (NCBDO MEMORANDUM CIRCULAR NO. 1, Series of 2004 – New Schedule of Building Permit Fees and Other Charges)
- B. Locational Clearance
- Single residential structure or detached

1. Php. 100,000.00 and below

Php 330.00

2. Over Php 100,000.00

Php 330.00 + 20% of 1% of additional cost
 - Apartment/Town Houses

1. 5 Doors and below

Php 550.00

2. More than 5 doors

Php 550.00 + 200 for every room in excess of 10

- Dormitories
 - 1. 10 rooms and below Php 550.00
 - 2. More than 10 rooms Php550.00 + 200.00 for every room in excess of 10
- Fencing Php 480.00

C. Fire Safety Evaluation Clearance (FSEC)

- Application Fee: Php 200.00
- 0.1% of the verified estimated value of the building/structure or facility but not more than Php 50,000.00

D. CERTIFICATE OF OCCUPANCY

An occupancy permit is required before any building/structure is used or occupied. It is usually secured after the completion of structure.

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

Office or Division:	ONE – STOP – SHOP FOR CONSTRUCTION PERMITS (OSCP)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none">As-Built Plans – 3 copiesSpecifications – 3 copiesFour (5) copies of properly filled up & notarized Unified Application Form.Certificate of Completion Form (NBC Form No. B-10) – 5 copies duly signed and sealed and notarizedLogbook of Building Construction and Building Inspection sheet duly accomplished by the contractor (if undertaken by contract) and signed and sealed by Architect or Civil Engineer Certificate of Final Electrical Inspection – 5 copies duly signed and sealed				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the forms and submit the same along with other requirements.	Check the completeness of submitted documents in accordance to the list of requirements (if completed proceed to step 1.1, if not inform the client about the lacking documents for submission)		5 mins	Desk Officer (OSCP)
	Evaluation and Assessment of the documents in accordance to National Building Code, National Laws and Ordinances.		10 mins	Building Permit Engr. Nestor P. Olaya (Building Official)
	Advise the Client on the schedule of Final Inspection		2 mins	Engr. Joymee Vidanes (PO IV)

	Inspect the project		35 mins	Inspection Team
2. Get the order of payment.	Prepare Order of Payment and Call the applicant for payment		3 mins.	OSCP Staff
Payment of Fees	Accept payment and issue receipt.		3 mins	MTO's Staff
4. Claiming the Certificates	Recording and Releasing of Certificates		5 mins.	OSCP Staff
TOTAL:		-	1 hr. and 03 mins.	

TOTAL CHARGES AND FEE

D. Certificate of Occupancy
Refer to the Revised Edition of National Building Code 2005, (NCBDO MEMORANDUM CIRCULAR NO. 1, Series of 2004 – New Schedule of Building Permit Fees and Other Charges)

E. FIRE SAFETY INSPECTION CERTIFICATE (FSIC)

Office or Division:		ONE – STOP – SHOP FOR CONSTRUCTION PERMITS (OSCP)		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Fire Safety Evaluation Clearance (xerox) 1 copy • Application for Occupancy Permit (Endorsement from office of the Municipal Engineer) • Unified Application Form for occupancy permit from office of the Municipal Engineer Municipal Engineer. • Official receipt for occupancy from office of the Municipal Engineer Municipal Engineer. 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Requirements	1. Check the completeness of documents and record the details of the applicant (e.g Name of applicant, date of applicant, etc 1.1 Compute the fire code fees/taxes, and issue Order of Payment Slip (OPS) 1.2 Collect the payment and issue Official Receipt (OR) 1.3 Check Copy of OR, record in the official logbook/log sheet the details of the payment (e.g. OR number, amount paid, etc) and release the claim stub.	1. For FSIC(Certificate of Occupancy) 1.2 15% of all fees charges by LGU /Philippine Economic Zone Authority (PEZA) but in no case shall be lower than Php 500.00	Maximum of 10 minutes Maximum of 10 minutes Maximum of 10 minutes Maximum of 5 minutes	Desk Officer (CRO) FO3 Anna Deborah De Ungria 1.1 Fire Code Assessor (FCA) FO3 Anna Deborah De Ungria 1.2 Fire Code Collecting Agent (FCCA) FO3 Anna Deborah De Ungria 1.3 Customer Relation Officer (CRO) FO3 Anna Deborah De Ungria
2. Fill up the forms that include the Name of Owner, Cellphone	2. Prepare Inspection Order and inspect by the Inspection Team		Simple transaction	2. Inspection Team

Number and Sketch of Location of Construction			– three (3) days Complex Transaction – Seven (7) days Highly Technical Transaction – twenty (20) days	
	3. Prepare FSIC (Fire Safety Inspection Certificate) for Occupancy		Maximum of 5 minutes	Fire Safety Enforcement Section Clerk
4. Claiming the Certificates	4. Recording and Releasing of Certificates		Maximum of 5 minutes	4. Customer Relation Officer (CRO) FO3 Anna Deborah De Ungria
TOTAL:		-	N/A.	

MUNICIPAL GOVERNMENT OF PILILLA
CITIZEN'S CHARTER
2022 (1ST EDITION)



**Municipal Treasurers
Office (MTO)**

Service Schedules :
Monday to Friday (8:00 AM to 5:00PM)

GRANTING THE LEASE OF STALLS AT THE PILILLA PUBLIC MARKET

The Office of the Municipal Mayor, through the Market Operations Section and MPDC, operates and supervises the Pililla Public Market. If there are vacant slots or foreclosed stall, the Market Operations accepts applications from interested vendor/businessmen.

Office or Division:	Municipal Treasurers Office (MTO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	Businessmen and market vendors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business License 2. Mayor's Permit 3. If the stall to be leased has arrearages, new applicant must settle previous lessee's outstanding balance				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire vacant stall for occupant	Answer queries on the availability of stalls. If available, briefs the client on the requirements as well as the terms and conditions stated on Lease Agreement	Cash Php 24,000 Installment Php 28,000 (down-payment Php 10,000.0 750 monthly payable within 2 years	20 minutes	Market Supervisor
2. Review contract terms and conditions.	Prepare the contract.		10 minutes	Revenue Clerk
3. Sign the contract.	Contract will be signed by the client and Municipal Mayor		10 minutes	Municipal Mayor
4. Obtain a copy of the signed contract	Release the contract after being notarized		10 minutes	Revenue Clerk
TOTAL:			50 minutes	

GRANTING THE RENEWAL FOR A LEASE CONTRACT

Lease contract covering market stalls at the Pililla Public Market expires on December 31 every year. Renewal of lease contract are mandatory for stall owners to continue operation of their business.

Office or Division:	Municipal Treasurers Office (MTO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	Businessmen and market vendors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business License 2. Mayor's Permit				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure location clearance from the Market Supervisor	Issues locational clearance		15 minutes	Market Supervisor
2. Present business license	Reviews the business license		5 minutes	Licensing Officer

	and mayor's permit to the Permits and License Section	and mayor's permit			
3.	Secure lease contract agreement forms from the Municipal Treasurer's Office and signed the renewal of the lease contract	Issues lease contract agreement with applicant's signature on the contract and advise applicant to proceed to Mayor's Office.		10 minutes	Revenue Collection Officer
4.	Submit lease contract to the Mayor's Office for the LCEs signature	Secure the signature of the Mayor		15 minutes	Municipal Mayor's Staff
5.	Pay stall rental for the current month at the Municipal Treasurer's Office. If the stall has arrearages, settle first the outstanding balance.	Collects stall rental		10 minutes	Revenue Collection Officer
6.	Receive copy of lease contract and occupy the stall.	Release lease contract.		5 minutes	Market Supervisor, Treasurer's Office Licensing Officer
TOTAL:			Stated on the lease contract	60 minutes	

PROVISION OF TESTING AND CALIBRATION OF WEIGHING SCALE

To protect the welfare of the consumers, the Department of Trade and Industry and other regulatory agencies require that commercial weighing scales are calibrated. The Market Operations Section calibrates weighing scales and after due notice and ample warning, confiscates those found to be defective and in violation of applicable laws.

Office or Division:		Municipal Treasurers Office (MTO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Weighing Scale for Calibration				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for calibration of weighing scale and submit weighing scale for testing at the Market Operations Sections.	Receives request for calibration of weighing scale.		5 minutes	Market Supervisor
2. Wait as the Market Supervisor tests the weighing scale.	Tests and calibrates weighing scales:		10 minutes	Market Supervisor, License Inspector

	<div>a. If the weighing scale is found to be in order, the license inspector places the tag seal to ensure that it will not be tampered.</div> <div>b. If the weighing scale is not properly calibrated, the market supervisor makes the necessary adjustments. A tag seal will not be attached.</div>			
3. Pay the calibration and testing fees at the Municipal Treasurer's Office. Secure an official receipt.	Collects payment/fees.		5 minutes	Revenue Collection Officer assigned at the Public Market
TOTAL:		-	20 minutes	

COLLECTION OF BUSINESS TAX AND MAYOR’S PERMIT

All business establishments are required to secure a Business License and Mayor’s Permit and pay the corresponding business taxes before the start of operations. The business license must be renewed from January 1-20 every year as mandated in the local tax ordinance unless an extension is issued by the Sangguniang Bayan. Penalties are imposed after this period.

Business Taxes for newly opened enterprises are based on capitalization, but those already existing are computed on the basis of a percentage of gross sales/receipts. Payments may be made annually, semi-annually or quarterly. Taxes are due on the first 20 days of the start of each quarter.

Office or Division:	Municipal Treasurers Office (MTO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	Business Establishment Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<div>1. Sworn Declaration</div> <div>2. Community Tax</div> <div>3. Barangay Business Clearance</div> <div>4. Sanitary Permit</div> <div>5. SSS Clearance</div> <div>6. BIR Clearance</div> <div>7. DTI Registration (SEC for corporations, CDA registration for Cooperatives)</div> <div>8. Fire Clearance</div> <div>9. Electrical Clearance</div> <div>10. MENRO Clearance</div>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Pay business taxes and other regulatory fees and charges	Issues official receipt		10 minutes	Revenue Collection Clerk
Accept receipt and review amount indicated				
TOTAL:			10 minutes	

ISSUANCE OF COMMUNITY TAX CERTIFICATE

A Community Tax Certificate (CTC) is proof that an individual is a resident of the municipality and that she/he has paid the necessary dues arising from income derived from business, exercise of profession, and/or ownership of real properties in the area. Profit and non-profit corporations and other entities operating in the municipality must also secure a CTC.

A CTC is one of the requirements in most government and private transactions. It is paid during the beginning of the year at the Municipal Treasurer’s Office. After February 28, a penalty interest is imposed on the total tax due.

Office or Division:		Municipal Treasurers Office (MTO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen; G2B – Government to Business		
Who may avail:		Individuals and Corporation		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification Card				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Personal Data Sheet at Window No. 1 and submit it to the Revenue Collector.	Compute the amount to be paid based on the information submitted, informs the client and fills-out the information in the CTC.	Basic Community Tax – Php 5.00	5 minutes	Revenue Collection Officer/Clerk
2. Affix your signature and thumbmark on three (3) copies of the Community Tax Certificate.	The Revenue Collector initials for the Municipal Treasurer	Additional Community Tax computed at Php 1.00 for every Php 1,000 of the earnings from the business, salaries or earnings from	5 minutes	
3. Pay the amount computed by and receive the community tax certificate.	Issues the CTC	exercise of profession and income from real property	5 minutes	
TOTAL:			15 minutes	

COLLECTION OF REAL PROPERTY TAXES

Real properties such as land, buildings and machineries are assessed by the Municipal Assessor's Office and real property taxes are due every year based on the assessment level and fair market value of the real property. The Real Property Tax payments are made at the Land Tax division of the Municipal Treasurer’s

Office. Payments can be made in annual, semi-annual, or quarterly basis. Advance payments can avail of up to 20% discounts.

Office or Division:	Municipal Treasurers Office (MTO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	Individuals and Corporation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt of previous year's or latest property tax payment Real Property Tax Order of Payment (RPTOP)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a real Property Tax Order of Payment (RPTOP) from the Assessor's Office.	Prepares RPTOP		10 minutes	Assessment Clerk
2. Submit the order of payment and latest real property payment official receipt to the revenue Collection Officer.	Verifies the last tax payment made on the real property		5 minutes	Revenue Collection Clerk
3. Pay the assessment amount to the revenue collection officer and receive the official receipt together with the previous year's official receipt submitted.	Issues official receipt.		10 minutes	Revenue Collection Clerk
TOTAL:		Refer to Municipal Revenue Code	25 minutes	

COLLECTION OF TRANSFER TAX

Transfer of taxes are paid when transfer of ownership is made due to the execution of deeds such as sale, donation, transfer by succession or by any other means of transfer. Copies of Real Property Tax Declaration, Deed of Absolute Sale and/or other applicable documents confirming transfer are required by the Revenue Collector for the assessment of the transfer tax due for payment

Office or Division:	Municipal Treasurers Office (MTO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	Individuals and Corporation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Real Property Tax Payment 2. Real Property Tax Declaration 3. Deed of sale, donation, or other applicable transfer documents providing evidence of transfer of ownership				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the Revenue Collections Officer	Computes the required fees		10 minutes	Revenue Collection Officer/Clerk
2. Pay the transfer and certification fees and secure an official receipt. Proceed to the Assessor's Office to complete processing of transfer.	Receives payment and issues an official receipt.		10 minutes	
TOTAL:		-	20 minutes	

MUNICIPAL GOVERNMENT OF PILILLA

CITIZEN'S CHARTER

2022 (1ST EDITION)

Municipal Assessor Office

Service Schedules :

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



PREPARATION OF NEW FIELD APPRAISAL AND ASSESSMENT SHEET (FAAS) AND TAX DECLARATION

The Field Appraisal and Assessment Sheet (FAAS) is required in the conduct of General Revision of Assessment of Real Properties and in the conduct of simple transfer transactions.

Office or Division:	Municipal Assessor Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<p><u>Certified true copies of the following:</u></p> <ul style="list-style-type: none">• Documents – duly notarized• Deed of Sale or Deed of Donation or Transfer of Rights or Extra – Judicial Settlements, etc.• BIR Clearance (CAR)• Real Property Tax Clearance• Official Receipt of Transfer Tax Payment and service fee (transfer tax is computed at fifty percent (50%) of one percent of the total consideration involved in the acquisition of the property or the fair market value whichever is higher)• Title (if there is a Title)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Required Documents and Filing of Sworn Statement.	Review / Evaluate documents presented.	Php 50.00 (for late filing of Sworn Statement)	5 mins.	Local Assessment Operations Officer / Municipal Assessor
2. Preparation of FAAS and Tax Declaration.	Prepare FAAS manually and prepare Tax Declaration thru Computer System	-	10 mins.	Assessment Clerk / Job Order Personnel
3. Checking & approval of FAAS & Tax Declaration.	Validate information reflected on FAAS & Tax Declaration	-	5 mins.	Local Assessment Operations Officer / Municipal Assessor
4. Assigning & recording of current Tax Declaration Number and cancellation of previous Tax Declaration Number.	Office personnel assign new Tax Declaration Number on both FAAS and copies of Tax Declaration including cancellation of Previous / Cancelled T.D.'s, and record the same on the	-	8 mins	Assessment Clerk

	Record of Assessment			
5. Release of Owner's copy of Tax Declaration.	Current owners of Real Property effecting transfer of T.D.'s are given owner's copy of T.D.'s.	-	3 mins.	Assessment Clerk / Job Order Personnel
TOTAL		-	15 – 31 mins.	-

ISSUANCE OF A CERTIFIED COMPUTER PRINT –OUT OF THE FIELD APPRAISAL AND ASSESSMENT SHEET (FAAS)

The Tax Declaration serves as permanent record of every real property unit (land, building, and machinery) as basis for payment of Real Property Owners can be provided computer print – outs of their Tax Declaration for their own records.

Office or Division:		Municipal Assessor Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Information re: Name of Owner/s, Cad. Lot No., and Tax Declaration Number				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certified Print – Out copy of Tax Declaration upon presentation of Current Realty Tax payment.	Requesting public are advise to pay for copies being requested to the Office of the Municipal Treasurer	-	1 mins.	Local Assessment Operations Officer / Assessment Clerk / Job Order Personnel
2. Return to the Municipal Assessor's Office and present the official receipt.	Print and issue Certified Copy of Tax Declaration	-	5 mins.	Assessment Clerk / Job Order Personnel
3. Release requested Certified Copies of Tax Declarations.	Record and release copies to requesting party	-	2 mins.	Assessment Clerk / Job Order Personnel
TOTAL:		-	8 mins.	

ISSUANCE OF A CERTIFICATION OF NO IMPROVEMENT AND CERTIFICATE OF PROPERTY HOLDINGS AND OTHER CERTIFICATIONS

Certified true copy or certifications of various Property Holdings or No Improvements and other certifications may be obtained from this office.

Office or Division:		Municipal Assessor Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certification of No Improvement or Property Holdings or Other Certifications.	Advise the public to pay for copies of documents being requested to the Office of the Municipal Treasurer	-	3 mins.	Assessment Clerk / Job Order Personnel
2. Return to the Municipal Assessor's Office and present the official receipt.	Print and issue copies of documents being requested	-	8 mins.	Assessment Clerk / Job Order Personnel
3. Release requested Copies of documents.	Record and release copies to requesting party	-	2 mins.	Assessment Clerk / Job Order Personnel
TOTAL:		-	10 - 13 mins.	

ASSESSMENT OF NEWLY CONSTRUCTED BUILDING

New Tax Declaration is needed by owners of newly constructed buildings and newly – installed machinery to determine the value of the real property.

Office or Division:		Municipal Assessor Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Building Permit or letter request by the owner or his representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Conduct frequent Ocular Inspection on every Barangay.	Advise owner to comply to Section 202 & 203 of R. A. 7160	-	5 mins.	Municipal Assessor / Local Assessment Operations Officer
Upon submission of required documents, initiate assessment and appraisal of	Conduct Ocular Inspection and informs the Real Property Owner	-	Depends on the distance	Municipal Assessor / Local Assessment

Building Improvements.	when to get the copy of assessment report		and location of the property	Operations Officer
Prepare FAAS & Tax Declaration for newly assessed Building.	Municipal Assessor review the FAAS and Tax Declaration of Building Improvement	-	15 mins.	Municipal Assessor / Local Assessment Operations Officer
Submission of FAAS and Tax Declaration of Building Improvement to the Office of the Provincial Assessor.	Municipal Assessor recommend approval of FAAS and Tax Declaration to the Provincial Assessor	-	Every Friday of the week	Municipal Assessor / Assessment Clerk
TOTAL:		-	-	

MUNICIPAL GOVERNMENT OF PILILLA **CITIZEN'S CHARTER**

2022 (1ST EDITION)

**Municipal Social Welfare and
Development Office (MSWDO)**

Service Schedules :

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



ISSUANCE OF SOCIAL CASE STUDY REPORT

Office or Division:	Municipal Social Welfare and Development Office (MSWDO)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Medical Assistance: 1. Medical Certificate/ Medical Abstract 2. Updated Hospital Bill or latest doctor's prescription with amount indicated and stamped by hospital or pharmacy 3. Barangay Certificate of Residency 4. Authorization letter with photocopy of Claimant and the Authorized Representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration of client at the logbook	MSWDO Staff conducts an interview to the applicant to gather relevant information and will advise the applicant on what are the requirements to be submitted	-		
2. Applicant will submit the requirements	Requirements will be reviewed by the MSWDO Staff/ Social Worker and assess the eligibility of assistance. SWA will make collateral interviews. Preparation of Social Case Study Report / Referral Letter by the Social Worker and the Local Chief Executive	-		
3. Applicant will get the SCSR / Referral Letter	Release of SCSR/ Referral Letter to the Applicant	-		
TOTAL:			One to Two Working Days	

ISSUANCE OF CERTIFICATE OF INDIGENCY

Office or Division:	Municipal Social Welfare and Development Office (MSWDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Indigency 2. Valid Identification Card 3. Certificate of Non-Property (from Assessor's Office) 4. Certificate of Tax Exemption (from BIR) 5. CEDULA				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration at the client logbook	MSWDO Staff/SWA conducts an interview to the applicant to gather relevant information and will advise the applicant on what are the requirements to be submitted	-	1 hour	
2. Applicant will submit the requirements	MSWDO will check the requirements to be reviewed and assess the eligibility of assistance. Preparation of Certificate of Indigency by the staff.	-	1 hour	
3. Applicant will get the Certificate of Indigency	Release of Certificate of Indigency to the Applicant.		1 hour	
TOTAL:			3 hours	

ISSUANCE OF PRE-MARRIAGE ORIENTATION (PMO) SERVICE

Office or Division:	Municipal Social Welfare and Development Office (MSWDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card of the would-be-couples 2. Certificate of No Marriage of the would-be-couples (CENOMAR) 3. Birth Certificate of the would-be-couples 4. CEDULA 5. Application Form/Fully answered guide questions for Pre-Marriage Orientation (PMO)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration at the client logbook	MSWDO Staff/SWA conducts an interview to the applicant to gather relevant information and will advise the applicant on what are the requirements to be submitted.	-	One (1) Working Day	
2. Applicant will submit the requirements	Applicants will be advised to attend the required seminar on scheduled date.	-		
3. Attend the Pre-Marriage Orientation (PMO) Seminar on scheduled date	Conduct Pre-Marriage Orientation Seminar	-		
4. Get PMO Certificate	Issuance of PMO Certificate to applicants for submission to the Local Civil Registry Office	-		
TOTAL:		-	One (1) Working Day	

PROVISION OF FOOD ASSISTANCE

Office or Division:		Municipal Social Welfare and Development Office (MSWDO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent 2. Barangay Certificate of Indigency 3. Photocopy of Valid Identification Card				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the client logbook	Social Worker conducts interview and assessment to the applicant If qualified, social worker interviews and prepares Aid-in Crisis Situation Sheet and instruct the Administrative Support Staff for the issuance of food items to be given to the applicant	-	One – Two (1-2) Hours	
2. Provision of food commodities	Provision of food commodities to the applicant	-		
TOTAL:		-	One – Two (1-2) Hours	

PROVISION OF ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION (AICS)

Office or Division:		Municipal Social Welfare and Development Office (MSWDO)		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Medical Assistance 1. Medical Certificate/Clinical Abstract/ Letter of Intent 2. Barangay Certificate of Indigency (latest) 3. Valid Identification Card 4. Letter of authorization (if applicable) For Burial Assistance 1. Death Certificate / Funeral Contract 2. Barangay Certificate of Indigency(latest) 3. Valid Identification Card 4. Letter of authorization (if applicable) For Educational Assistance 1. Certificate of enrolment 2. Assessment Form/Assessed Fees				

<div>3. Barangay Indigency (latest/not later than 3 months)</div> <div>4. Valid Identification Card</div> <div>5. Letter of Intent</div> <div>6. Letter of Authorization (if applicable)</div> <div>For Transportation Assistance/ Balik-Probinsiya</div> <div>1. Barangay Indigency</div> <div>2. Computation of travel fee</div> <div>3. Valid Identification Card</div> <div>4. Letter of Intent</div> <div>For Capital/Livelihood Assistance (Self-Employment Assistance Program)</div> <div>1. Barangay Certificate of Residency and Barangay Clearance</div> <div>3. Business Permit (if applicable)</div> <div>4. Picture of Products/Business</div> <div>5. Valid Identification Card</div> <div>6. Letter of intent</div>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the client logbook	Social Worker conducts an interview to the applicant to gather relevant information and will advise the applicant on what are the requirements to be submitted	-	One to Two (1-2) Working Days	
2. Applicant will submit the requirements	Social worker will review and assess the eligibility of applicant for the assistance Applicant will submit the requirements to be reviewed by the Social Worker and assess the eligibility for assistance.	-		
3. Fill up Aid-in-Crisis Situation (AICS) Sheet	Social Worker will conduct collateral interviews and applicant shall be provided of Aid-in-Crisis Situation (AICS) Sheet for fill-up. Social worker submits the AICS Sheet for approval and processing of assistance.	-		
4. Applicant shall return two to		-		

three days for claiming of assistance.				
TOTAL:		-	One to Two (1-2) Working Days	

ISSUANCE OF SENIOR CITIZENS ID CARDS AND PURCHASE BOOKLETS

Office or Division:		Municipal Social Welfare and Development Office (MSWDO)		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
QUALIFICATIONS: 1. Must be 60 years old 2. Must be a FILIPINO citizen and a resident of Pililla for 6 months. REQUIREMENTS: 1. Application Form 2. Barangay Residence Certificate 3. Proof of Age: Birth certificate, Passport or any valid ID indicating one's birth date 4. 3 1x1 ID pictures 5. Proof of citizenship (for naturalized Filipino Citizenship and holder of Dual Citizenship). To be released by the Department of Foreign Affairs REQUIREMENT FOR PURCHASE BOOKLETS 1. Senior Citizen's ID Card				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration of client at logbook	Issuance of application form and interview be done by the MSWDO Staff	-		
2. Submission of application form and its requirements	Assessment of application and requirements to determine eligibility Preparation of Senior Citizens ID Endorsement of Senior Citizens ID to the Office of the Mayor for signature	-		
3. Claim of Senior Citizens ID	Release of Senior Citizens ID	-		
TOTAL:				

REPLACEMENT OF LOST SENIOR CITIZEN’S ID

Office or Division:		Municipal Social Welfare and Development Office (MSWDO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form 2. Barangay Residence Certificate 3. Proof of Age: Birth certificate, Passport or any valid ID indicating one’s birth date 4. 3 1x1 ID pictures 5. Proof of citizenship (for naturalized Filipino Citizenship and holder of Dual Citizenship). To be released by the Department of Foreign Affairs				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration at the client logbook		-	One to Two (1-2) Working Days	
2. Submit of Affidavit of Loss	Preparation of Senior Citizens ID Endorsement of Senior Citizens ID to the Office of the Mayor for signature	-		
3. Claim of Senior Citizens ID	Release of Senior Citizens ID	-		
TOTAL:		-	One to Two (1-2) Working Days	

ISSUANCE OF SOLO PARENT ID CARD

Office or Division:		Municipal Social Welfare and Development Office (MSWDO)		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Residency Certificate 2. Affidavit of two disinterested persons (for unwed, abandoned, separated, widow/widower for more than a year) 3. Income Tax Return/pay slip (for working applicants) 4. Photocopy of Birth Certificates for minor children (bring original Birth Certificates) 5. Medical Certificate for applicants whose spouse are disabled (original) 6. Certificate of Legal Separation (original) 7. Certificate of Finality of Marriage (original) 8. Certificate from Jail for applicants whose spouse is in jail for one year 9. Certificate of NO Marriage 10. Death Certificate (bring original)				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at client logbook	MSWD Staff conducts an interview and assessment to the applicant to gather relevant information and will orient the applicant on the requirements to be submitted. Preparation of Social Case Study Report Preparation of Solo Parent Identification Card Endorsement of Solo Parent ID to the Mayor for signature	-	One to Two (1-2) Working Days	
2. Claim of ID	Release of ID to the applicant	-		
TOTAL:		-	One to Two (1-2) Working Days	

REGISTRATION AND ISSUANCE OF PERSONS WITH DISABILITIES IDENTIFICATION CARD

The PWD Registration and Issuance of PWD ID are intended to the persons with disabilities who are certified residents of Pililla, Rizal. Pursuant to Republic Act No. 9442 as amendment to Republic Act 7277, otherwise known

as the Magna carta for person with disability.

Office or Division:	Person with Disabilities Affairs Office (PDAO) / Municipal Social Welfare and Development Office (MSWDO)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Persons with disability residents of Pililla Rizal			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Applicant Latest Medical Certificate/ Medical Abstract Photo- Apparent Disability Photocopy of Valid I.D. Certification of Disability 1x1 Picture (2 copies) Renewal I.D. Latest Medical Certificate/ Medical Abstract Photo- Apparent Disability Certification of Disability 1x1 Picture (2 copies) Old PWD I.D. Lost I.D. Affidavit of Lost Photo- Apparent Disability Certification of Disability 1x1 Picture (2 copies)		Doctor/ Physician Government Agencies Rural Health Center Doctor/ Physician Rural Health Center Barangay Rural Health Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the PWD Application Form and submit the same along with requirements.	Provide the PWD Application	0	15 mins.	Officers/ PWD Staff
	Advices schedule of the release of the PWD Identification Card	0	5 mins.	
	Release of the PWD Identification Card on scheduled date	0	1 day	
TOTAL:		-	1 day and 20 minutes	

MUNICIPAL GOVERNMENT OF PILILLA
CITIZEN'S CHARTER
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**Municipal Agriculture
Office**

Service Schedules :

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



TECHNICAL ASSISTANCE FOR RICE, CORN, HIGH VALUE CROPS, LIVESTOCK (INSECT AND DISEASE MANAGEMENT), SOIL FERTILITY, TREATMENT OF LIVESTOCK AND OTHERS
 Provide technical assistance to farmers in relation to high value crops and livestock.

Office or Division:		Municipal Agriculture Office		
Classification:		Complex		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Farmers and livestock raisers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MAO Request form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Accomplished and submit the Request Form.	Receive the accomplished form and conduct interview Inform the Client for the Schedule of Inspection	None	10 mins	MAO Staff
3. Witness the conduct of ocular inspection.	Conduct site inspection and data gathering Prepare the Inspection Report		60 mins (Depends on the distance, location of the property and set schedule)	Agricultural Technologies Municipal Agriculture Officer
4. Apply the recommendation	Prepare recommendation report		1 day	Agricultural Technologies Municipal Agriculture Officer
TOTAL:		None	1 day, 1 hr and 10 mins.	

TREATMENT AND VACCINATION OF SMALL AND LARGE ANIMALS OF ANTI-RABIES AND FOOT AND MOUTH DISEASE AND OTHER DISEASE

Office or Division:		Municipal Agriculture Office		
Classification:		Complex		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Livestock Raisers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Treatment Form		MAO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplished and submit the Treatment Form	Receive and Record the Treatment Form Interview the Client	None	10 mins	MAO Staff
2. Witness the conduct of ocular inspection.	Conduct site inspection and data gathering		60 mins	Agricultural Technologies

	Prepare the Inspection Report			Municipal Agriculture Officer
3. Apply the recommendation	Prepare recommendation report		20 mins.	Agricultural Technologies Municipal Agriculture Officer
TOTAL:		None	1 hr and 30 mins.	

DISTRIBUTION OF ASSORTED SEEDS/SEEDLINGS

Office or Division:		Municipal Agriculture Office		
Classification:		Complex		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a written Request	Receive and Record the request Check the availability of Seed/seedling	None	10 mins	MAO Staff
2. Acknowledge the seedlings	Released the seed/seedlings		5 mins	MAO Staff
TOTAL:		None	15 mins.	

DELIVERY OF FARM & FISHERY INPUTS

Office or Division:		Municipal Agriculture Office		
Classification:		Complex		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a written Request	Receive and Record the request Endorse the request to the office of the mayor. Advise the client that he will receive a call or any updates within 2 days after the received of the request letter.	None	15 mins	MAO Staff
2. Will received a Call	If request was approved. Schedule for the distribution of requested item		5 mins	MAO Staff

3. Acknowledge the item	Released the requested item		10 mins	MAO Staff
TOTAL:		None	2 days and 30 mins. (depend on the delivery time)	

ISSUANCE OF MAO CERTIFICATION

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Farmers and Fisherfolks		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Brgy. Farmer and Fisherfolks Certificate			Barangay	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Brgy. Farmer and Fisherfolks Certificate	Receive and Record	None	5 mins	MAO Staff
	Review the Brgy. Farmer Certificate		2 mins.	
	Validation in the master list & Farmer Association President		10 mins.	
2. Claiming the Certificate	Release of MAO Certificate and Approval		3 mins	MAO Staff
TOTAL:				

CAPACITY BUILDING/ ENHANCEMENT TRAINING

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplished and submit the Request Form.	Receive and Record the request	None	5 mins	MAO Staff
	Gathering of require attachments (Master list & Certificate of Registration)		5 mins	
	Verification of available training schedule in the OPA, DA 4A, ATI, other concerned agencies and Local Focal Person		10 mins	
			20 mins	

	Preparing for Program of Works for the Training. Approval of Training from LCE		1 day	
2. Waiting for approval and schedule of Training.	Call the Client for the Schedule of Training.		3 mins	MAO Staff
3. Implementation of Training	Implementation of Training			
TOTAL:		None	1 day and 43 mins.	

MUNICIPAL GOVERNMENT OF PILILLA

CITIZEN'S CHARTER

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**Municipal Disaster Risk Reduction and
Management Office (MDRRMO)
Public Safety Office (PuSO)**

Service Schedules :

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



TRAINING REQUEST

The Training Request is only conducted when it is approved by the local chief executive and the MDRRMO Head. But due to the Enhanced Community Quarantine implemented, trainings are prohibited nowadays since it requires crowds or considered a mass gathering. Nevertheless, trainings/seminars will still be conducted but limited to a small number of participants and as much as possible be done through different social media platform.

Office or Division:		Municipal Disaster Risk Reduction and Management Office (MDRRMO)		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Citizen; G2B- Government to Business		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
All documents needed for the frontline service transaction (Please refer to the succeeding frontline services)		(Please refer to the succeeding frontline services)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter addressed to Municipal Mayor stating your request for Training.	1. Received letter and forwarded to Mayor's Office for approval.		2 minutes	
	2. Review, assess and coordinate minimum public health standards compliance and appropriate PPEs required for Covid-19		1 minute	
2. Wait for the call and confirmation of the head of office for the schedule date of the Training.	3. Notify requesting entity for the confirm date after the approval of the Mayor. Assess the training requirement and prepare the necessary materials needed.		1 day	
TOTAL:			1 day & 3 mins	

REQUEST FOR RESOURCE SPEAKER

The Request for Resource Speaker is requested by the stakeholders who want to conduct trainings/seminars on disasters or hazards or emergency-related discussion.

The Resource Speaker requested is the MDRRMO Head.

Office or Division:		Municipal Disaster Risk Reduction and Management Office (MDRRMO)		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Citizen; G2B- Government to Business		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
All documents needed for the frontline service transaction (Please refer to the succeeding frontline services)		(Please refer to the succeeding frontline services)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter addressed to Municipal Mayor stating your request for Training.	1. Received letter and forwarded to Mayor's Office for approval.		2 minutes	
	2. Review, assess and coordinate minimum public health standards compliance and appropriate PPEs required for Covid-19		1 minute	
2. Wait for the call and confirmation of the head of office for the schedule date of the Training.	3. Notify requesting entity for the confirm date after the approval of the Mayor. Assess the training requirement and prepare the necessary materials needed.		1 day	
	TOTAL:		1 day & 3 mins	

EMERGENCY RESPONSE

Emergency response is the prime service of MDRRMO. All emergency responses like vehicular accidents, medical cases and other weather disturbances like typhoon, flooding etc are responded by the Emergency Response Team.

Office or Division:		Municipal Disaster Risk Reduction and Management Office (MDRRMO) / Public Safety Office (PuSO)		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Citizen; G2B- Government to Business		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
All documents needed for the frontline service transaction (Please refer to the succeeding frontline services)		(Please refer to the succeeding frontline services)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
In case of accidents,	Verify the veracity of report in		2 minutes	MDRRMO Staff and PuSO

call the Emergency Hotline of MDRRMO. Received call from Barangay, PNP personnel or from concerned citizen.	Barangay and PNP personnel. Coordinate to the Barangay within the vicinity of the accident for possible assistance.			
	Review, assess and coordinate minimum public health standards compliance and appropriate PPEs required for Covid-19		1 minute	
	Emergency Management Response Team prepare for deployment.		2 minutes	
	TOTAL:		5 mins	

MUNICIPAL GOVERNMENT OF PILILLA

CITIZEN'S CHARTER

2022 (1ST EDITION)

Office of the Vice – Mayor/ Sangguniang Bayan Office

Service Schedules :

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



ISSUANCE OF LEGISLATIVE DOCUMENTS AND CERTIFICATIONS

Office or Division:	Office of the Vice – Mayor/ Sangguniang Bayan Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	Citizen of Piililla			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letterrequest stating the type of document needed and the purpose of the request	Receive the Request	-	5 minutes	SB Staff
2. Pay prescribed fees in the Office of the Municipal Treasurer	Pay prescribed fees in the Office of the Municipal Treasurer	See LRC		Municipal Treasury Office
3. Present O. R.	Release requested Documents		1 min	SB Staff / SB Secretary
TOTAL:			6 minutes	