

PROVINCE OF RIZAL
MUNICIPAL GOVERNMENT OF PILILLA



CITIZEN'S CHARTER

2024-2026





MESSAGE FROM HON. DAN V. MASINSIN

“Efficiency is doing better what is already being done.” – Peter Drucker, management consultant, and author.

The Municipality of Pililla is one with President Ferdinand Marcos Jr.'s advocacy in streamlining, and digitalization of government services to provide efficient services to our people. Expect our LGU's effort in improving and innovating municipal processes to give our clients fast and delightful transactions. We are guided by our citizens charter, IRR of RA No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and other related laws. With our cooperation and the help of our citizenry, the private sector, we can make this happen.

I extend my gratitude to the municipal team, to DILG and to everyone who made an invaluable contribution to the completion of Pililla, Rizal's citizen's charter.

God bless us!

DAN V. MASINSIN
Municipal Mayor

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.

Pro-God and pro-people

Integrity and honesty

Loyalty and sincerity

Industry and initiative

Lover and protector of environment

Leadership by example

Advocacy for sustainable development

Responsiveness and resourcefulness

Ingenuity towards quality of life

Zealousness and social responsibility

Active involvement in development efforts

Leadership in 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.”

Municipal Profile

1. Geographical Setting

The Municipality of Pililla is the fifth largest municipality in the Province of Rizal and is bounded on the northern side by the Municipality of Tanay, Rizal, Sta. Maria, Laguna to the northeast, Mabitac, Laguna to the southeastern, the southern side by Jala-Jala, Rizal, and to the west is the waters of Laguna De Bay.

The municipal center of Pililla is situated at approximately 14° 29' North, 121° 18' East, in the island of Luzon. Elevation at these coordinates is estimated at 9.2 meters or 30.3 feet above mean sea level.

It is measured at approximately 56 kilometers away southeast of Manila by land travel, or about 38.13 kilometers to the West-Northwest of the City of Manila. Pililla is currently classified as a first-class municipality and is one of the thirteen (13) towns and one (1) component city of the Province of Rizal in CALABARZON Region.

The municipality has a land area of 82.1773 km2 or 31.72883 mi2 which constitutes 5.91% of Rizal's total area. It is comprised of nine barangays namely; Bagumbayan, Halayhayin, Hulo, Imatong, Malaya, Niogan, Quisao, Takungan, and Wawa.

The Municipality of Pililla has the reputation of being the “Alternative Energy Capital of the Philippines of the Philippines” because of the 54MW Windmill Farm located at Sitios Mahabang Sapa and Bugarin in Barangay Halayhayin, it is also blessed with numerous tourist spots and resorts that cater to both local and foreign tourists. It is also rapidly becoming an extension of Metro Manila’s urbanization along with the City of Antipolo, towns of Cainta, Angono, Taytay and Binangonan.

2. Physical Characteristics

Table 1.1: Land Area and Classification by Barangay

The Municipality of Pililla is bounded to the east by the Laguna De Bay that is characterized by an approximately 17 km of coastal plains dedicated to fishing, agriculture, crop production and built-up areas. It has a 0 to 8% slope that are level to undulating lands and best suited for agriculture, urban and rural settlements, industrial, institutional, and infrastructure development. Pililla is also blessed with a rolling topography with only slight to moderate slopes of 8 to 18% are moderately sloping to rolling are also suitable for agriculture and urban and rural settlements.

Areas in Barangays Hulo and Bagumbayan, with 18 to 30% slope or strongly sloping to moderately steep are still suited for plantations and built-up areas. While the Upper Sitios of Barangays Halayhayin, Quisao, Niogan and Malaya that have areas with 30 to 50% slope or steep hills and mountains with Mt. Sembrano at 745+ MASL and considered to be the highest elevation in the municipality are suitable for production forest and eco-friendly tourist destinations.

In general, Pililla poses a good opportunity for agriculture, urban and rural settlement, industrial, institutional, and infrastructure development as more than half of its land area has a gentle slope ranging from 0 to 18%

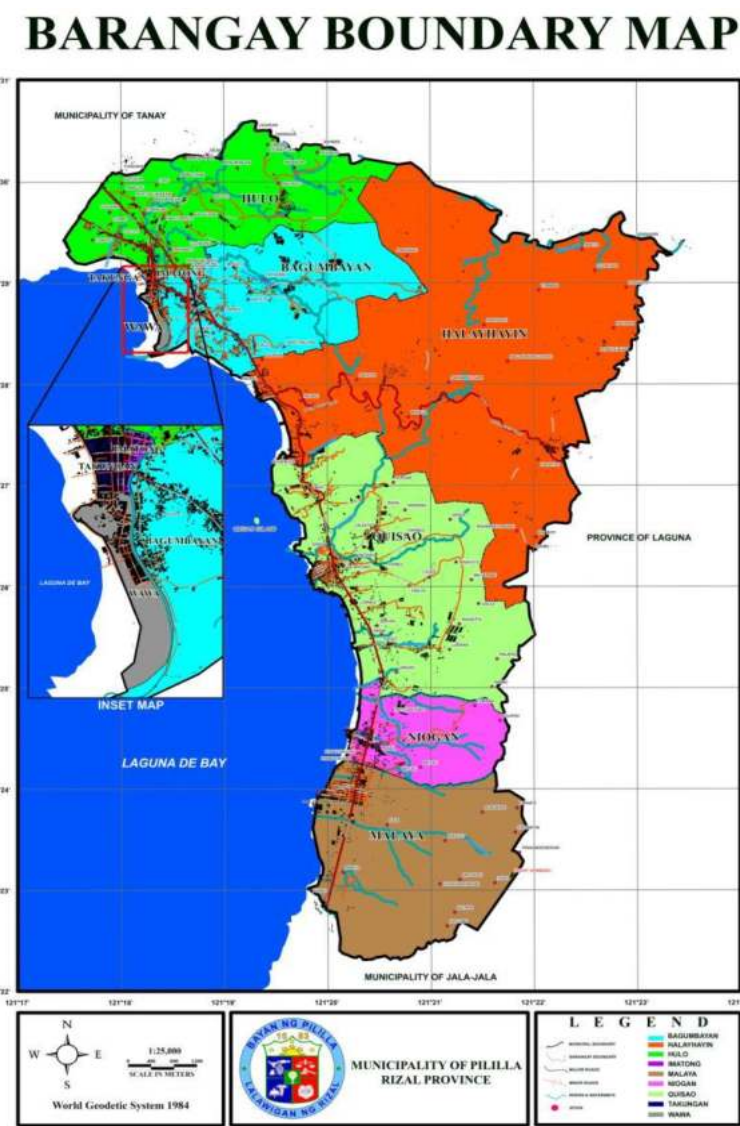
Map 1



Barangay	Classification (Urban /Rural)	Land Use Category	Areas (hectares)	% to Total Areas
Bagumbayan	Rural	Residential Land, Agricultural Land, Commercial, Institutional	1,367.18	16.64%
Halayhayin	Rural	Agricultural, Land, Residential Land, Commercial, Industrial	2,652.50	32.27%
Hulo	Rural	Agricultural Land, Residential Land, Commercial	1,007.17	12.26%
Imatong	Rural	Residential Land, Commercial	3.36	0.04%
Malaya	Rural	Agricultural Land, Residential Land, Commercial, Industrial	1,163.46	14.16%
Niogan	Rural	Agricultural Land, Residential Land, Commercial	486.22	5.92%
Quisao	Rural	Agricultural Land, Residential Land, Commercial	1,510.76	18.38%
Takungan	Rural	Agricultural Land, Residential Land, Commercial	5.21	0.06%
Wawa	Rural	Agricultural Land, Residential Land, Commercial	21.87	0.27%
TOTAL			8,217.73 has	100.00%
Or equivalent to			82.1773km ²	

Source: MPDO, MENRO

Map 2



PROVINCE OF RIZAL
MUNICIPAL GOVERNMENT OF PILILLA



CITIZEN'S CHARTER

MUNICIPAL SOCIAL WELFARE AND
DEVELOPMENT OFFICE (MSWDO)

2024-2026



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 Indigency. 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		-	Two to three working days	Alita Resurrecion
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		-		Jonaryn Atanante Francis Ian Martinez Francis Ian Martinez
3. Applicant will get the SCSR / Referral Letter	Release of SCSR/ Referral Letter to the Applicant		-		Francis Ian Martinez
TOTAL:				Two to three 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. Photocopy of Court Resolution/Court Case (for PAO purpose). 4. Certification of 4P's Membership (for Meralco Lifetime Discount Purpose). 5. Notarized Affidavit of No Income 6. 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	Alita Resurrecion
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	Francis Ian Martinez
3. Applicant will get the Certificate of Indigency	Release of Certificate of Indigency to the Applicant.		1 hour	Francis Ian Martinez
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. Photocopy of Valid Identification Card of the would-be-couples. 2. Photocopy of Certificate of No Marriage of the would-be-couples (CENOMAR). 3. Photocopy of Birth Certificate of the would-be-couples. 4. CEDULA (photocopy). 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	Alita Resurrecion
2. Applicant will submit the requirements	Applicants will be advised to attend the required seminar on scheduled date.	-		Jeanette V. Villanueva
3. Attend the Pre-Marriage Orientation (PMO) Seminar on scheduled date	Conduct Pre-Marriage Orientation Seminar	-		Jonaryn Atanante/ Merla Orseno
4. Get PMO Certificate	Issuance of PMO Certificate to applicants for submission to the Local Civil Registry Office	-		Jeanette v. Villanueva
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	Alita Resurrecion
2. Provision of food commodities	Provision of food commodities to the applicant	-		Jonaryn Atanante
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		
<p>For Medical Assistance</p> <ul style="list-style-type: none">1. Medical Certificate/Clinical Abstract/ Letter of Intent2. Barangay Certificate of Indigency (latest)3. Valid Identification Card4. Letter of authorization (if applicable) <p>For Burial Assistance</p> <ul style="list-style-type: none">1. Death Certificate / Funeral Contract2. Barangay Certificate of Indigency(latest)3. Valid Identification Card4. Letter of authorization (if applicable) <p>For Educational Assistance</p> <ul style="list-style-type: none">1. Certificate of enrolment2. Assessment Form/Assessed Fees3. Barangay Indigency (latest/not later than 3 months)4. Valid Identification Card5. Letter of Intent6. Letter of Authorization (if applicable) <p>For Transportation Assistance/ Balik-Probinsiya</p> <ul style="list-style-type: none">1. Barangay Indigency2. Computation of travel fee3. Valid Identification Card4. Letter of Intent <p>For Capital/Livelihood Assistance (Self-Employment Assistance Program)</p> <ul style="list-style-type: none">1. Barangay Certificate of Residency and Barangay Clearance3. Business Permit (if applicable)4. Picture of Products/Business5. Valid Identification Card6. Letter of intent				
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	Alita Resurrecion
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.	-		Francis Ian Martinez
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.	-		Lourdes Bulandrina
4. Applicant shall return two to		-		Jenifer E. Macalinao
				?

PROVISION OF ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION (AICS)

Office or Division:		Municipal Social Welfare and Development Office (MSWDO)		
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.	-	One to two working hours	Alita Resurrecion
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	-	Two to three working days	Magdalena Ternate
3. Claim of Senior Citizens ID	Release of Senior Citizens ID	-		Magdalena Ternate
TOTAL:			Two to three working days	

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		-	Two to three (2-3) Working Days	Alita Resurrecion
2. Submit of Affidavit of Loss	Preparation of Senior Citizens ID Endorsement of Senior Citizens ID to the Office of the Mayor for signature	-		Magdalena Ternate
3. Claim of Senior Citizens ID	Release of Senior Citizens ID	-		Magdalena Ternate
TOTAL:		-	Two to three (2-3) 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		
<div>1. Barangay Residency Certificate.</div> <div>2. Affidavit of two disinterested persons (for unwed, abandoned, separated, widow/widower for more than a year).</div> <div>3. Income Tax Return/pay slip (for working applicants).</div> <div>4. Photocopy of Birth Certificates for minor children (bring original Birth Certificates).</div> <div>5. Medical Certificate for applicants whose spouse is disabled (original).</div> <div>6. Certificate of Legal Separation (original).</div> <div>7. Certificate of Finality of Marriage (original).</div> <div>8. Certificate from Jail for applicants whose spouse is in jail for one year.</div> <div>9. Certificate of NO Marriage.</div> <div>10. Death Certificate (bring original).</div> <div>11. Affidavit from Brgy. Elected Official (Chairperson and Kagawad with photocopy of ID).</div> <div>12. Affidavit of Singleness.</div>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at client logbook	<div>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.</div> <div>Home visitation to the applicant.</div> <div>Preparation of Solo Parent Identification Card</div> <div>Endorsement of Solo Parent ID to the Mayor for signature</div>	-	<div>Two to three (2-3) working days.</div> <div>1 day</div> <div>1 day</div>	<div>Alita Ressurecion</div> <div>Crystal Olea</div> <div>Crystal Olea</div> <div>Crystal Olea</div>
2. Claim of ID	Release of ID to the applicant	-		Crystal Olea
TOTAL:		-	Five (5) 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	

PROVINCE OF RIZAL
MUNICIPAL GOVERNMENT OF PILILLA

BETTER
PILILLA
MASIGLA PROGRESIBO NAGKAKA-ISA

CITIZEN'S CHARTER

OFFICE OF THE VICE - MAYOR /
SANGGUNIANG BAYAN OFFICE

2024-2026



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	Vilma C. Enriquez SB Secretary
2. Pay prescribed fees in the Office of the Municipal Treasurer	Pay prescribed fees in the Office of the Municipal Treasurer	See LRC		Leah Gimena
3. Present O. R.	Release requested Documents		1 min	Vilma C. Enriquez SB Secretary
TOTAL:			6 minutes	

PROVINCE OF RIZAL
MUNICIPAL GOVERNMENT OF PILILLA



CITIZEN'S CHARTER

ONE - STOP - SHOP FOR
CONSTRUCTION PERMITS (OSCP)

2024-2026



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, convert, 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 Documents If applicant is owner of the lot: <ol style="list-style-type: none"> Certified true copy of TCT. Tax declaration, and Current real property tax receipt. Tax Clearance 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, or Duly notarized copy of the deed of absolute sale, or Duly 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 Materials Structural Computation of two (2) storey building and above Five (5) sets of survey plans, design plans, specifications and other documents prepared, signed and sealed over the printed names of the duly licensed and registered professionals. <ol style="list-style-type: none"> Geodetic Engineer, in case of lot plans; Architect, in case of architectural documents; in case of architectural interior/interior design documents, either an architect or interior designer may sign; Civil engineer, in case of civil, structural documents; Professional Electrical Engineer, in case of electrical documents; Professional Mechanical Engineer, in case of mechanical documents; Sanitary Engineer, in case of sanitary documents; Master Plumber, in case of plumbing documents; Electronics Engineer, in case of electronics documents. Two (2) copies of Clearance from other government agencies exercising regulatory functions. Such regulatory agencies are: <ol style="list-style-type: none"> HLURB – for and land use of all types of building/structures Bureau of Fire Protection – for all types of building/structures DPWH – Road right of Way Clearance along national road for all types of building/structures LGU – for all types of buildings/structures DENR – EMB Clearance (ECC/CNC) – for all commercial and industrial buildings DOLE – for industrial buildings DOH – for health hazard-related buildings/structures 		

<div><div><div>h. ATO – for buildings/structures exceeding 40 meters in height</div><div>i. Philippine Tourism Authority – for tourist oriented project</div><div>j. Department of Education – for educational buildings</div><div>k. Energy Regulatory Board – for gasoline stations</div></div><div><div>• Barangay Clearance where project is located.</div><div>• Vicinity Map</div><div>• Duly approved Survey Plan (with Cad lot No.)</div></div></div>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
. 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.		60 mins	Building Permit Engr. Joymee V. Labiste (Building Official) Locational Clearance Engr. Dariel V. Ricarto (MPDC) FO1 Aries L.Ballesteros FSEC Customer Relations Officer (CRO) SFO2 Michael F. Gutierrez Building Plan Evaluator (BPE) SFO1 Mel Ian B. Cequeña Chief, Fire Safety Enforcement Section (C, FSES) FINSP GARY RAYMOND DS CANTILLON Municipal Fire Marshal (MFM)
	Site Verification for exact location, setbacks and other building code provisions		60 mins	John Pierre B. Estrella/ August Ryan M. Dimaano /Herberto Martinez
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	Leah A. Gimena
4. Claiming the permit and clearance	Recording and Releasing of permit and clearance		5 mins.	OSCP Staff
TOTAL:		-	2 hr. and 19 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
 - **Hot works Clearance: For welding, cutting and other hot works**
 - **1-5 welding /oxy-acytylene – Php 500.00**
 - **6-10 welding / cutting machine – Php 1,000.00**
 - **More than 10 welding / cutting machine – Php 1, 500.00**
 - 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	Engr. Joymee V. Labiste Municipal Engineer/Building Official
	Advise the Client on the schedule of Final Inspection		2 mins	Engr. Joymee V. Labiste Municipal Engineer/Building Official
	Inspect the project		100 mins	John Pierre B. Estrella August Ryan M. Dimaano Herberto Martinez
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	Leah A. Gimena
4. Claiming the Certificates	Recording and Releasing of Certificates		5 mins.	OSCP Staff
TOTAL:		-	2 hr. and 08 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

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">Accomplished application form for Fire Safety Inspection Certificate (FSIC) or Unified Application FormEndorsement from the Office of Building Official (OBO)Certificate of CompletionCertified true copy of assessment fee for securing Occupancy Permit from OBOAs-built plan, if necessaryFire Safety Compliance and Commissioning Report (FSCCR), if required		<p>One-Stop Shop for Construction Permitting</p> <p>Office of Building Official (OBO)</p> <p>Contractor or Business Entity</p> <p>OBO</p> <p>Owner, Contractor or Business Entity</p> <p>Fire Safety Practitioner</p>		
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. For FSIC(Certificate of Occupancy)	Maximum of 10 minutes	Costumer Relation Officer (CRO) on Duty FO1 Joemar M. Bueno FO1 Jan Patrick R. Co FO1 Grazel Mae Maayon FO1 Aries L. Ballesteros
	1.1 Compute the fire code fees/taxes, and issue Order of Payment Slip (OPS)		Maximum of 10 minutes	Fire Code Assessor (FCA) on Duty FO1 Joemar M. Bueno FO1 Jan Patrick R. Co FO1 Grazel Mae Maayon FO1 Aries L. Ballesteros
	1.2 Collect the payment and issue Official Receipt (OR)		Maximum of 10 minutes	Fire Code Collecting Agent (FCCA) FO3 Anna Deborah De Ungria / FO2 Laurenz Ian A Tendilla
	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.		Maximum of 5 minutes	Customer Relation Officer (CRO) on Duty FO1 Joemar M. Bueno FO1 Jan Patrick R. Co FO1 Grazel Mae Maayon FO1 Aries L. Ballesteros
	Receive all the documents required in the checklist of requirements and retrieve FSEC building plans with Fire Safety Checklist (FSC) and the latest After Inspection Report (AIR) as the case maybe Assign Fire Safety Inspector and Issue an Inspection Order duly signed by the Fire Marshal.		15 minutes	Chief Fire Safety Enforcer Section/Unit SFO1 Mel Ian B. Cequeña

2. Fill up the forms that include the Name of Owner, Cellphone Number and Sketch of Location of Construction	2. Received IO coordinate, conduct of Joint Fire Safety Inspection and after submit After Inspection Report (AIR) and other supporting documents.		Simple transaction – three (3) days Complex Trancastion – Seven (7) days Highly Technical Transaction – twenty (20) days	Inspection Team / Fire Safety Inspection (FSI) SFO2 Angelo M. Martinez SFO2 Allan L. Gadin SFO1Ma. Janella B. De Silva FO2 Cayle Arben R. De Rama FO3 Anna Deborah D.U Tolentino FO2 Jasmine D. Dipay FO2 Christian L. Gammad
	3. Review and Evaluate the recommendations/finding of FSI and recommends to City/Municipal Fire Marshal the issuance of FSIC, NOD or NTC as the case may be		Maximum of 2 hours	Chief, Fire Safety Enforcement Section SFO1 Mel Ian B. Cequeña
	4. Approve/Disapproved and signed three (3) copies of FSIC NOD or NTC as the case maybe		Maximum of 2 hours	City/Municipal Fire Marshal FINSP GARY RAYMOND CANTILLON
	5. Prepare FSIC (Fire Safety Inspection Certificate) for Occupancy		Maximum of 5 minutes	Fire Safety Enforcement Section Clerk on duty FO1 Joemar M. Bueno FO1 Jan Patrick R. Co FO1 Grazel Mae Maayon FO1 Aries L. Ballesteros
4. Claiming the Certificates	4. Recording and Releasing of Certificates		Maximum of 5 minutes	4. Customer Relation Officer (CRO) on Duty FO1 Joemar M. Bueno FO1 Jan Patrick R. Co FO1 Grazel Mae Maayon FO1 Aries L. Ballesteros
TOTAL:		-	N/A.	

PROVINCE OF RIZAL
MUNICIPAL GOVERNMENT OF PILILLA

BETTER
PILILLA
MASIGLA PROGRESIBO NAGKAKA-ISA

CITIZEN'S CHARTER

MUNICIPAL TREASURERS
OFFICE (MTO)

2024-2026



GRANTING THE LEASE OF STALLS AT PILILLA PUBLIC MARKET

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

Office or Division:	Municipal Treasurers Office (MTO) thru Market Administration Office			
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. Application for Lease Market Stall Form				
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.	As indicated in the Revised Market Code 2023	20 minutes	Jenille C. Corpuz
2. Review contract terms and conditions	Prepare the contract.		10 minutes	Aileen R. Lopez
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	Jenille C. Corpuz
TOTAL			50 minutes	

GRANTING THE RENEWAL FOR 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) thru Market Administration Office			
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. Application for Lease Market Stall Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure location clearance form Market Supervisor.	Issues locational clearance.	As indicated in the Revised Market Code 2023	15 minutes	Jenille C. Corpuz
2. Present business license and Mayor's Permit to the Permit and License Section.	Reviews the business license and Mayor's Permit.		5minutes	Josephine Castillote
3. Secure lease contract agreement forms from the Market Office and signed the renewal of the lease contract.	Issues lease contract agreement with applicants' signature on the contract.		10 minutes	Aileen R. Lopez
4. Submit lease contract to the Mayor's Office for the LCE's 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 arrears settle first the outstanding balance.	Collects stall rental	As indicated in the Revised Market Code 2023	10 minutes	Leah A. Gimena
6. Receive copy of lease contract and occupy the stall	Release lease contract		5 minutes	Aileen R. Lopez
TOTAL			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	Jenille C. Corpuz
2. Wait as the Accredited Calibration Officer tests the weighing scale.	Tests and calibrates weighing scale: 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. b. If the weighing scale is not properly calibrated, the market supervisor makes the necessary adjustments. A tag seal will not be attached.		10 minutes	Bryan Paz
3. Pay the calibration and testing fees at the Municipal Treasurer's Office. Secure an official receipt.	Collects payments/fees.		5 minutes	Leah Gimena
TOTAL			20 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 2. Gross Income (Previous Year)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Personal Data Sheet	Compute the amount to be paid based on the information given. Print the CTC.	Basic Community Tax – Php 5.00 Additional Community Tax computed at Php 1.00 for every Php 1,000 of the earnings from the business, salaries or earnings from exercise of profession and income from real property.	2 minutes	Nerissa Aguirre
2. Affix your signature and thumbmark on three (3) copies of the Community Tax Certificate	The Revenue Collector initials for the Municipal Treasure.		2 minutes	
3. Pay the amount computed and receive the community tax certificate.	Contract will be signed by the client and Municipal Mayor		2 minutes	
TOTAL			6 minutes	

REAL PROPERTY TAX PAYMENT

Real property tax payment such as land, buildings, and machineries are assessed by the Municipal Assessor's 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. Tax Declaration/Previous Official Receipt (OR)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out information sheet	Check and verify information.	Based on assessed value.	5 minutes	Emilyn Piliin/Mark Joseph Olaya
2. Pay the assessment amount to the revenue collection officer and receive the official receipt.	The Revenue Collector initials for the Municipal Treasure.		5 minutes	
TOTAL			10 minutes	

ISSUANCE OF BUSINESS LICENSE/MAYOR’S PERMIT (NEW)

All business establishment 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 musty 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 his period.

Office or Division:	Municipal Treasurers Office (MTO) thru Business Permit and Licensing Office (BPLO)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	Generic Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<div>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).</div> <div>2. Proof of Business Registration: DTI (Sole Proprietor)/SEC (Partnership or Corporation)/CDA (Cooperatives).</div> <div>3. Occupancy Permit.</div> <div>4. Approved Sangguniang Bayan Resolution for Development Permit and Locational Clearance as may be required (MPDO).</div> <div>5. Contract of lease (if leased) or Tax Declaration of Transfer Certificate Title (TCT) if owned.</div> <div>6. 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).</div> <div>7. Sanitary Permit Certificate.</div> <div>8. Other: Additional Documentary Requirements may be required on case-to- case basis depending on actual examination of application (for complex transaction only).</div>		<div>Proponent</div> <div>Municipal Engineering Office Sangguniang Bayan/Municipal Planning and Development Office Rural Health Unit Proponent.</div>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<div>1. Fill up unified form and submit it together with all the documentary requirements needed.</div>	<div>Check, review and validate form & documents.</div> <div>Encode data to online website of the Municipality.</div> <div>Assess eligibility based on submitted documents.</div> <div>Receive payment.</div>	<div>Chargers and Fees will depend on Nature of Business and Gross Sales/Receipts</div>	<div>30 minutes</div>	<div>Editha Reyes</div> <div>Phebie Cay V. Wanden</div> <div>Josephine S. Castillote</div> <div>Leah A. Gimena</div>
<div>2. Claim the Business Permit and Mayor’s Permit.</div>	<div>Print Mayor’s Permit and Forward to Mayor’s Office for Signature.</div> <div>Release the business permit and Mayor’s Permit with business plate and sticker.</div>		<div>10 minutes</div>	<div>Phebie Cay V. Wanden</div>
TOTAL:			<div>40 minutes</div>	

ISSUANCE OF BUSINESS LICENSE/MAYOR’S PERMIT (RENEWAL)

Office or Division:	Municipal Treasurers Office (MTO) thru Business Permit and Licensing Office (BPLO)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	Generic Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<div>1. Previous Year’s Mayor’s/Business Permit.</div> <div>2. 2550Q/Vat Returns/2551Q Percentage Tax (Current Year), Audited Financial Statement/Sworn Statement of Gross Sales/Receipts for the preceding year.</div> <div>3. BIR Registration Certificate</div> <div>4. Certificate of tax exemption from local taxes or fees (if exempt).</div> <div>5. On Lessors-Tax Clearance or Tax Receipt.</div> <div>6. List of Employees (Regular or Casual) indicating their address and position to the company/</div> <div>7. Sanitary Permit</div> <div>8. Other: Additional Documentary Requirements may be required on case-to-case basis depending on actual examination of application (for complex transaction only).</div>		<div>Proponent</div> <div>Bureau of Internal Revenue</div> <div>Rural Health Unit</div>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<div>1. Fill up unified form and submit it together with all the documentary requirements needed.</div>	<div>Check, review and validate form & documents.</div> <div>Encode data to online website of the Municipality.</div> <div>Assess eligibility based on submitted documents.</div> <div>Receive payment.</div>	<div>Chargers and Fees will depend on Nature of Business and Gross Sales/Receipts</div>	30 minutes	<div>Editha Reyes</div> <div>Phebie Cay V. Wanden</div> <div>Josephine S. Castillote</div> <div>Leah A. Gimena</div>
<div>2. Claim the Business Permit and Mayor’s Permit.</div>	<div>Print Mayor’s Permit and Forward to Mayor’s Office for Signature.</div> <div>Release the business permit and Mayor’s Permit with business plate and sticker.</div>		10 minutes	<div>Phebie Cay V. Wanden</div>
TOTAL:			40 minutes	

VALIDATION OF BANK-TO-BANK PAYMENT

Validation of Payment of Tax dues through Bank-to-Bank Payments.

Office or Division:	Municipal Treasurers Office (MTO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated Deposit Slips				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the validated deposit slip through e-mail.	Check and verify.	Based on SOAs	10 minutes	Aileen R. Lopez
2. Wait for the reply.	Check the validated deposit slip to the depository bank prepare the Office Receipt.		15 minutes	
3. Acknowledged receipt of Official Receipt sent through e-mail.	Send the Official Receipt through e-mail and afterwards send via Registered Mail or LBC		5 minutes	Rocelle A. Ople
TOTAL			30 minutes	

MUNICIPAL TREASURY OFFICE

PAYMENT OF VOUCHER

Checks and assess the accuracy of submitted documents.

Office or Division:	Municipal Treasurers Office (MTO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the voucher	Check and verify.	Based on SOAs	3 minutes	Roscel Vidanes
2. Acknowledge receipt of voucher by signing and issue official receipt.	Check the validated deposit slip to the depository bank prepare the Office Receipt.		3 minutes	
TOTAL			6 minutes	

ISSUANCE OF OFFICIAL RECEIPT (O.R.)

Acceptance of payment and issuance of Official Receipt (O.R)

Office or Division:	Municipal Treasurers Office (MTO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment/Routing Slip				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Order of Payment /Routing Slip	Check the content of Order of Payment.	Based on the Order Payment	2 minutes	Leah A. Gimena
2. Pay the necessary amount, wait and received Official Receipt (O.R.)	Issue Official Receipt.		3 minutes	
TOTAL			5 minutes	

MUNICIPAL TREASURY OFFICE

RELEASING OF VOUCHERS/CHECKS

Checks details and accuracy of documents and entertains inquiries.

Office or Division:	Municipal Treasurers Office (MTO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for the availability of Voucher/checks.	Check and verify.	None	2 minutes	Rocelle A. Ople
2. Sign in the logbook/voucher and receive check	Release Check		3 minutes	
TOTAL			5 minutes	

PROVINCE OF RIZAL
MUNICIPAL GOVERNMENT OF PILILLA

BETTER
PILILLA
MASIGLA PROGRESIBO NAGKAKA-ISA

CITIZEN'S CHARTER

MUNICIPAL PLANNING AND
DEVELOPMENT OFFICE

2024-2026



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>Renewal & New - (1-6)</div> <div>2nd Hand - (1-7)</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.	<div>Secure and assess the submitted requirements</div> <div>Prepares papers for the issuance of franchise</div> <div>Prepare Order of Payment and Call the applicant for payment</div>		<div>3 mins</div> <div>5 mins</div>	<div>Richard Animas/Jezreel Pante (Job Order)</div>
3. Payment of Fees	Accept payment and issue receipt.		5 mins.	Leah Gimena
4. Claiming of MTOP	<div>Recording and Releasing of MTOP</div> <div>Advise client to present MTOP to Licensing Office</div>		2 mins	Eleanor Merana PA I
TOTAL:		-	15 mins.	

Total Charges/Fees

Annual Fee

Renewal	-	P 343.00
New	-	P 425.00
Change Owner/	-	P 480.00
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	Richard Animas/Jezreel Pante (Job Order)
2. Payment of Fees	Accept payment and issue receipt.	130.00	2 mins.	Leah Gimena
3. Receive the duly approved Dropping Order	Recording and Releasing of Dropping Certification		2 mins	Eleanor Merana PA I
TOTAL:		130.00	7 mins.	

ISSUANCE OF DEVELOPMENT PERMIT

Locational 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
<div>1. 2 copies of the Notarized Application Form</div> <div>2. 2 sets of Site Development Plan/Vicinity map showing the project site lot area boundaries and proposed layout of improvement therein</div> <div>3. 2 copies of Certified True Copy of Title(s) and current Tax Receipt</div> <div>4. Brgy. Clearance</div> <div>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</div> <div>6. Civil and Sanitary Works Design</div> <div>7. 2 copies of Water system lay-out</div> <div>8. Zoning Certification</div> <div>9. Certified True copy of DAR conversion order</div> <div>10. Certified true copy of ECC of Certificate of Non-Coverage (CNC) whichever is applicable, duly signed by the DENR</div> <div>11. Brgy. Resolution of No Objection</div> <div>12. SB Resolution</div>		

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	Eleanor Merana PA I
	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 Municipal Engineer/Building Official
	Inspect the project		1 day	August Ryan Dimaano Admin Aide
	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/Structures			
	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			
2. Get the order of payment.	Prepare Order of Payment and Call the applicant for payment		3 mins.	Eleanor Merana PA I
3. Payment of Fees	Accept payment and issue receipt.		3 mins.	Leah Gimena
4. Claiming the approved Development Permit	Recording and releasing of approved Development Permit		2 mins	Eleanor Merana PA I
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

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/IntentCertified true copy of TCT/TDRight-over land document (Contract of sale or lease, etc)Latest Tax ClearanceLocation Plan/Vicinity Map				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for site zoning classification.	Receives letter request. Advise client of schedule of site inspection Conducts ocular inspection. Advise client of the schedule of release of certification		5 mins. 30 mins (depends on the location of the lot)	Engr. Dariel V. Ricarto MPDC Engr. Joymee Labiste Municipal Engineer August Ryan Dimaano Admin Aide
2. Get the order of payment.	Prepare Order of Payment and Call the applicant for payment	Php 280.00 or P600.00/h as. (accrdg. To area)	5 mins	Eleanor Merana PA I
3. Payment of Fees	Accept payment and issue receipt.		3 mins	Leah Gimena
4. Claiming the Certification for Zoning Classification	Recording and Releasing of Certification for Zoning Classification		3 mins	Eleanor Merana PA I
TOTAL:			46 mins	

Zoning classification is issued for record and reference purposes.

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 DENRBrgy. ClearanceCertified true copy of TCT/TDRight-over land document (Contract of sale or lease, etc)Latest Tax ClearanceLocation Plan/Vicinity MapAuthorization 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.	Receives duly accomplished supporting papers. Reviews documents submitted by the client. If found in order, MPDC recommend granting of Zoning Certificate for Titling		5 mins. 30 mins	Eleanor Merana PA I Engr. Dariel V. Ricarto MPDC
2. Get the order of payment.	Prepare Order of Payment and Call the applicant for payment	Php 280.00	5 mins	Eleanor Merana PA I
3. Payment of Fees	Accept payment and issue receipt.		3 mins	Leah Gimena Admin Assistant II
4. Claiming the Zoning Certificate for Titling	Recording and Releasing of Zoning Certificate for Titling		3 mins	Eleanor Merana PA I
TOTAL:		Php. 280.00	46 mins	

Issuance of Locational Clearance for Building/Fencing Permit

Locational 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.

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		
<div>1. Evidence of ownership in the form of Certified True Copy of original Transfer Certificate of Title, Tax Declaration or a Contract to sell or lease; or written and duly notarized owner’s consent to use; or tax declaration with proof of ownership from assessor’s office will do.</div> <div>2. Duly approved Survey Plan (with card lot. No.)</div> <div>3. Vicinity Map</div> <div>4. Tax Clearance</div> <div>5. Brgy. Clearance</div>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<div>1. Proceed to MPDO-secure checklist of requirements for Locational/Zoning Clearance.</div> <div>Submit supporting documents.</div>	Issues Checklist of requirements.		2 minutes	Eleanor Merana PA I
	Secure and review documents submitted the client.		3 minutes	Engr. Joymee V. Labiste/Eleanor Merana
	If found in order, MPDO recommend granting of Locational/Zoning Clearance with the corresponding amount.		5 minutes	Engr. Daniel Ricarto
<div>2. Secure order of payment at the Municipal Treasurer’s Office.</div>	Prepare and mapped Locational/Zoning Clearance.		5 minutes	Eleanor Merana PA I
<div>3. Receive the approved Locational/Zoning Clearance for building Permit.</div>	Issue Locational/Zoning Clearance.		5 minutes	Engr. Daniel Ricarto
TOTAL			20 minutes	

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		
<div>1. Certificate of Height Clearance form Civil Aviation Authority of the Philippines fore Tall Structure.</div> <div>2. Clearance form Property Manager/Administrator of Homeowners Association if project is located in existing subdivision, condominium or PUD</div> <div>3. Permit from National Water Resources Board if project has Groundwater.</div> <div>4. Drainage Impact Statement if project is a major development.</div> <div>5. Socio-Economic Impact Statement if project has a Large Employment.</div> <div>6. Initial Environment Examination (IEE) duly certified by a licensed Environmental planner and according to the format specified by the DENR for Industrial facilities.</div> <div>7. Water Management Plan if project is a Heavy water-using Facility.</div> <div>8. Historic Site/Facility Development Statement if project is a Historic Facility.</div> <div>9. Traffic Impact Statement if project is a potential Traffic Generating.</div> <div>10. Notarized certificate of No Objection from affected neighbors if project has Firewall/abutment on any side of the property (not included in the list).</div> <div>11. Line and Grade Clearance from the City Engineer’s Office if the project is affected by road widening and construction.</div> <div>12. Waterways Clearance form City Flood Control Division if the project is adjacent to or with waterways.</div> <div>13. Flood Protection Elevation Certification if the project is within Flood Overlay Zone</div> <div>14. Soil test regarding soil and related conditions-Liquefaction Overlay Zone.</div> <div>Note: For Shared Passive Telecommunications Tower Infrastructure (PTTI). Locational Clearance shall be issued together with Building Permit and Fire Safety Evaluation Clearance (FSEC).</div>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Application for Locational Clearance for Building Permit for High Rise Building.			1 day (incorporated in the BOSS and OSCP in case of Building Permit for simple structure).	?
TOTAL			1 day	

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		
1. On daily basis to be viewed in Business Permit & License System.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application for Locational Clearance for Business License (Post Audit Process).			1 day	?
TOTAL			1 day	

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		
1. Application Form (ZA Form No. 5). 2. Photocopy of Land Title and Tax Declaration. 3. Current Real Property Tax Payment receipt, Lot Plan and Vicinity Map. 4. Affidavit of Non-Tenancy 5. Photocopy of Official Receipt for Zoning Classification Certificate. 6. Photocopy of land Title and Tax Declaration. 7. Current Real Property, Tax Payment Receipt, Lot Plan and vicinity Map. 8. Affidavit of Non-Tenancy Photocopy of Official Receipt for Zoning Classification Certificate.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application to Secure Certificate Zoning Classification			1 day	?
TOTAL			1 day	

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		
1. Tax Declaration. 2. Transfer Certificate of Title Number.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application for Certificate of Land Use for Agriculture and Non-Agriculture land			1 day	?
TOTAL			1 day	

Health and Sanitation Office (HSO)

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		
1. Business Permit (Current Year) 2. Health Certificate (Updated) 3. Chest X-Ray of employees (1 year validity) 4. FDA: License to Operate Product registration (Industrial/Establishment/Manufacturing/if needed. 5. (Industrial/Establishment/Manufacturing/if needed. 6. Certificate of Water Potability (Water Station). 7. First Aider Training Certificate (Industrial/Establishment/Manufacturing/if needed. 8. DENR: Environmental				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application for Sanitary Permit to Operate				Gina Batayan

PROVINCE OF RIZAL
MUNICIPAL GOVERNMENT OF PILILLA

**BETTER
PILILLA**
MASIGLA PROGRESIBO NAGKAKA-ISA

BAYAN PAMAHALANG PILILLA, RIZAL

CITIZEN'S CHARTER

MUNICIPAL DISASTER RISK
REDUCTION AND MANAGEMENT
OFFICE (MDRRMO)

2024-2026



REQUEST FOR DISASTER PREPAREDNESS TRAININGS AND SEMINARS

The Training Request is only conducted when it is approved by the Local Chief Executive and the MDRRMO Head. The service ensures that the training and seminars conducted will equip participants with appropriate knowledge and a skill that conforms to the standards set by governing agencies as mandated under the Republic Act 10121.

Office or Division:	Municipal Disaster Risk Reduction and Management Office (MDRRMO)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen; G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter from the Client addressed to the Local Chief Executive or MDRRMO indicating what type of Training or Seminar to be conducted		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request.	1.1 Receipt of request letter	None	1 day	Maria Diona Encelan Mary Ann Vidanes
	1.2 Endorsement of the front desk to the Local Chief Executive or the authorized official for the approval.			
	1.3 Upon approval, forward the request letter to the MDRRM Office			
	2.1 Endorsement of the front desk to the Local Chief Executive or the authorized official for the approval	None	1 day	Princess Joy Vidanes Mary Ann Vidanes
	2.2 Upon approval, forward the request letter to the MDRRM Office	None	1 day	Rubeneth Asuncion
2. Client will be advised to wait for the approval of the request through phone call or email the Training.	2.3 The Training Division of the MDRRM Office will assign a training team to accommodate and inform the client of the schedule and other details of the training/seminar	None	10 days	Jordan A. Olea
3. Client will prepare the programme and venue of the activity	3.1 Assigned training team will prepare the modules and topics to include	None	0 minute (Preparations prior to the activity is excluded)	Jordan A. Olea
	TOTAL		17 days	

REQUEST FOR EMERGENCY MEDICAL SERVICES AND SEARCH AND RESCUE

Rescue and emergency response include medical incident, vehicular accident, trauma, crime and fire incident, drowning and retrieval and other weather disturbances like typhoon, flooding etc.

Office or Division:	Municipal Disaster Risk Reduction and Management Office (MDRRMO)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen; G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None (Request done verbally via electronic communication device)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call thru Hotline numbers of the MDRRMO	1.1 Answer call or incident report asking for the following information and relay the information to the MDRRMO Operation and Warning Division - Nature of Emergency / Type of Incident – Callers Information – Location of the Incident – Individuals affected and status	None	2 days	Byron F. Materiano / Mar Francis Reniel P. Pillas
2. Wait for action of the request.	2.1 Verify the availability of driver, vehicle, organize the rescuers and preparation of rescue equipment and medical kits	None	3 minutes	Byron F. Materiano / Mar Francis Reniel P. Pillas
	2.2 Mobilization of the assigned Emergency Response team towards the identified location of the incident	None	5 minutes	Byron F. Materiano / Mar Francis Reniel P. Pillas
3. Depending on the situation: Wait, assist, or answer relevant queries from the emergency response team	3.1 Arrival at the scene of the incident with each member of the emergency response team performing specific task (First Aiders, Documentation, Traffic Management, Crowd Control, etc.)	None	5 minutes	Glenn Henley M. Claudio / Simon R. Martinez
	3.2 if required, patient loading to ambulance or rescue vehicle; if patient refuses transfer to nearest hospital, signing of waiver indicating refusal to be transferred	None	15 seconds	Glenn Henley M. Claudio / Simon R. Martinez
4. If eligible, accompany patient.	4.1 Patient transport to the nearest hospital	None	15 minutes	Glenn Henley M. Claudio / Simon R. Martinez
TOTAL			30 minutes and 15 seconds	

REQUEST FOR AMBULANCE CONDUCTION OR TRANSFER OF PATIENT

Provision of a medical team and an ambulance to transport patients to household or medical facilities within or outside Pililla, Rizal.

Office or Division:	Municipal Disaster Risk Reduction and Management Office (MDRRMO)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen;			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter containing name and contact number of requesting party, name, location and condition of patient if different from the requesting party, place of destination		(Please refer to the succeeding frontline services)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter address to the Office of the Mayor	1.1 Receives request letter	None	2 minutes	Princess Joy Vidanes Mary Ann Vidanes Rubeneth Asuncion
	1.2 Records in the logbook and computer for tracking	None	2 minutes	
	1.3 Acts of request letter and endorse to MDRRMO/concerned staff for appropriate action.	None	5 hours	
2. Receive feedback on actions to request	2.1 Confirms the approval of the request and get necessary information.	None	2 hours	Jaime M. Capistrano
	2.2 Assigns medical crew and prepare travel order travel order and prepare the ambulance and other equipment needed.	None	15 minutes	Jaime M. Capistrano
	2.3 Actual deployment of the medical crew	None	15 minutes	Jaime M. Capistrano
TOTAL			7 hours and 34 minutes	

REQUEST FOR EMERGENCY SHELTER ASSISTANCE

Disasters, conflicts, and other crises leave individuals and families vulnerable to exposure, injury, and exploitation. Emergency shelters offer immediate protection from the elements, violence, and other threats. Emergency shelter assistance plays a crucial role in the lives of individuals and communities facing crises in Pililla. It goes beyond simply providing a roof over someone’s head; it’s about protecting lives, fostering well – being and paving the way for recovery.

Office or Division:	Municipal Disaster Risk Reduction and Management Office (MDRRMO)			
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">• Copy of Barangay Indigency with a purpose• Copy of valid identification card• Letter of request to the Office of the Mayor		(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	Verify the veracity of report	None	3 minutes	Mary Jane G. Macarulay
	Review, assess and coordinate with the accountable barangay	None	2 minutes	Princess Joy Vidanes Mary Ann Vidanes (OM STAFF)
2. Survey	Survey the area and shelter for damages	None	1 day	John Rey Mark B. Vidanes
3. Wait for the call and confirmation of the head of office for the schedule date of the interview	Notify requesting entity for the date after the approval of the Mayor. Assess the shelter assistance requirement.	None	1 day	Mary Jane G. Macarulay (Job Order)
4. Interview	Review and assess	None	30 minutes	John Rey Mark B. Vidanes Lourdes Bulandrina (MSWDO STAFF)
5. Release	Provide necessary Shelter Assistance	None	3 days	John Rey Mark B. Vidanes /Treasury Office
TOTAL			5 days and 35 minutes	

PROVINCE OF RIZAL
MUNICIPAL GOVERNMENT OF PILILLA

BETTER
PILILLA
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CITIZEN'S CHARTER

MUNICIPAL AGRICULTURE OFFICE

2024-2026



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 cereals, 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
1. Accomplish and submit the Request Form.	Receive the accomplished form and conduct interview. Inform the Client for the Schedule of Inspection.	None	10 mins	Joseph Salvador Jarcia Geoffrey Medina Orlan Pradas Bienvenido Joven Mary Rose Asino Ronald Bueno Rewel Cadalso Joenna Vasquez
2. 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)	Joseph Salvador Jarcia Geoffrey Medina Orlan Pradas Bienvenido Joven Mary Rose Asino Ronald Bueno Rewel Cadalso Joenna Vasquez Joseph Salvador Jarcia Municipal Agriculture Officer
3. Apply the recommendation	Prepare recommendation report.		1 day	Joseph Salvador Jarcia Geoffrey Medina Orlan Pradas Bienvenido Joven Mary Rose Asino Ronald Bueno Rewel Cadalso Joenna Vasquez Joseph Salvador Jarcia Municipal Agriculture Officer
TOTAL:		None	1 day, 1 hr and 10 mins.	

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

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. Accomplish and submit the Treatment Form.	Receive and Record the Treatment Form Interview the Client	None	10 mins	Ronald Bueno Jerome Olitin
2. Witness the conduct of ocular inspection.	Conduct site inspection and data gathering Prepare the Inspection Report		60 mins	Geoffrey Medina Ronald Bueno Jerome Olitin Joseph Salvador Jarcia Municipal Agriculture Officer
3. Apply the recommendation	Prepare recommendation report		20 mins.	Geoffrey Medina Ronald Bueno Jerome Olitin Joseph Salvador Jarcia 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	Geoffrey Medina Orlan Pradas Bienvenido Joven
2. Acknowledge the seedlings	Release the seed/seedlings		5 mins	Geoffrey Medina Orlan Pradas Bienvenido Joven
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 submission of the request letter.	None	15 mins	Gladys Mae Canceran Jovielyn Doliente
2. Will receive a Call	If request was approved, set the distribution schedule of the requested items		5 mins	Geoffrey Medina Orlan Pradas Bienvenido Joven Mary Rose Asino Rewel Cadalso Joenna Vasquez
3. Acknowledge the item	Release the requested item		10 mins	Joseph Salvador Jarcia Municipal Agriculture Officer
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	Gladys Mae Canceran
	Review the Brgy. Farmer Certificate		2 mins.	Jannela Peregrina
	Validation in the Registry System for Basic Sectors in Agriculture (RSBSA) & Farmer Association President		10 mins.	Rewel Cadalso
2. Claiming the Certificate	Release of MAO Certificate and Approval		3 mins	Joseph Salvador Jarcia Municipal Agriculture Officer
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	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the Request Form.	Receive and record the request	None	5 mins	Gladys Mae Canceran
	Gathering of required attachments (Master list & Certificate of Registration)		5 mins	Jovielyn Dolliente
	Verification of available training schedule in the OPA, DA 4A, ATI, other concerned agencies and Local Focal Person		10 mins	
	Preparing for Program of Activity for the Training.		20 mins	
	Approval of Training from LCE		1 day	
2. Wait for the approval and schedule of Training.	Call the Client for the Schedule of Training.		3 mins	Gladys Mae Canceran/ Jovielyn Dolliente
3. Implementation of Training	Conduct of Training			Joseph Salvador Jarcia Municipal Agriculture Officer
TOTAL:		None	1 day and 43 mins.	

PROVINCE OF RIZAL
MUNICIPAL GOVERNMENT OF PILILLA



CITIZEN'S CHARTER

LOCAL CIVIL REGISTRAR (LCR)

2024-2026



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
<p><i>For Children born at home:</i></p> <p>If parents are married:</p> <p><i>On time registration</i></p> <ul style="list-style-type: none">• Marriage contract of parents• Signature of attendant at birth• Barangay Midwife’s certification of the circumstances of birth <p><i>Delayed Registration</i></p> <ul style="list-style-type: none">• PSA– Negative Certification of Birth (1945 – 1989)• Baptismal Certificate of the child• Marriage contract of parents• Signature of attendant at birth (if still living)• Affidavit of two (2) disinterested persons• Recent Community Tax Certificate of the informant• At least three (3) documentary evidence/public documents showing correct full name, date of birth and place of birth of the child <p><i>For Children born in the hospital/maternity clinic:</i></p> <p>If parents are married:</p> <p><i>On time registration</i></p> <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 Birth• Recent Community Tax Certificate <p>If parents are not married:</p> <p><i>On time 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 (if the child is to be acknowledge or if the father is willing to admit paternity of the child) & his recent Community Tax Certificated <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 230.00(Documentation)	10 minutes	Rimie Bracamonte Admin Aide I
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	Rimie Bracamonte/Agnes Paz
3. Pay the corresponding fee/s at the Municipal Treasurer's Office.	Issues official receipt		5 minutes	Leah Gimena
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	Ruel Gipulan/ Rimie Bracamonte
5. Claim the registered documents.	Issues COLB and records issuance		2 minutes	Ruel Gipulan/ Rimie Bracamonte
TOTAL:			30 minutes	

CLIENT STEPS	AGENCY ACTION	FEEES 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 provide needed information during the interview	Prepares Certificate of Live Birth based on the information supplied	None (on-time registration) Php 230.00(Documentation)	15 minutes	Rimie Bracamonte/ Agnez Paz
2. Review the document and affix signature on the space provided.	Types/encode the COLB. Informs the client to pay fees.		3 minutes	Rimie Bracamonte/ Agnes Paz
3. Pay the corresponding fees at the Municipal Treasurer's Office.	Issues official receipt.		5 minutes	Leah Gimena
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	Ruel Gipulan/ Rimie Bracamonte/ Agnes Paz
5. Claim the duly registered Certificate of Live Birth on the appointed date.	Issues COLB and records issuance.		5 minutes	Ruel Gipulan/ Rimie Bracamonte/ Agnes Paz
TOTAL:			28 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 230.00(Documentation)	5 minutes	Rimie Bracamonte
2. Pay the corresponding fees at the Municipal Treasurer's Office.	Issues official receipt.		5 minutes	Leah Gimena
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	Ruel Gipulan/ Rimie Bracamonte
4. Claim the duly registered Certificate of Live Birth on the appointed date	Issues Certificate of Live Birth and record issuance.		5 minutes	Rimie Bracamonte
TOTAL:			20 minutes	

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	Ruel Gipulan/ Rimie Bracamonte/ Agnes Paz
2. Pay corresponding fees at the Municipal Treasurer's Office.	Issues official receipt		10 minutes	Leah Gimena
3. Return to the LCRO and present the official receipt.	Assigns registry number to Certificate of Live Birth		5 minutes	Ruel Gipulan/ Rimie Bracamonte
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	Ruel Gipulan/ Rimie Bracamonte
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 prepared by the hospital authorities	Reviews the documents for completeness.		5 minutes	Rimie Bracamonte Admin Aide I
2. Pay the corresponding fee/s at the Municipal Treasurer's Office.	Issues Official Receipt		5 minutes	Leah Gimena
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	Rimie Bracamonte Admin Aide I
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	Ruel G. Gipulan LCRO
TOTAL:			20 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.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
On – time registration of children born in private or government hospitals to parents who are not married (processed by relatives)				
1. Submit duly accomplished Certificate of Live Birth in quadruplicate copies prepared by the hospital authorities	Reviews the documents for completeness.		5 minutes	Agnes Paz
2. Pay the corresponding fee/s at the Municipal Treasurer’s Office.	Issues Official Receipt		5 minutes	Leah Gimena
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	Ruel GipulanAgnes Paz
TOTAL:			15 minutes	

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 deceasedBarangay 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	Rimie Bracamonte/ Arlene Ledesma
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	Rimie Bracamonte/ Arlene Ledesma
3. Go to the embalmer and Health Officer and have the death certificate signed.	Signs the death certificate		1 hour	Aura A. Paz, MD
4. Pay the corresponding fees at the Municipal Treasurer's Office.	Issues official receipt		5 minutes	Leah Gimena
5. Return to Local Civil Registry Office and submit the death certificate and official receipt. Wait as the Registration Officer records the documents.	Records and assigns registry number to Certificate of Death		5 minutes	Ruel Gipulan LCRO
6. Claim the duly registered Death Certificate.	Issues the duly registered death certificate and records issuance.		5 minutes	Rimie Bracamonte/ Arlene Ledesma
TOTAL:			1 hour 25 minutes	

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.

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	Rimie Bracamonte/ Arlene Ledesma
2. Go to the embalmer and Mun. Health Officer and have the death certificate signed.	Signs the death certificate		30 minutes to one hour	Aura A. Paz, MD
3. Pay corresponding fees at the Municipal Treasurer's Office.	Issues official receipt		5 minutes	Leah Gimena
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	Ruel Gipulan LCRO
5. Claim duly registered Death Certificate.	Issue the duly registered death certificate and records issuance.		5 minutes	Ruel Gipulan LCRO
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. PSA Birth Certificates of contracting parties/baptismal certificate 3. Parental consent (18-20) 4. Parental advice (21-24) 5. Certificate of No Marriage (CENOMAR) 6. Passport and legal capacity to contract marriage (for foreigners) 7. Personal Appearance of the couple				
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSIN G 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 580.00	10 minutes	Arlene Ledesma Admin Aide I
2. Pay the corresponding fees at the Municipal Treasurer's Office.	Issues official receipt.		5 minutes	Leah Gimena
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	Arlene Ledesma Admin Aide I
4. Return to the Local Civil Registrar's Office as instructed and claim the marriage license.	Issues marriage license.		5 minutes	Ruel Gipulan/Arlene Ledesma
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:	1. Secretaries of parish church 2. Court’s Liaison Officer 3. Local chief executive’s (mayor’s) staff 4. Owners of the document			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Marriage Certificate 2. Sworn Statement of the applicant (for delayed registration)				
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	Mary Jane Casas/ Agnes Paz
2. Pay the corresponding fees at the Municipal Treasurer’s Office.	Issues official receipt.		5 minutes	Leah Gimena
3. Claim the duly registered Marriage Certificate.	Releases the duly registered marriage certificate.		5 minutes	Mary Jane Casas Assessment Clerk I
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	Rimie Bracamonte/ Agnez Paz
2. Pay the corresponding fees at the Municipal Treasurer’s Office.	Issues official receipt.		5 minutes	Leah Gimena
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		5 minutes	Leah Gimena

	registration in compliance with ten (10) day posting period.			
4. Claim the registered Marriage Contract	Issues the registered marriage contract		5 minutes	Ruel Gipulan LCRO
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 80	5 minutes	Rimie Bracamonte/ Arlene Ledesma
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	Ruel Gipulan LCRO
4. Claim the certified true copies of the documents	Issues document		5 minutes	Ruel Gipulan LCRO
TOTAL:		Php 80		

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

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).
<div>CHECKLIST OF REQUIREMENTS<div>WHERE TO SECURE</div></div>	
<div><div>For correction of Clerical Error</div><div>Mandatory Requirement:</div><div><div>1. PSA Birth Certificate on Security Paper</div><div>2. With at least five (5) of the supporting documents listed below:</div><div><div>Supporting Documents:</div><div><div>Voter's Affidavit</div><div>Employment Record</div><div>GSIS Record</div><div>SSS Record</div><div>Medical Record</div><div>Business Record</div><div>School Record</div><div>Driver's License</div><div>Insurance</div><div>Cedula</div><div>Civil Registry Records of ascendants</div><div>NBI/Police Clearance</div></div></div></div></div>	
<div><div>For Change of First Name</div><div>Mandatory Requirement:</div><div><div>1. Birth Certificate on Security Paper</div><div>2. Police Clearance</div><div>3. NBI Clearance</div><div>4. Affidavit if Non – employment or Certificate of Employment and another documentary evidences</div><div>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</div></div></div> <div><div>Supporting Documents</div><div><div>Baptismal Certificate</div><div>School Records</div><div>Identification Cards</div><div>Cedula</div><div>Special Power of Attorney (SPA) if the Petitioner is not the owner of the document</div></div></div>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Submit the necessary supporting documents</p> <p>Sign the Petition for Change of name</p> <p>Payment of Petitioner's fee at the treasurer's office</p>	Received and review of documents	<p>For CFN (P3,000.00) Petitioner's Fee For CCE (1,000.00) processing Fee for Migrant Petition</p>	10 Minutes	Mary Jane Casas Assessment Clerk I
	Issue request slip for Official Receipt		1 Minute	Mary Jane Casas
	Interview Petitioner		once a week for two consecutive week	Ruel G. Gipulan LCRO
	Order Preparation and Notice of Publication		5 Minutes	Ruel G. Gipulan LCRO
	Published Notice of Publication in the Local News paper		10 Minutes	Mary Jane Casas Assessment Clerk I
	Act on the petition whether to grant or deny			
	Sort out complete set of petition and mail to PSA Legal Office		5 Minutes	RA 9048 staff
	Wait for the PSA affirmation or impugned decision		3 to 4 months	
	Prepare certificate of Finality		2 Minutes	
	Release of Finality and Annotated Documents		1 minute	
TOTAL:		<p>Petitioner's Fee P3,000.00</p> <p>CFN P1,000.00</p> <p>CCE</p>	<p>Duration of Service 34 Minutes</p> <p>Processing time 3 to 4 months</p>	

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.

PROCESSING OF AFFIDAVIT TO USE THE SURNAME OF THE FATHER (AUSF) R.A. 9255

Office or Division:	Local Civil Registrar (LCR)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Copies of Certificate of Live Birth • Community Tax Certificate of Affiant		(Please refer to the succeeding frontline services)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all requirements for AUSF	Interview Affiant	P1,500.00 AUSF Fee	5 Minutes	Agnes F. Paz/ Rimie Bracamonte
	Issue Request for OR Slip		1 Minute	Agnes F. Paz/ Rimie Bracamonte
	Prepare AUSF		5 minutes	Agnes F. Paz/ Rimie Bracamonte
Pay at the Treasurer's Office	Receive of payment			Leah Gimena
Go back to MCR 's Office	Prepare all documentary evidence and for AUSF		10 minutes	Agnes F. Paz/ Rimie Bracamonte
	Review and sign Accomplish AUSF		5 Minutes	Ruel G. Gipulan LCRO
	Endorse Registered AUSF		1 Minute	Rimie Bracamonte
TOTAL:		AUSF Fee P1,500.00	34 Minutes	

PROCESSING OF LEGITIMATION

Office or Division:	Local Civil Registrar (LCR)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
• Copies of Certificate of Live Birth • Certified Machine Copy of	(Please refer to the succeeding frontline services)	

certificate of marriage • Certificate of No Marriage Record (CENOMAR) of both parents • Community Tax Certificate of both parents				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all requirements for legitimation	Receive and review documents submitted	P1,500.00 Legitimation Fee	5 Minutes	Agnes Paz
	Prepare affidavit of legitimation to be subscribed before the MCR		5 Minutes	Ruel G. Gipulan Municipal Civil Registrar
Pay at the Treasury Office	Issue request for Official Receipt		1 Minute	Leah Gimena
Go back to Civil Registry Office	Issue claim stub indicating the date and time of release		1 Minute	Agnes F. Paz
	Prepare and complete the required documents for legitimation		10 Minutes	Agnes F. Paz
	Review and sign accomplished legitimation		5 Minutes	Ruel G. Gipulan LCRO
	Release of annotated documents and endorsement to PSA		2 Minutes	Agnes F. Paz
TOTAL:		Legitimation Fee of P1,500.00-	28 Minutes	

PROVINCE OF RIZAL
MUNICIPAL GOVERNMENT OF PILILLA



CITIZEN'S CHARTER

HUMAN RESOURCE MANAGEMENT
OFFICE (HRMO)

2024-2026



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	Mayie Casas/Shiela Dizon
2. Undergo a preliminary interview	Conducts preliminary interview and evaluate applicant's qualifications.	-	5 minutes	Marieta C. Montoya
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	Marieta C. Montoya / Debbie Sanatiago
4. Attend Panel Interview	PSB will interview the applicant	-	20 minutes	Byron F. Materiano
5. Wait for the result / notice	Recommend the qualified applicant for hiring in writing	-	5 minutes	Debbie Sanatiago
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 CertificateBIR Certification or Income Tax Return (ITR)3 copies of 1x1 ID pictureForm 138 for high school studentsSchool 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	Mayie Casas
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	Ruth C. Patapat
TOTAL:		-	15 minutes	

PROVINCE OF RIZAL
MUNICIPAL GOVERNMENT OF PILILLA



CITIZEN'S CHARTER

GENERAL SERVICES OFFICE
2024-2026



ISSUANCE OF PROPERTY ACKNOWLEDGEMENT RECEIPT (PAR) AND INVENTORY CUSTODIAN SLIP (ICS) FOR EQUIPMENT AND 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	
Property Acknowledgement Receipt (PAR)Form Inventory Custodian Slip (ICS)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the Purchased Order and inspected official receipt Property Acknowledgement Receipt (PAR) and Inventory Custodian Slip (ICS) for Equipment and detailing the property	1. Received and review all documents 1.1 Prepare copy of Property Acknowledgement Receipt (PAR) and Inventory Custodian Slip (ICS) 1.2 Issued to Accountable Officer		10 mins	Lhesly Ann Paradiang Ruzzel Renz Masinsin
2. Signed the accomplished Property Acknowledgement Receipt for Equipment and Inventory Custodian Slip (ICS)	2. Record and Place inventory tags 2.1 Submit to department head for signatory		10 mins	Lhesly Ann Paradiang Ruzzel Renz Masinsin
3. Have a copy of Property Acknowledgement and Inventory Custodian Slip (ICS) for file	Give one copy of PAR and ICS at Client and keep the last one for file			Lhesly Ann Paradiang Ruzzel Renz Masinsin
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 Mayor and Budget Officer for verification	1. Received and records the documents		10 minutes	GSO Staff Lhesly Ann Paradiang
	1.1 Make a Canvassed		1 day (it depends on the procurement process that should be done)	1.1 GSO Purchasing Officer Aljon D. Bocalan
	1.2 It should be posted at Philgeps and a quotation should be acquired from qualified supplier			1.2 GSO Purchasing Officer Aljon D. Bocalan
	1.3 Witness the delivery of supplies		10 minutes	1.3 GSO Purchasing Officer Aljon D. Bocalan
	1. 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)
	2. 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	3. Update the client about the request (Verify to the BAC the status of the Canvass) 3.1 Advice the winning supplier to deliver the supply		5 minutes	Aljon D. Bocalan
	4. Witness the delivery of and acceptance of supply together with the representative from accounting and end user		10 minutes	Aljon D. Bocalan Rommel Germina

TOTAL:		4 days and 35 minutes (it depends on the procurement process that should be done)	
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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	Ruzzel Renz Masinsin
	1.1 Evaluates the purpose of the request		1.1 5 mins	Ruzzel Renz Masinsin Hannah Mhay Amores (Job Order)
	1.2 Approve/Disapprove the request		1.2 5 mins	Eligio Villareal GSO Head
2. Confirmation of Approved Reservation	2. Give the borrower's slip to the client, if approved		2. 3 mins	Ruzzel Renz Masinsin
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	Hannah Mhay Amores (Job Order)
	2. Approved of request for request for appropriate action and material computation		5 mins	Eligio Villareal GSO Head
	3. Forward Request to Maintenance Personnel		5 mins	Roldan P. Castelo Hannah Mhay Amores (Job Order)
	4. Schedule repair which includes: -Electrical Works -Carpentry Works -Other facility related works perform repair		5 mins	Roldan P. Castelo
	5. Perform Repair		Depends on the extent of work and availability of materials	Roldan P. Castelo
	6. Submit accomplished job order report		5 mins	Roldan P. Castelo
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	Rommel Germina 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	Rommel Germina 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	Ronnel G. Castelo Ernesto Cabada
	Check the availability of vehicle and schedule		5 mins.	Ronnel G. Castelo
	Approval of Request Letter from the Municipal Mayor		10 mins	Jan Mikaela Avanceña
2. Confirmation of Approved Reservation	Record request in the reservation log book and the details of request	-	2 mins	Ronnel G. Castelo
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	Ronnel G. Castelo Ernesto Cabada
	Check the availability of logistic		5 mins.	Ronnel G. Castelo
	Approval of Request Letter from the Municipal Mayor		10 mins	Jan Mikaela Avanceña
2. Confirmation of Approved Reservation	Record request in the reservation log book and the details of request	-	2 mins	Ronnel G. Castelo
3. Claim of request	Serving of approved/available request.		5 mins	Ronnel G. Castelo
TOTAL:		-	27 mins.	

PROVINCE OF RIZAL
MUNICIPAL GOVERNMENT OF PILILLA

BETTER
PILILLA
MASIGLA PROGRESIBO NAGKAKA-ISA

CITIZEN'S CHARTER

MUNICIPAL ENGINEERING OFFICE
(MEO)
2024-2026



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:
 - Architectural Permit
 - Civil/Structural Permit
 - Mechanical Permit
 - Sanitary Permit
 - Plumbing Permit
 - 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 (MEO)	
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		

<ul style="list-style-type: none">• 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• Certificate of Real Property tax Payment/Current Tax Receipt – 2 copies• Contract of Lease, if not owned.• Barangay Clearance	
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7. Excavation and Ground Preparation Permit – This permit is secured prior to ground preparation and excavation after the building line is established. Requirements: <ul style="list-style-type: none"> Accomplished Permit form – 3 copies Sketch Plan – 3 copies 				
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 with the list of requirements (if completed proceed to step 1.1, if not inform the client about the lacking documents for submission)		5 mins	August Ryan M. Dimaano/Herberto Martinez
	Evaluation and Assessment of the documents in accordance with National Building Code, National Laws and Ordinances.		60 mins	Engr. Joymee V. Labiste ME/Building Official
2. Get the order of payment.	Prepare Order of Payment and Call the applicant for payment		3 mins	Herberto Martinez MEO Staff
3. Payment of Fees	Accept payment and issue receipt.		3 mins	Leah A. Gimena MTO's Staff
	Advises client of the date of release of the permit (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).			
4. Claiming the permit and clearance	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 dwellings Electrical Permit (NBC Form No. A-03) Electrical Plans Electrical Specifications Bill 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.	Check the completeness of submitted documents in accordance with the list of requirements (if completed proceed to step 1.1, if not inform the client about the lacking documents for submission)		5 mins	Lope P.Tanawan Jr. MEO Staff
	Evaluation and Assessment of the documents in accordance with National Building Code, National Laws and Ordinances.		20 mins	Engr.Joymee V. Labiste ME/ Building Official
	Advise the Client on the schedule of Inspection		2 mins	Lope P.Tanawan Jr. MEO Staff
	Inspect the project.		60 mins	John Pierre B. Estrella August Ryan M. Dimaano Herberto Martinez Inspection Team
2. Get the order of payment.	Prepare Order of Payment and Call the applicant for payment		3 mins	Lope P.Tanawan Jr. MEO Staff
3. Payment of Fees	Accept payment and issue receipt. Advises client to come back after one working day to claim the certificate of final electrical inspection		3 mins	Leah A. Gimena MTO's Staff
4. Claiming the approved certificate of final electrical inspection	Record and Releases approved certificate of final electrical inspection		5 mins.	Lope P.Tanawan Jr. MEO Staff
TOTAL:		-	1 hr. and 38 mins.	

Total Charges/Fees :

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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 businessPhotocopy of Certificate of Occupancy/Certificate of Use with attached copy of Certificate of final Electrical InspectionCertificate 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 InspectionCertification 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.	Check the completeness of submitted documents in accordance with the list of requirements (if completed proceed to step 1.1, if not inform the client about the lacking documents for submission)		5 mins	Lope P. Tanawan Jr. MEO Staff
	Evaluation and Assessment of the documents in accordance with National Building Code, National Laws and Ordinances.		20 mins	Engr. Joymee V. Labiste ME/ Building Official
	Advise the Client on the schedule of Inspection		2 mins	Lope P. Tanawan Jr. MEO Staff
	Inspect the project.		60 mins	John Pierre B. Estrella August Ryan M. Dimaano Herberto Martinez Inspection Team
2. Get the order of payment.	Prepare Order of Payment and Call the applicant for payment		3 mins	Lope P. Tanawan Jr. MEO Staff

3. Payment of Fees	Accept payment and issue receipt. Advises client to come back after one working day to claim the Certificate of Annual Inspection and Certificate of Electrical Inspection.		3 mins	Leah A. Gimena MTO's Staff
4. Claiming the approved Certificate of Annual Inspection and Certificate of Electrical Inspection.	Record and Releases approved Certificate of Annual Inspection and Certificate of Electrical Inspection.		5 mins.	Lope P.Tanawan Jr. 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)

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CITIZEN'S CHARTER

MUNICIPAL ENVIRONMENT AND
NATURAL RESOURCES OFFICE
(MENRO)
2024-2026



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. 01 Request for Certificate of No Objection			
[Client unable to provide requirements]	[Give MENRO Form No. 01; ask client to have it filled out by knowledgeable personnel; and return filled out form for		3 minutes	Engr. Razaele Paul N. Labiste/ Khenedy G. Rosas/ Elmer Daria

	<i>evaluation of requirements]</i>			
2. Check MENRO Form No. 01 (completeness and correctness)	Give copy of MENRO Form No. 01 and inform client of requirements.		1 minute	Engr. Razaele Paul N. Labiste/ Khenedy G. Rosas/ Elmer Daria
3. Request detailed explanation / elaboration of requirement/s	Explain in detail the requirement/s		1 minute / requirement	Engr. Razaele Paul N. Labiste/ Khenedy G. Rosas/ Elmer Daria
4. Provide requirements	Assess completeness and veracity of requirements	Large Scale Inventory Fee 1,200 / ha	5 minutes	Engr. Razaele Paul N. Labiste/ Khenedy G. Rosas/ Elmer Daria
5. Wait for the scheduled ocular inspection	Schedule an ocular inspection		1 day	Engr. Razaele Paul N. Labiste/ Khenedy G. Rosas/ Elmer Daria
6. Submit complete requirements Submit incomplete requirements	Provide Certificate of No Objection; record and keep MENRO Form No. 01 Provide copy of MENRO Form 01 to client with REMARKS: INCOMPLETE REQUIREMENTS APPLICATION CANNOT BE PROCESSED		1 minute	Engr. Razaele Paul N. Labiste/ Khenedy G. Rosas/ Elmer Daria
TOTAL:			1 days, 11 minutes	

TREES AND AGROFORESTRY SPECIES SAPLINGS/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 Municipal ENRO.	Receives duly approved letter-request and the accomplished seedling/sapling request form.	-	3 minutes	Engr. Razaele Paul N. Labiste/ Khenedy G. Rosas/ Elmer Daria
2. Received seedlings/saplings	Release seedlings / saplings	-	1 minute / saplings	Engr. Razaele Paul N. Labiste/ Khenedy G. Rosas/ Elmer Daria
3. Plant the requested seedlings/saplings on the indicated location	Monitor the planted seedlings/sapling and prepare accomplishment report	-		Engr. Razaele Paul N. Labiste/ Khenedy G. Rosas/ Elmer Daria
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	Engr. Razaele Paul N. Labiste/ Khenedy G. Rosas/ Elmer Daria
2. Browse the available references and literatures related to the research being undertaken	Informs client of the available references and literatures.	-	5 minutes	Engr. Razaele Paul N. Labiste/ Khenedy G. Rosas/ Elmer Daria
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	Engr. Razaele Paul N. Labiste/ Khenedy G. Rosas/ Elmer Daria
2. Attends lecture/seminar/training	Conducts and facilitates the lecture/seminar/training	-	2 hours	Engr. Razaele Paul N. Labiste/ Khenedy G. Rosas/ Elmer Daria
3. Fill-ups the feedback form	Provides training feedback form		5 minutes	Engr. Razaele Paul N. Labiste/ Khenedy G. Rosas/ Elmer Daria
TOTAL:		-	2 hours 8 minutes	Engr. Razaele Paul N. Labiste/ Khenedy G. Rosas/ Elmer Daria

REQUEST OF IEC MATERIALS SUCH AS BROCHURES, FLYERS AND TARPAULIN 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	Engr. Razaele Paul N. Labiste/ Khenedy G. Rosas/ Elmer Daria
2. Receive IEC materials	Release IEC materials	-	5 minutes	Engr. Razaele Paul N. Labiste/ Khenedy G. Rosas/ Elmer Daria
TOTAL:		-	10 minutes	Engr. Razaele Paul N. Labiste/ Khenedy G. Rosas/ Elmer Daria

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CITIZEN'S CHARTER

OFFICE OF THE MAYOR
2024-2026



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.	Kristine Atilon
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.	Kristine Atilon OM Staff
3. Payment of Fees	Accept payment and issue receipt.		5 mins.	Leah Gimena
4. Confirmation of wedding Details	Record and confirm their Wedding Details	-	3 mins.	Kristine 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	Kristine 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

c.

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.	Joy Vidanes OM Staff
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	Mary Ann Vidanes OM Staff
	Interview the Client for initial Assessment		10 mins	Mary Ann Vidanes OM Staff
	Advise the Client to wait for the result of assessment.			Mary Ann Vidanes OM Staff
	Evaluation and Assessment.			

	<p>If the Client is qualified:</p> <p>Advise client for the announcement of schedule of distribution of the educational assistance.</p>	-		Mary Ann Vidanes OM Staff
TOTAL:		-	15 mins.	

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		
<div>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)</div> <div>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.</div> <div>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</div> <div>4. Properly filled -out Registration Form (DOLE-RO-O1a Form)</div> <div>5. 4 pcs. 1x1 and 2 pcs. 2x2 ID Picture</div> <div>6. Brgy. Certification</div>				
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.	Ruth C. Patapat PESO Coordinator
	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.	Ruth C. Patapat PESO Coordinator
	Evaluation and Assessment.		-	PESO Team OM/DOLE
	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	Ruth C. Patapat/ Angelo James Casuga
2. Submission of requirements and resume may in position and the company applying for.	Receive the requirements and resume may.		2 mins.	Ruth C. Patapat/ Angelo James Casuga
3. Wait for his/her number to be called	Call the numbers who may enter inside the recruitment area.		2 mins.	Ruth C. Patapat Angelo James Casuga
4. Proceed to the table/booth of the company where the applicant intends to apply.	Assist the Applicant		2 mins	PESO/Employer
5. Undergo Examination/interview			5-10 mins	PESO/Employer
6. Wait for the result/instruction of the company representatives.			2 mins.	PESO Staff/Employer
TOTAL:		-	-	

PROVINCE OF RIZAL
MUNICIPAL GOVERNMENT OF PILILLA



CITIZEN'S CHARTER

MUNICIPAL HEALTH OFFICE (MHO)
2024-2026



Provision of Medical Consultation

Diagnose and treat illnesses.

Give appropriate medical services to any individual who needs medical assistance.

Office or Division:		Municipal Health Office (MHO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip from the Barangay Health Center.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Go to Municipal 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	5 Minutes	Moonyen Dela Rosa, RM Rechiel Ann San Agustin, RN
2. Proceed to the Office of the Municipal Health Doctor to undergo examination.	Conducts physical examination, give medical advice, doctor’s prescription, and referrals.	10 minutes	10 minutes	Aura A. Paz, MD
3.Approach the assigned personnel at the MHO for the provision of medicines	If prescribed medicine is available at the MHO, the medicine will be given to the patient.	5 minutes	5 minutes	Moonyen Dela Rosa, RM
TOTAL:			20 minutes	

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.

Office or Division:	Municipal Health Office (MHO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Results of Blood Test (CBC)				
Results of Chest X-Ray				
Results of Urinalysis				
Results of Drug Test				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to MHO and inform the purpose of Medical Abstract/medical Certificate.	Initial evaluation/Vital signs/make a record.		5 Minutes	Moonyen Dela Rosa, RM
2. Evaluation of the Case.	Interview/History and Physical examination issuing of medical abstract/Medical Certificate.		10-20 minutes	Aura A. Paz, MD
3. Further work up (optional).				
4. Recommendation.	Follow up check-up.		2 minutes	Aura A. Paz, MD
TOTAL:			27 minutes	

Issuance of Death Certificate

Application should be done prior to actual burial

Office or Division:	Municipal Health Office (MHO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Payment from the Local Civil Registrar				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Relative shall go to the LCR to apply for death certificate.	Make a draft of death certificate.		10 minutes	Rimie Bracamante/Arlene Ledesma
2. Payment of corresponding fee to the TO.	Initial evaluation by the nurse.		5 minutes	Leah Gimena
3. Go to MHO for evaluation of the death certificate.			2 minutes	Aura A. Paz, MD
4. Verification and signing of Death certificate.	Interview the relative regarding the nature and circumstances of death signing.		5-10 minutes	Aura A. Paz, MD
5. Go back to the LCR for recording.			5 minutes	Chevy Anievas (Job Order)
TOTAL			32 minutes	

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 office.

Office or Division:		Municipal Health Office (MHO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Under Five Card.				
Home-Based Maternity Record (HBMR).				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	4 Midwife and 6 Nurse
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
TOTAL			12 minutes	

Provision of Family Planning Service

Office or Division:	Municipal Health Office (MHO)			
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. Preparation of Legal Document (LCR)	Accommodates Client.		5 Minutes	Arlene Ledesma Admin Aide I
2. Payment at Treasurer's Office				
3. Undergo counseling session.	Conducts family planning session.		30 Minutes	Marivy P. Soriano, RN
a. Family Planning	Accommodates client's questions.			Merla M. Orseno
b. DSWD Pre-Marriage Orientation				
TOTAL			35 minutes	

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

Provision of Family Planning Service/Marriage Counseling

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

Office or Division:	Municipal Health Office (MHO)			
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. Proceed to the Barangay Health Station or Rural Health Unit and request counseling.	Accommodates Client		5 Minutes	10 BHS
2. Undergo counseling session.	Conducts family session. Accommodates client's questions.		30 Minutes	10 BHS
TOTAL			35 minutes	

Provision of Dental Examination and Tooth Extraction

Office or Division:		Municipal Health Office (MHO)		
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. Proceed to Municipal Health Office to register.	Register client and assign a call number.		5 Minutes	Blesilda Dela Cruz (Job Order) Florida Castalone (Job Order)
2. Undergo tooth extraction.	Performs tooth examination and/or extraction and gives dental care instructions.	Php 70.00	30 Minutes	Fe Vidanes, DMD
TOTAL		Php 70.00	35 minutes	

Issuance of Sanitary Permits

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 establishment are also required to secure health cards. Business 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 establishment s 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.

Office or Division:		Municipal Health Office (MHO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance, Application Form.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Municipal Rural Health Unit and secure requirements. a. Owners/Operators/ Workers. b. Issuance of Medical laboratory request	Briefs client on requirements/ examinations to be conducted.		5 Minutes	Gina Batayan Sanitary Inspector Moonyen Dela Rosa, RM
2. Pay the corresponding fee at the treasurer’s office and secure an O.R.	Validate the documents presented.		15 Minutes	Leah Gimena
3. Submit for medical examination for the issuance of health certificate.	Advises client to be back the following day for the release of the result.		20 Minutes	Midwife Public Health Nurse
4. If positive, go back to RHU for counseling and for enrollment in multi-drug therapy.	Conducts counseling.		15 minutes	Rechel Ann San Agustin, RN
15 Submit the health certificates and the necessary documents.	Issuance of Sanitary Permit.		10 Minutes	Gina Batayan Sanitary Inspector
TOTAL			1 hour and 5 minutes	

Sanitation Office (HSO)

LIST OF TRANSACTION	CATEGORIZATI ON OF TRANSACTION S	MAXIMUM PROCESSING TIME	REQUIREMENTS
Application for Sanitary Permit to Operate	Simple to Highly Technical	1 day (incorporated in the BOSS)	<div>1. Business Permit (current year)</div> <div>2. Health Certificate (updated)</div> <div>3. Chest X-Ray of employees (1 Year Validity)</div> <div>4. FDA: License to Operate Product Registration (Industrial Establishment/Manufacturing/if needed).</div> <div>5. Certificate of Water Potability (Water Station)</div> <div>6. First Aid Training Certificate (Industrial Establishment/Manufacturing/if needed).</div> <div>7. DENR: Environmental Compliance Certificate, Certificate of Non-Coverage Waste Water Discharge Permit (Industrial Establishment/Manufacturing)</div> <div>8. Pest Control Service Report (Food Establishment/If needed)</div> <div>9. Basic Occupational Safety and Health (BOSH) (Industrial Establishment/Manufacturing)</div> <div>0. Pollution Control Officer Certificate (Industrial/Establishment/Manufacturing)</div> <div>1. PDEA Certificate (if needed)</div> <div>2. PNP Anti-Fencing (Junkshop)</div> <div>3. SCC CODE</div> <div>4. Infectious Waste MOA</div>
Application for Health Certificate	Simple	14 Minutes	<div>1. Filled out Application Form</div> <div>2. X-Ray Result</div> <div>3. Stool and Urine Examination</div> <div>4. For new applicant: Attend the food handler's Class</div>
Application for Burial Permit	Simple	22 Minutes	<div>1. Death Certificate</div>
Application for Transfer of Cadaver	Simple	2 Minutes	<div>1. Death Certificate</div> <div>2. Transfer Permit from place of origin/locality to outside Pililla</div>
Request for Water Analysis	Simple	1 day	<div>1. Letter Request</div>
Request for Laboratory Test including Papsmear	Simple	1 day	<div>1. Letter Request</div>

PROVINCE OF RIZAL
MUNICIPAL GOVERNMENT OF PILILLA

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CITIZEN'S CHARTER

PUBLIC SAFETY OFFICE/ COMMAND
CENTER

2024-2026



CCTV REVIEW

Office or Division:	Public Safety Office/ Command Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of Pililla, Rizal (person requesting for footages)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed written request to the Office of the Mayor or; 2. Written request from Pililla PNP.		1. Office of the Mayor. 2. Pililla PNP.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for availability of requested CCTV footages on subject area, date and time. 2. Form	Confirm the availability of requested CCTV footages on subject area, date and time. Instruct client to submit requirements.	None	1 minutes	Byron F. Materiano ComCen Data Privacy Focal Person
3. Secure requirements and submit to staff on-duty.	Accept and review requirements. Review CCTV footages requested.	None	3 minutes	Byron F. Materiano ComCen Data Privacy Focal Person
TOTAL			4 minutes	

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CITIZEN'S CHARTER

PILILLA MUNICIPAL POLICE STATION
2024-2026



How to Apply for National Police Clearance?

Office or Division:	Pililla Municipal Police Station			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Anyone can apply for clearance.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>To apply for a police clearance, you need to present two valid IDs. These can be any of the following:</p> <ol style="list-style-type: none">1. Birth Certificate2. Driver's License3. Passport4. SSS ID/UMID5. TIN ID6. Voter's ID7. School ID (with registration form)8. PRC ID9. Postal ID10. Senior Citizen ID11. OFW ID12. GSIS ID13. PhilHealth ID14. Alien Certificate of Registration <p>The two IDs presented should:</p> <ul style="list-style-type: none">✓ Original (not photocopied)✓ Not be expired✓ Bears the applicant's complete name, clear photo, and signature <p>Note: If you only have one valid ID, you can present this along with a certified true copy of your birth certificate (with original official receipt).</p>		Pililla Municipal Police Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applicants may apply for clearance anytime and anywhere thru online by following the simple steps/procedures as follows:				
1. Online Registration and Appointment setting	<p>Visit the https://pnpclearance.ph to access the system.</p> <p>For first time applicants, Account Registration is required. Fill up the necessary information in order to create an account. Said information will be used as reference in the log-in process.</p> <p>Log-in to your email address. Check your inbox for email confirmation and click the message from NPCCS to verify your registered account.</p>	Php150.00	5 minutes	Client

2. Payment	<div>✓ Click Land Bank of the Philippines button and Save Appointment.</div> <div>✓ Save or Note the generated Reference No.</div> <div>✓ Click Pay to Landbank button to proceed to payment.</div> <div>✓ You will be directed to LBP ePayment Protal website for the payment process.</div> <div>Available payment options (for the meantime):</div> <div><div>a. Via LBP ATM</div><div>b. Via G-cash</div><div>c. Via BancNet Cards.</div><div>d. Follow the process needed for LBP payment process</div><div>e. Enter the Account Number and PIN and wait for the transaction details and payment summary to display.</div></div>		5 minutes	Client
3. Photo and Fingerprint Capture	<div>✓ Applicant can proceed to the selected Police Station on his/her scheduled date. Present the following to the Police Station.</div> <div><div>• Two (2) valid issued ID</div><div>• Reference Number</div><div>• Official Receipt of payment</div></div> <div>✓ Before the release of Clearance, applicant shall be required to have his/her biometrics, signature and photo captured.</div>		5 minutes	<div>PCpl Lilibeth Baccay</div> <div>NUP Ciarah Hilaga</div> <div>NUP Edith Amores</div> <div>Pat Mark Eugene Victor Padlan</div>

4. Release of Clearance	<p>For without “Hit”</p> <p>After completion of steps 1 to 3, wait for your name to be called for the release of your clearance.</p> <p>For with “Hit”</p> <p>Wait for the advise or instruction of the Verification Officer for verification process.</p> <p>Once settled, clearance will be released.</p>		5 minutes	<p>PSSg Magallanes Fernando Pacao</p> <p>PSSg Mark Joseph Lumbre</p> <p>PCpl Richard De Lumen</p> <p>PCpl Lilibeth Baccay</p> <p>NUP Ciarah Hilaga</p> <p>NUP Edith Amores</p> <p>Pat Mark Eugene Victor Padlan</p>
TOTAL:		Php150.00	20 minutes	

Is a nationwide issuance of police clearance thru online application which seeks to improve the process for criminal records check

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CITIZEN'S CHARTER

BUSINESS PERMIT AND LICENSING
OFFICE (BPLO)

2024-2026



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. 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		
5. Contract of lease (if leased) or Tax Declaration of Transfer Certificate of Title (TCT) (If owned)				
6. 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)				
7. 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	Benjamin U. Vidanes
	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	Leah A. Gimena MTO’s 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 Judee Ann P. Guinto
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. Previous Year’s Mayor’s/Business Permit		Proponent		
2. Audited Financial Statement /Sworn Statement of Gross Sales/Receipts for the preceding year		Proponent		
3. BIR Registration Certificate		Bureau of Internal Revenue		
4. Certificate of tax exemption from local taxes or fees (if exempt)				
5. On Lessors- Tax Clearance or Tax Receipt				
6. List of Employees (Regular or Casual) indicating their address and position to the company		Proponent		
7. 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	Benjamin U. Vidanes
	Assess eligibility for renewal based on consolidated negative list consisting of positive findings		3 minutes	Andrea L. Zuñiga
				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	Leah A. Gimena MTO’s 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/Mayor’s Permit with sticker		5 minutes	Phebie Cay V. Wanden Judee Ann P. Guinto
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	Leah A. Gimena MTO's Staff
	Print Certificate of Retirement		2 minutes	Editha C. 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			5 minutes	Leah A. Gimena MTO’s Staff
	Print Mayor’s Permit		2 minutes	Editha C. 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	Leah A. Gimena MTO’s Staff
	Print Mayor’s Permit		2 minutes	Editha C. Reyes
3. Claim Mayor’s Permit on Tricycle Operation	Release Mayor’s Permit		1 minute	Phebie Cay V. Wanden
TOTAL:			10 minutes	

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CITIZEN'S CHARTER

MUNICIPAL ASSESSORS OFFICE
2024-2026



ISSUANCE OF NEW / REVISED TAX DECLARATION

The Tax Declaration / Assessment of Real Property (ARP) is prepared for every real property assessment transaction. (Transfer, New, Subdivision, Consolidation, Adjustment of area, Reclassification Transfer of Barangay, Reconstitution of Tax Declaration etc.

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		
<u>Certified true copies of the following:</u> <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• Real Property Tax Clearance• Official Receipt of Transfer Tax Payment and service fee (transfer tax is computed at fifty (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 their id title)• Approved Plan				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If availing the service for the first time, secure application forms and other requirements.	Provide short briefing on the services and documents needed		5 mins.	Roxanne T. Masinsin
2. Pay the service fees, at the Municipal Treasurer’s Office.	Issue official receipt	Php 150.00	5 mins.	Leah Gimena
3. Present requirements for verification and new Field Appraisal and Assessment sheet (FAAS) approval.	Encode and print the new FAAS. Review the new FAAS and recommend for approval. Approve the new FAAS.		20 mins.	Mathew V. Espiritu
4. Receive the approved Tax Dec.	Release the new FAAS		5 mins.	Roxanne T. Masinsin
TOTAL:		Php 150.00	30 mins.	

ISSUANCE OF A CERTIFIED COMPUTER PRINT – OUT OF TAX DECLARATION AND OTHER ASSESSMENT RECORD

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

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		
Provide the following details: 1. Name of owners 2. Lot Number 3. Latest Realty tax receipt (current year)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certified Print – Out copy of the tax declaration and other assessment records	Issue order for the payment of fees		5 mins.	Roxanne T. Masinsin
2. Pay the service fees, at the Municipal Treasurer’s Office.	Issue official receipt	Php 130 Including documentary stamp	5 mins.	Leah Gimena
3. Return to the Municipal Assessor’s Office and present the official receipt.	Reviews and approves the print – out copy.		3 mins.	Ramil Francisco
4. Receive the requested documents.	Issue Certified Copy of Tax Declaration.		2 mins.	Mathew V. Espiritu
TOTAL:			15 mins.	

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

Certified true copy or certifications of various Property Holdings or non-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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certification of No Improvement or No Property 2. Submission of affidavit of no improvement	Verifies record and print the document		5 mins.	Roxanne T. Masinsin
3. Pay the service fees, at the Municipal Treasurer's Office.	Issue official receipt	Php 130.00 including documentary stamp	3 mins.	Leah Gimena
4. Return to the Municipal Assessor's Office and present the official receipt.	Reviews and approves the printout copy		3 mins.	Ramil Francisco
5. Receive the requested document	Release the document		3 mins.	Marvin C. Allado
TOTAL:		Php 130.00 including documentary stamp	14 mins.	

ASSESSMENT OF NEWLY CONSTRUCTED BUILDING

New Tax Declaration is issued to the owner of newly constructed building.

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
1. Submission of sworn declaration of the true fair market value of the property 2. Building Permit 3. Occupancy Permit	Inform the real property owner of the schedule of ocular inspection.		5 mins.	Mathew V. Espiritu
4. Witness the conduct of ocular inspection.	Conduct ocular inspection submit prepared assessment made to the provincial assessor. Personally deliver owners copy of tax dec to property owners		10 mins.	Mathew V. Espiritu
TOTAL:			15 mins.	