



CITIZENS' CHARTER HANDBOOK
2022 Edition

INTRODUCTION

We do know that at the end of the day, every employee or official counts; and that everyone should add value and contribute towards the pursuit of the vision of the municipality. But, translating this idea into actual practice can be an arduous task for everyone. Nonetheless, governance demands it. Governance, after all, is shared responsibility, and that responsibility extends to all, down to the lowest employee of the municipality.

“Public service is a public trust” and that the “public” is our Boss, President Duterte said in his previous State of the Nation Address. The Public, being the ultimate reason why this government exist deserves the highest degree of quality and satisfying service. This is how Mayor John Tarrosa expects his administration labelled and that he expect employees under him to be the true servants of our people.

He wanted to enhance the existing Citizens’ Charter of the municipality placing more emphasis in the principles stated above. He wanted to see a quality service dispensed by the concerned municipal officials and employees and the satisfied general public not only of the Zarraganhons but all those who come and transact with the municipal government.

FOREWORD

The revision of the Municipal Citizens' Charter is in consonance with changes brought about by recent social, economic and political developments happening in the municipality and in compliance with the pertinent provisions of RA 9485 or the Anti-red Tape Law, the enhancement of the Municipal Citizens' Charter will usher to a more and better public service delivery for Zarraganhon that deserves a quality, accessible, accountable local government.

The transacting public with the municipal offices require immediate and efficient response. The required placement of various services, the time and the person responsible of a municipal office is shown as an informational guide to those who will require their services.

The law mandates that every concerned official or employee must serve the public with efficiency and dedication and that red tapes will be completely eradicated to the satisfaction of the general public.

MESSAGE OF THE MAYOR:

Greetings!

The success of any public administration could be measured on the impact of the projects implemented and the general public's perception and feeling that their common issues and concerns are appropriately addressed by the leaders they chose.



As Local Officials of a fast growing municipality, much is expected of us. Zarraganhons would like to see a beautiful and prosperous town. A place they could proudly call their home where everyone can live in relative peace.

The revisions incorporated in this new Citizen's Charter were inspired by our common desire for a more efficient delivery of public service, and the lessons we have learned from our past experiences.

May all our dealings and transactions with LGU Zarraga be guided by this charter. Let us join hands as we journey towards a Clean, Green and Safe Community.

To God be the Glory.

Clean , Green and Safe Zarraga !!!

JOHN H. TARROSA

Municipal Mayor

ZARRAGA VISION/MISSION

MANDATE:

Republic Act 7160 embodies the mandate of the local government. Every local government unit created or recognized under this code is a body politic and corporate endowed with powers to be exercised by it in conformity with law. As such, it shall exercise powers as a political subdivisions of the national government and as corporate entity representing the inhabitants of its territory. (Sec. 15 RA 7160)

Every local government unit shall exercise the powers expressly granted. Those necessarily implied there from, as well as powers necessary, appropriate or incidental for its efficient and effective governance and those which are essential to the promotion of the general welfare. Within their respective territorial jurisdiction, local government units. Shall ensure and support among the other things, the preservation and enrichment of culture promote health and safety, enhance the right of the people to a balance ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order and preserve the comfort and convenience of their inhabitants.

VISION:

“ZARRAGA, A GATEWAY OF EXPORT QUALITY AGRI-PRODUCT AND COMMERCIAL HUB, ENDOWED WITH EMPOWERED AND GOD-LOVING CITIZENRY LED BY DYNMICS AND RESPONSIBLE LEADERS, TOWARDS A SUSTAINABLE AND PRODUCTIVE ECONOMY IN AN ECOLOGICAL BALANCED ENVIRONMENT WITH ADAPTIVE AND RESILIENT FACILITIES”.

MISSION:

“ACCOUNTABLE AND DYNAMIC LOCAL GOVERNMENT, WHERE ITS OFFICIALS HAVE STRONG POLITICAL WILL, SERVICE-ORIENTED AND HIGHLY COGNIZANT OF PEOPLES’ EMPOWERMENT IN LOCAL GOVERNANCE, IN ATTAINING A PROGRESSIVE, ECOLOGICALLY-BALANCED, DISASTER-RESILIENT AND PEACEFUL ZARRAGA THROUGH SUSTAINABLE DEVELOPMENT PROGRAMS, PROJECTS AND ACTIVITIES.”

SERVICE PLEDGE

We, the officials and employees of the Municipal Government of Zarraga do pledge to commit to our client's for a speedy and effective service, we will:

- **Respond promptly and efficiently in serving the people's needs;**
- **Respect the rights of our client/s by promoting transparency and accountability;**
- **Consciously and constantly take into account that Public Service is a Public Trust; and the welfare of the people comes first;**
- **Further pledge to build people- centered and transparent governance;**
- **To create business-friendly and client-friendly environment;**

ZARRAGA PROFILE

SOCIO-ECONOMIC PROFILE

LOCATION:

The Municipality of Zarraga lies in the northern portion of the Province of Iloilo.

It is 15 kilometers from the City of Iloilo. It is bounded by; the municipality of Pototan in the North, the municipality of Leganes in the South, the municipality of Dumangas and Iloilo Strait in the East, and the municipalities of New Lucena and Sta. Barbara in the West.

The geographical location of the municipality is defined by grid coordinates, 122^o 36' 00' longitude to 122^o 40" 00' longitude and 10^o 53" 00' latitude to 10^o 47" 00' latitude. Travel time from the city to the town proper is approximately 20-30 minutes by jeepney or private cars.

POLITICAL SUBDIVISION:

Zarraga is politically subdivided into 24 barangays.

PHYSICAL RESOURCE PROFILE:

Zarraga has a total land area of 5,448 hectares (54.48 Sq. km.) presently classified into the following categories:

Agricultural	- 57.53 % of the total land area, mostly planted to rice
Residential	- 13.83 % of the total land area
Fishponds	- 13.34 % of the total land area
Institutional	- 1.08 % of the total land area
Commercial	- 2.35 % of the total land area
Other Land-Uses	- 11.87 % of the total land area

GEOGRAPHY:

Topography and Slope:

The topography of the municipality varies from plain in the central part and lowlands along the coastal, river and creek banks. Most of its areas have 3% - 8% slope category and only a small area located at the hillocks of its two barangays bordering New Lucena have a 10% slope category.

Climate:

The climate of the municipality is the same of that of Iloilo City which is dry in December to May and wet in June to November.

Soil:

There are three (3) soil types present in the municipality. The Umingan Fine Sandy Loam comprising about fifteen (15) percent of the total land area of the Municipality and about eighty five (85) percent are variations of two soil types, the Sta. Rita Clay and Bantog Clay Loam.

Water Sources:

There are two (2) rivers passing through the municipality, the Jalaur River that supplies ample water for irrigation purposes all year round. The Talauguis River is the continuation of Jalaur River, considered as one of the biggest river in Panay the directly empties at Iloilo Strait. There are three existing creeks crisscrossing the municipality, namely, the Janipa-an, Inagdangan and the Sigangao creeks. The municipality has potential underground water supply, which is still untapped for domestic, commercial and industrial uses.

POPULATION:

The Municipality of Zarraga has a projected population of 27,708 persons for the year 2016 with a total number of households placed at 5,908. Literacy rate is 97.11%.

ECONOMY AND INDUSTRY

Zarraga is primarily a rice growing area, with 2,205.36 hectares of land devoted to it, corresponding to 40.48% of the total land area of the municipality. Palay production and its subsequent processing are the main preoccupation and major source of income of most residents of the town.

Almost 66.42% of the working population is in the labor force. Out of this 66.42% in the labor force, 42.43% are employed and 57.57% are unemployed. Approximately 42.27% of the total households have an average family income of P3,000.00 - P5,000.00 per month.

It has two (2) commercial centers that contribute greatly to the commercial and economic activities of the municipality. The Municipal Public Market and its surrounding commercial establishments located in Poblacion Ilaud and has a total area of 10,153 square meters, more or less. It is where the municipal public market is situated with a total of forty five (45) stalls occupied by the different business establishments engaging in rice/palay dealer and retailers, groceries and sari-sari store, and many more. Its surrounding environ are dedicated also to sarisari stores and various commercial activities.

The second commercial center of Zarraga is located at Barangay Jalaud Norte due to its strategic location being in the crossroad of the five (5) neighboring municipalities of the town. This is where various commercial and service establishments are situated which can rival the Municipal Public Market and its environment.

Presently, we have two (2) double -passed ricemills, one (1) multi-million operational piggery and three (3) multi-million poultry farm. Due to the congestion of the City of Iloilo, the rapid urbanization of town of Leganes, its nearness to Iloilo City and its very strategic location, many subdivisions are being developed in the municipality, as follows:

1. Mutual Homes Subdivision
2. Saintville Subdivision
3. Hda. Fe Country Homes
4. Happy Homes Subdivision
5. Villa Carmela Subdivision
6. Lacsonville Subdivision
7. Arimas-Cortes Subdivision
8. Hda. Sta. Ana

These subdivisions if fully sold-out could accommodate more than 3,000 households which could probably double its existing population in the near future.

Social Services:

The delivery of health services of the municipality is catered thru the presence of one (1) main health center, three (3) barangay health stations, six (6) private medical clinics and two (2) dental clinics.

The educational institutions in the municipality, includes two (2) privately owned kindergarten schools , two (2) national high schools, one (1) privately owned high school, one (1) district elementary level composed of seven (7) complete elementary schools with 1or 2 kindergarten classes, one (1) college owned by the Dominican Sisters and 23 Day Care Centers established in 23 barangays and administered by the MSWDO. These 23 day care centers are presently serving 691 pre-schoolers.

Zarraga power supply is being served by ILECO II. It is already 100.00% energized. Its domestic water requirement is being served by Zarraga Water District.

Infrastructure and Utilities:

A. Roads and Bridges:

The Municipality has a total road network of 41.632 kilometers and component bridges of 64.8 lineal meters broken down as follows:

<u>Classification</u>	<u>Roads</u>	<u>Bridges</u>
National	17.69 kms	
Provincial	5.933 kms	
Municipal	1.20 kms	38 linear meters
Barangay	19.12 kms	26.80 linear meters

Peace and Order Condition:

The Peace and Order situation in the municipality is maintained by the Zarraga PNP with a combined police force of 32 policemen who are on duty 24/7. The pool of barangay tanods in the different barangays facilitates safety and crime prevention in collaboration with Zarraga PNP. Curfew hours is being observed in selected barangays making night time peaceful and quiet. Crime rate in Zarraga is relatively low.

Brief History of Zarraga

The town of Zarraga was founded in 1853. It was named “Zarraga” in honor of Pedro Zarraga, who was then the “Alcalde Mayor” of IrongIrong (now Iloilo City).

The first gobernadorcillo (now town mayor) was MarcelinoPoblador, the grandfather of the Late General Perfecto Poblador who was one of the foremost heroes of thePhilippine Revolution against the Spaniards and the Americans. GobernadorcilloMarcelinoPoblador served for eight terms and was followed by his Sons Pedro Poblador (Father of General Perfecto Poblador) and his brother, ZacariasPoblador. Later, the title of Gobernadorcillo was changed to Capitan Municipal sometimes in 1894. Political leadership was controlled by the Pobladors’ because they owned most of the land of the town.

Barangays at that time were called “Puro or Purok” and named upon a notable person residing in the said place. The Barangay Captain then was called “Teniente” or “Tenientila”.

When the American came sometimes in 1900, CalixtoGustilo became Presidente Municipal of the town. The Gustilos’ were the descendant of Mariano Gustilo, an encomiendero from Spain. It was the result of the union of the Pobladors’ and the Gustilos’ that after the Pobladors’ step down from being a Capitan Municipal, it was the Gustilos’ that followed suit.

When the Americans established the Civil Government sometime in 1900, Zarraga was made part of town of Sta. Barbara much to the disgustand chagrin of Zarraganhons. This was also the time that Land Torrens Title System was implemented. It was in this time also that “Puro” was renamed to “Barrio”.

Sometime in May 1940, the late President Manuel L. Quezon issued Executive Order No. 295 restoring the municipal status of Zarraga. Foremost and instrumental of making Zarraga regains its municipal status was Emilio Gregorius, who was appointed then as its Municipal Mayor.

The joy of its people in making Zarraga a town again was short-lived. In April of 1941, the Japanese Imperial Army landed in Trapeche, Oton and later occupied the town, The Japanese appointed Emilio Soubiron as Municipal Mayor during their occupation of the town. The Japanese installed their own man to run the town in the name of “Baclay”, a Japanese-American descent and a close friend of the late MacarioSonota, Sr. “Baclay” was shot dead by a local guerrilla and his death was blamed to the Dumangasanons, which suffered most of the vengeance of the Japanese Army. Many Dumangasanon suffered tortures and deaths because of this incident. Witnesses told that “Baclay” knew of his assailant who was a Zarraganhon, but because he learned to like the people and the place, he instead lied to the Japanese Army that it was a Dumangasanon who shot him. After the liberation of the town from the Japanese Occupation Forces, EmilianoLacson, Sr. was appointed Municipal Mayor.

The passage of “Ganzon’ s Law” paved the way for the election of municipal officials, The first elected mayor was the late PorferioPinuela who served for three (3) consecutive terms serving for a total of Twelve (12) years. In the following election, he was defeated by JovitoArimas who is married to a member of the Gustilo’s family. The term of office of Mayor JovitoArimas was short-lived because he was gunned down in Iloilo City. EmilianoLacson, Sr., his Vice-Mayor then, succeeded him as the new

municipal mayor. In the following election, Dr. DelfinSilveo, Jr., a youthful and cheerful doctor of medicine and a grandson of the former Vice-Mayor MacarioSonota, Sr., was elected mayor. When the deposed President Ferdinand Marcos declared Martial Law in September 21, 1971, no election was held and Mayor DelfinSilveo, Jr. continued to serve as its Municipal Mayor. A snap election was held in 1986 and Mayor DelfinSilveo, Jr. was again re-elected as its municipal mayor.

During the 1988 national and local elections, Mayor Orlando Lacson was elected Mayor. Again, he was re-elected Mayor in the 1991 local election. He suffered a stroke that forced him to catch short his second term of office. Vice-Mayor Andres Tarrosa assumed the mayorship of this town. In the following election, Mayor DelfinSilveo, Jr. was again re-elected as Mayor and his term ended in 2004. Mayor Gregorio S. Brazas was then elected as mayor for three (3) full terms(2004 – 2013). He was succeeded by Vice-mayor John H. Tarrosa who won as mayor in May 2013 election.

ELECTED MUNICIPAL OFFICIALS

HON. JOHN H. TARROSA	MUNICIPAL MAYOR
HON. MA. JOFEL M. SOLDEVILLA	MUNICIPAL VICE-MAYOR
HON. JOSE ERWIN S. GUADALUPE	SB MEMBER
HON. JOSE JEFFREN P. MILLAN	SB MEMBER
HON. KEIN C. PUERTOLLANO	SB MEMBER
HON. ROLANDO A. PAPA	SB MEMBER
HON. ZENAIDA A. SIGAYA	SB MEMBER
HON. MICHAEL OMAR L. LACSON	SB MEMBER
HON. VIRGILIO L. CASIPLE	SB MEMBER
HON. RAMON P. ALOR	SB MEMBER

EX-OFFICIO MEMBER:

HON. NELIDA D. OCTAVIANO	LnB PRESIDENT
HON. IMARIE P. MALACA	SKMF PRESIDENT

LISTS OF ALL DEPARTMENT HEADS

NAME	OFFICE
JIM M. MARAÑON	HRMO III
GLEZIL MAE S. LOZAÑES	MUNICIPAL BUDGET OFFICER
ERA P. LERDON	MUNICIPAL ACCOUNTANT
LEONORA M. PAUYA	MUNICIPAL TREASURER
MARY S. PINUELA	MUN. LOCAL CIVIL REGISTRAR
JOMA LYN P. OCTAVIANO	MUNICIPAL ASSESSOR
MA. GERALDINE P. NAVIGAR	MUNICIPAL AGRICULTURIST
CHERRYLYN C. SUBONG	MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICER
JEANNE P. CONCEPCION	MUNICIPAL PLANNING & DEVELOPMENT COORDINATOR
DR. CLEMENCIA D. BONDOC	MUNICIPAL HEALTH OFFICER
ENGR. MICHAEL P. LIBO-ON	MUNICIPAL ENGINEER
ENGR. JOHN PAUL S. ESTILO	SANGGUNIANG BAYAN SECRETARY
JOSE DOLSE REY S. SIATAN	DESIGNATE-MENRO
ALDREN A. LAMERA	MUNICIPAL POLICE OFFICE HEAD
CELIA DIAZ	MLGOO

OFFICE OF THE MUNICIPAL MAYOR

A. SECURING MAYOR'S CLEARANCE/CERTIFICATION

REQUIREMENTS:

1. Barangay Clearance
2. Police Clearance
3. Official Receipt duly secured from the Office of the Municipal Treasurer

Fees:	P 90.00
Processing Time:	10 minutes
Responsible Person:	Mayor's Office Staff/Clerk

How to Secure:

The client must present the necessary requirements together with the proof of the corresponding payment then wait for the signature of the Municipal Mayor and the release of the clearance/ certification being requested.

B. SECURING A SPECIAL PERMIT

Requirements:

1. Request and or letter of intent to hold special activity addressed to the Municipal Mayor.
2. Proof of Payment duly secured from the Office of the Municipal Treasurer.

Fees:	P 500++
Processing Time:	15 Minutes
Responsible Person:	Mayor's Office Staff/Clerk

How to Secure:

The client must present the necessary requirements and the letter of intent for the issuance of the Special Permit and the Sec. to the Mayor shall forward the same to the Mayor for consent.

C. REQUEST FOR AFFIDAVIT

REQUIREMENTS:

1. Two disinterested persons as witnesses at least five year older for:
 - a. Legitimation
 - b. Fact of Birth/gender
 - c. Discrepancy/Correction of entry

- d. Late Registration
- e. Supplement entries
- f. Tax Exemption

- 2. Parents should be the affiant for tax exemption;
- 3. Husband and wife for Article 34 of the family Code;
- 4. Certification from the Punong Barangay for SK and or Barangay Officials
- 5. Community Tax Certificates;
- 6. Official Receipt

Fees: **P 90++**
Processing Time: 20 minutes
Responsible Person: Mayor's Office Staff/Clerk

How to secure:

The client must present the requirements, provide data and witnesses, show proof of payment from the office of the Municipal Treasurer and wait for the release of the Affidavit with Signature of the Municipal Mayor.

D. SECURING A TRISIKAD PERMIT

Requirements:

- 1. Cedula (Photocopy)
- 2. Barangay Clearance(Photocopy)
- 3. Official Receipt from the Treasurer's office

Fees: **New P 390.00**
Renewal P 475.00
Processing Time: 15 Minutes
Responsible Person: Mayor's Office Staff/Clerk

How to Secure:

The client must present the necessary requirements ,show proof of payment from the office of the Municipal Treasurer then wait for the release of the permit with the signature of the Municipal Mayor.

E. SECURING A TRICYCLE PERMIT

Requirements:

- 1. Cedula (Photocopy)
- 2. Barangay Clearance(Photocopy)
- 3. Official Receipt from the Treasurer's office
- 4. Police Certification
- 5. OR/CR (Photocopy)
- 6. Certificate of Association (Photocopy)
- 7. Drivers License (Photocopy)

Fees: **Renewal P640.00**
New P800.00
 Processing Time: 15 Minutes
 Responsible Person: Mayor's Office Staff/Clerk

How to Secure:

The client must present the necessary requirements ,show proof of payment from the office of the Municipal Treasurer then wait for the release of the permit with the signature of the Municipal Mayor.

F. EMPLOYMENT ASSISTANCE

Requirements:

1. Registration Form
2. Resume

Processing Time: 10 Minutes
 Responsible Person: PESO Manager

How to Secure:

The client must fill-up the Registration Form provided by the DOLE stating all necessary details of the client attach along his/her resume.

G. ISSUANCE OF BARANGAY / SANGGUNIANG KABATAAN SCHOLARSHIP

Requirements:

1. Certification from the MLGOO/DILG

Processing Time: 5 Minutes
 Responsible Person: Mayor's Office Staff

How to Secure:

The client must secure a certificate from the MLGOO proof that client can avail a scholarship.

H. ISSUANCE ZONING CERTIFICATION:

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances	Person in Charge	Fees
1	Secure application Form	Brief on application form & requirements contained	5 minutes	Zoning Office Staff	

		therein			
2	Submit application form & requirement	Accepts & verifies the requirements as to authenticity, completeness and locational compliance/conformity of the project Schedule date of inspection Conduct ocular Inspection (as scheduled)	5 minutes 10 minutes 1 hour	Zoning Office Staff Zoning Office Staff Arch.Gimay	
3	Payment of Necessary fees	Receive payment & issue receipt	5 minutes	Mun. Treasury collection clerk	P 150.00
4	Submit receipt of payment to mayor's office/Mun. Zoning Certification	Undertake the processing of zoning certification	5 minutes	Zoning Applicant	
5	Issuance of zoning Certification	Municipal Zoning Administration	3 minutes	Zoning Administrator	
END OF TRANSACTION					

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

FRONTLINE SERVICES:

	REQUIREMENTS	PROCESSING TIME	HOW TO APPLY	RESPONSIBLE PERSON
1.AID TO INDIVIDUAL IN CRISIS (AICS)	<p>For Medical Patient's Requirements Submit 1 copy (Xerox)</p> <p>1. Medical Certificate or Medical abstract 2. Prescription with Price 3. Laboratory Request 4. Hospital bill Claimant's Requirements</p> <p>1. DAFAC(Disaster Assistance Family Access Card) 2. Valid ID(Xerox) 3. Original Certificate of Indigency For Burial Claimant's Requirements</p> <p>1 .Copy of Death Certificate w/Registry no. 2. Original certificate of indigency 3. Copy of Funeral Contract</p> <p>1.Claimant's Valid ID(1Xerox) 2.DAFAC(Disaster assistance family access card)</p>	15-30 mins.	<p>1.)Submit requirements listed</p> <p>2.)General intake /interview by MSWD Staff</p> <p>3.)MSWD Staff review the requirements submitted by clients</p> <p>4.)MSWD Staff prepares certificated of eligibility</p> <p>5.)Clients signs certificate of eligibility</p> <p>6.)MSWD Staff prepares social case summary, obligation requestdisbursement voucher to be submitted to the budget office</p> <p>7.)The budget office will endorsed the document to accounting office</p> <p>8.)The accounting office will endorsed the documents to the treasurer's office for cash releasing</p>	<p>GEMMA TAMAYO</p> <p>HERMINIO PINUELA</p> <p>MSWD STAFF</p> <p>BUDGET OFFICER</p> <p>ACCOUNTING OFFICE</p> <p>TREASURER OFFICE</p>

	<p>Calamity</p> <ol style="list-style-type: none"> 1. Blotter Report 2. Picture of Damage Property 3. Claimant's Valid ID (1Xerox) 4. DAFAC(Disaster assistance family access card) 			
<p>2.Senior Citizen Osca ID</p> <p>BOOKLET</p>	<ol style="list-style-type: none"> 1. Birth certificate or baptism certificate /voters ID 2. SC application 3. 2 pcs. 1x1 picture (latest) 4. Membership fee -P10 5. ID card fee -P10 <ol style="list-style-type: none"> 1. Medical booklet -P15 2. Grocery booklet -P15 	<p>15-30 mins.</p> <p>10 minutes</p>	<ol style="list-style-type: none"> 1. Submit requirements listed 2. Interview if eligible for financial assistance 3. Signed all necessary documents(so cial case summary, certificate of eligibility, disbursement voucher and obligation request) 4. Wait for the approval 	<p>Ann Marie Pelobello</p>
<p>3.Person with Disability PWD ID</p> <p>Booklet</p>	<ol style="list-style-type: none"> 1. 2pcs 1x1 picture 2. Brgy. Certification 3. Medical certification 4. Application form <ol style="list-style-type: none"> 1. Medical Booklet Fee -P15 2. Grocery Booklet Fee-P15 	<p>15-30 minutes</p> <p>15 minutes</p>	<ol style="list-style-type: none"> 1.Client submit the listed requirements 2.PWD focal review the submitted documents 3.PWD focal prepares the ID ,booklet for medicine and grocery 4.Endorsed ID,booklet to mayor's office for LCE's signature 5.PWD ID and booklets released to clients <p>Present PWD ID</p>	<p>HERMANIO PINUELA</p> <p>Cherrylyn C. Subong</p>

4.Counselling	CAR/CICL/RA9262 VAWC/RA 7610 REFERRALS FORM 1.WCPD 2.BRGY.VAW DESK 3.BCPC 4.OTHER STAKEHOLDERS	TBA	Visit MSWD Office/WCPD OFFICE	MSWD SOCIAL WORKERS,WCPD OFFICER
5.Pre- Marriage orientation and counselling (PMOC)	1.Application form 2.Marriage expectation inventory form	5 hours Every 1 st & 3 rd Tuesday of the month.	1.Clients submit filled up application form and marriage expectation inventory form 2.Attend Pre-marriage orientation (PMO) 3.Applicants 18-25 years old will undergo pre-marriage counselling	PPO 1HAZEL DEFENSOR MSWD CHERRYLYN SUBONG
6.Solo parent ID	1.Xeros copy of Birth certificate of member and children below 18 years old 2.CENOMAR if not married 3.Death certificate of spouse (Xerox copy) 4.Solo parent certification from barangay 5.2pcs. 1x1 picture 6.Application form	15-30 mins	1.Client submit the needed documents 2.Solo parent focal review the submitted documents 3.Solo parents focal prepare the ID card 4.Solo Parent ID endorsed to Mayor's Office for LCE's signature 5.Solo parents ID released to client	MA.SELFA DEADIO
7.PAGASA YOUTH ASSOCIATION OF THE PHILS.INC (PYAP)	1.PYAP Membership information sheet 2.PYAP Group rooster form	15-30 mins.	1.Client submit membership information sheet to PYAP Focal 2.PYAP Focal organizes barangay PYAP association	RAMUEL PAHILAGAO

8.WOMEN KATIPUNAN NG LIPING PILIPINA	1.KALIPI Members profile 2.2pcs. 2x2 ID picture 3.KALIPI rooster form		1.Clients submit KALIPI Members profile 2.Woman/KALIPI focal organizes barangay KALIPI Association	MARIE DELA CRUZ
9.EMPOWERMENT REAFFIRMATION OF ABILITIES (ERPAT) PROGRAM	1.ERPAT Registration form 2.ERPAT Rooster form		1.Client submit ERPAT registration form 2.ERPAT Focal organizes barangay ERPAT association	LERRY JUNE DELOS REYES
10.DAY CARE SERVICE OBJECTIVES OF DAY CARE SERVICE 1.Development of creative and Analytical ability 2.Development of personal abilities 3.Development of spiritual and social values 4.Physical development 5.Provision of comfort and safety 6.Ability to handle human relations		SUGGESTED DAILY ROUTINE SCHEDULE 7:45 A.M-8:00 A.M. Arrival/free play 8:00 A.M-8:15 A.M. Meeting Time 8:15 A.M-8:30 A.M Activity time 8:30 A.M-8:45 A.M Outdoor time 8:45 A.M-9:00 A.M Snack time 9:00 A.M-9:15 A.M Rest/nap time 9:15 A.M-9:30 A.M Circle time	ENROLMENT 1.The center practices an all year round open enrolment. Enrolment shall be very first month per school. There shall be there (3) Terms per school year. 2.The center promotes an inclusive environment for all children including those with special needs. 3.Parents shall fill out forms regarding information about the child. Additional documents may be asked to be submitted (i.e. medical records, baby book, etc.) ASSESSMENT 1.Assesment are conducted thrice a year for the pre-K program children and six time a year FEES 1.The center may collect any registration fee upon enrolment to	GERMAINE ERAULA MARIE DELA CRUZ DAY CARE WORKERS

		<p>9:30 A.M- 9:45 A.M Story time</p> <p>9:45 A.M- 10:00 A.M Goodbye</p>	<p>the center.</p> <p>2. Other fees may be collected for activities/materials used by the child.</p> <p>3.Center upon consultation and approval by the parents.</p>	
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SENIOR CITIZEN’S FLOW CHART

SUBMIT REQUIREMENTS
(BIRTH CERTIFICATE OR BAPTISMAL CERTIFICATION OR VOTER’S ID AND 2PCS. 1X1 PICTURE LATEST)



FILL UP COMPLETELY SENIOR CITIZEN APPLICATION FORM



PAY THE FOLLOWING:

- MEMBERSHIP FEE – P10.00
- LAMINATED I.D CARD – P20.00
- MEDICINE BOOKLET – P20.00
- GROCERY BOOKLET – P20.00



SENIOR CITIZEN CLERK CHECK
THE SUBMITTED DOCUMENT



IF COMPLETED, OSCA I.D WILL BE
ISSUED TO THE APPLICANT



PROCCED TO SOCIAL WELFARE ASSISTANT FOR
VALIDATION OF SOCIAL PENSION

OFFICE OF THE MUNICIPAL ASSESSOR

FRONTLINE SERVICES:

ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION, CERTIFICATIONS AND MACHINE COPY

Officer/officer in charge	Zarraga Assessor's Office-Asses	
Issuances	Certified true copy of tax Declaration by Revision from 2003 onwards Certified Machine Copy of Tax Declaration 2002 and below	Certification as to Aggregate land holdings,with Improvement, and property description for BIR purposes
Type of Transaction	Government to citizen	Government to Government
Who may avail	Property owners	Government

CHECKLIST OF REQUIREMENTS

- 1. Identification card of property owner authorization or SPA for representative with identification card. (Property owner)**
- 2. Duly accomplishment request form (Zarraga Assessor's office)**
- 3. Documentary stamps (Bureau of internal revenue)**

STEPS	AGENCY ACTION	FEES	PROCESSING TIME	IN CHARGE
1.Fill –out the request form and submit required docs	-Receives and check required docs, verified with records and issues order of payments. -Print Tax dec./ prepares certification while waiting for official receipt	None	4 minutes	Assessment clerk II or Job hire
2.Payment of Fees at the Municipal Treasurer's Office (Except Gov. to Gov. transaction)	-Receives Official receipt issued by the Municipal Treasurer's Office -Signs document	P85.00/CTC or P55.00 for machine copy as per ordinance (plus SDF P15.00 per receipt)	5 minutes or more depending on the volume of payers at the MTO	MTO (Municipal of Treasurer's Office)Clerk or Cashier -Mun. Assessor or Designated Officer
3.Receives the requested documents	Releases and issues requested document	None	1 minutes	Assessment Clerk II or Job Hire
TOTAL			10 minutes	

ISSUANCE OF SKETCH PLAN AND TAX MAP

Office/Officer In Charge	Zarraga Assessor's Office- Assessment Clerk II or Job Hire		
Issuances	Sketch Plan for Individual	Certified Machine of Tax Map lot	
Type of Transaction	Government to Citizen	Government to Government	Government to Business Entity
Who May Avail	Property Owner	Government	Authorized Representative

CHECKLIST OF REQUIREMENTS

1. Identification Card for Property Owners and Authorization and PSA for Representative Identification Card (Property Owner)

2. Duly accomplishment Request Form (Zarraga Assessor's Office)

STEPS	AGENCY ACTION	FEES	PROCESSING TIME	IN CHARGE
1. Fill –out the request form and submit required docs	-Receives and check required docs, verified with records and issues order payment. -prepares photocopy of Tax Map -prepares and draws Sketch Plan	None	8 minutes	Assessment Clerk II or Job Hire Tax Mapping Aide Assessment Clerk or Job Hire
2. Payment of Fees at the Municipal Treasurer's Office (Except Gov. to Gov. transaction)	- Receives Official Receipt issued by the Municipal Treasurer's Office -Signs Documents	P150.00/lot as per ordinance (plus SDF P15.00 per receipt)	5 minutes or more depending on the volume of payers at the MTO	MTO (Municipal Treasurer's Office) Clerk or Cashier Mun. Assessor or Designated Officer
3. Receives the requested documents	Releases and issues requested documents	None	2 minutes	Assessment Clerk II or Job Hire
TOTAL			(1 day) and or 15 minutes	

SIMPLE TRANSFER

Office/Officer In Charge	Zarraga Assessor’s Office-Assessment Clerk II or Job Hire		
Issuance	Tax Declaration (Updated in lieu of New Owner)		
Type of Transaction	Government to Citizen	Government to Government	Government to Business Entity
Who May Avail	Property Owner	Government	Authorized Representative

CHECKLIST OF REQUIREMENTS

- 1.2 Photocopies of latest title or CTC for titles dated 2 yrs. Prior transaction - (Property Owners or Authorized Representative/ CTC @ registry of deeds)
- 2.2 Photocopies of Transfer Tax Receipt -Property Owner or authorized representatives/payment from Bayad Center (Provincial Capitol)
- 3.2 Photocopies of Ecar (BIR) -Bureau of Internal Revenue
- 4.2 Notarized copy of Deed of conveyance -Property Owners or Authorized Representative
- 5. Photocopy of Realty Tax Receipt or Tax clearance of current year -Provincial or Municipal Treasurer’s Office
- 6. Transfer of Tax Dec Receipt -Municipal Treasurer’s Office
- 7. Sworn statement of current and fair market value for new titles within the yr. of transaction / and previous sworn if otherwise -Property Owners
-Zarraga Assessor’s Office
- 8. Letter request -Zarraga Assessor’s Office
- 9. Authorized or SPA upon releasing for Representative only -Property Owners

STEPS	AGENCY ACTION	FEES	PROCESSING TIME	IN CHARGE
1. Fill-up n pre-draft letter request and complete set of required	-Receives and check required docs, verified with records and issues order of payment.	None	10 minutes	Assessment Clerk II or Job Hire

documents				
2.Payment of (Transfer of Tax Dec.)Fee at the Municipal Treasurer’s Office(Except Gov. to Gov. Transaction)	-Receives Official receipt issued by the Municipal Treasurer’s Office -Examines all documents and counter check against office records, make FAAS, secured TD no., encodes and prints Tax Declaration -Signs documents	P110.00/lot as per ordinance(plus SDF P15.00 per receipt)	5 minutes or more depending on the volume of payers at the MTO	MTO(Municipal Treasurer’s Office) Clerk or Cashier Assessment Clerk II or Job Hire Municipal Assessor
3.Receives Owners copy of updated tax declaration	Release and issues notice of assessment, Owners copy of tax Dec and Sworn statement	None	10 minutes	Assessment Clerk II or Job Hire
TOTAL			2 Days and 25 minutes	

SEGATION, CONSOLADATION, SUBDIVISON, SUBDIVISON W/ TRANSFER

Office/Officer In Charge	Zarraga Assessor’s Office – ASSESSMENT Clerk or Job Hire		
Issuance	Tax Declaration per sub-	Updated Tax declaration in lieu of new owners lots	
Type of Transaction	Government to Citizen	Government to Government	Government to Business Entity
Who May Avail	Property Owners	Government	Authorized Representative

CHECKLIST OF REQUIREMENTS

1. 2 Copy of Approved Subdivision Plan (Blue Print) or Certified True copy of Approved subdivision plan (Property Owners/Bureau of Lands)
2. Photocopy of realty tax receipt or tax clearance of current year (Provincial or Municipal Treasurer’s Office)

3. Sworn Statement of current and fair market value for new sub-lots and previous sworn from mother title (Property Owners, Zarraga Assessor's office)
4. Letter request (Zarraga Assessor's Office)
5. Authorization or SPA upon releasing for representatives only (Property owners)
6. For Titled sub-lots, refer to simple transfer checklist for additional requirements (Simple
7. Transfer checklist (Zarraga Assessor's Office)

STEPS	AGENCY ACTION	FEES	PROCESSING TIME	IN CHARGE
1.Fill-up Pre-drafted letter request and complete set of required documents	-Receives and checks required docs, verified with records and issue order of payments	None	15 minutes	Assessment Clerk II or Job Hire
2.Payment of (Transfer of Tax Dec .and inspection) Fees at the Municipal Treasurer's Office(Except Gov. to Gov. transaction)	-Receives Official receipt issued by the Municipal Treasurer's Office -Examines all documents and counter check against office records -Conduct ocular inspection -Make inspection report -Make FAAS, secure TD No. ,encode and print Tax Declaration -Sign Documents	P110.00/Lot-Transfer of Tax Dec P200.00/lot-inspection fee as per ordinance (plus SPF P15.00 per receipt)	5 minutes or more depending on the volume of payers at the MTO 1 Day 1 day or more depending on no. of Sublots and improvement thereon 2 Days	MTO(Municipal Treasurer's Office) Clerk or Cashier Assessment Clerk II or Job Hire Municipal Assessor/Tax mapping Aide Assessment Clerk II or Job Hire Municipal Assessor
3.Receives Owners copy of updated tax declaration	Release and issues notice of assessment , Owners copy of tax Dec and Sworn statement	None	20 minutes	Assessment Clerk II or Job Hire
TOTAL			4 to 7 Days and 45 minutes	

REASSESSMENT/RECLASSIFICATION

Office/Officer In Charge	Zarraga Assessor’s Office – Assessment Clerk II or Job Hire		
Issuance	Updated Tax Declaration		
Type of Transaction	Government to Citizen	Government to Government	Government to Business Entity
Who May Avail	Property Owner	Government	Authorized Representative

CHECKLIST REQUIREMENTS

1. Identification Card for property owners and authorization or SPA for Representative with identification card (Property Owners)
2. Letter request (Zarraga Assessor’s Office)
3. Sworn Statement of current and fair market value and other details subject for reassessment/reclassification (Zarraga Assessor’s Office)
4. Other supporting documents deemed necessary (Property Owners)

STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	IN CHARGE
1.Fill-up Pre-drafted letter request and complete set of required documents	-Receives and check required docs, verified with records and issue order of payment.	None	15 minutes	Assessment Clerk II or Job Hire
2.Payments of inspection fees at the Municipal Treasurer’s Office(Except Gov. to Gov. transaction)	-Receives official receipt issued by the Municipal Treasurer’s Office -Examines all documents and counter checks against office records -Conduct Ocular inspection -Make inspection report -Make FAAS , secure TD No., encodes and prints tac declaration	P200.00/Lot-inspection fee as per ordinance (plus SDF P15.00 per receipt)	5 minutes or more depending on the volume of payers at the MTO 1 Days 1 day or more depending on improvements thereon 1 Day	MTO(Municipal Treasurer’s Office) Clerk or Cashier Assessment Clerk II or Job Hire Municipal Assessor/Tax Mapping Aide Assessment Clerk II or Job Hire Municipal

	-Signs Documents			Assessor
3.Receives the requested documents	Releases and issues notice of assessment owners copy of tax declaration	None	1 minutes	Assessment Clerk II or Job Hire
TOTAL			3 to 5 days and 45 minutes	

MINOR CORRECTION ON TAX DECLARATION

Office/Officer In Charge	Zarraga Assessor’s Office – Assessment Clerk II or Job Hire			
Issuances	Updated Tax Declaration			
Type of Transaction	Government to Citizen	Government to Government	Government business Entity	
Who May Avail	Property Owners	Government	Authorized Representative	

CHECKLIST OF REQUIREMENTS

- 1. Identification card for property owners and authorization or SPA for Representative with Identification card (Property Owners)**
- 2. Letter request (Zarraga Assessor’s Office)**
- 3. Other supporting documents deemed necessary (Property Owners)**

STEPS	AGENCY ACTION	FEES	PROCESSING TIME	IN CHARGE
1.Fill-up Pre-drafted letter request	-Receives and check required docs, verified with records -Make FAAS, Encode and print corrected tax declaration -Signs Tax Dec	None	10 minutes 1 Day	Assessment Clerk II or Job Hire Municipal Assessor
2.Receives the corrected tax declaration	Releases and issues notice of assessment owners copy of tax declaration	None	5 minutes	Assessment Clerk II or Job Hire
TOTAL			1 Day and 15 minutes	

OFFICE OF THE MUNICIPAL BUDGET

A. CONTROL OF APPROPRIATION

REQUIREMENTS:

Allocation of budget form filled-up (OBR)

Processing time:

5 minutes

Accountable person:

Municipal Budget Officer

How to process:

Present the filled-up OBR s to the budget staff and wait for the recording and verification and for the signature of the budget officer for release.

OFFICE OF MUNICIPAL PLANNING DEVELOPMENT

FRONTLINE SERVICES:

A. REVIEW OF ANNUAL BARANGAY DEVELOPMENT PLAN

1. Accepts and verifies requirements as to completeness and review as to compliance and conformity with existing programs, activities and projects (PAPS) of the Municipal Development Council.
2. If annual development plan complies and conforms with the guidelines, prepares and sign and the certification and returns the documents to the applicants
Punong Barangay or his/her representative submits Annual Development Plan and supporting documents to Municipal Planning and Development Office(MPDO).

Processing time: **30 minutes**
Accountable person: **Mrs. Jeanne P. Concepcion**
MPDC/MPDO Staff

How to process:

Punong barangay or his/her representative submits Annual Development Plan and supporting documents to Municipal Planning and Development Office (MPDO)

B. ISSUANCE OF CERTIFICATION

1. Certification Fee..... P65.00

Processing time: **10 minutes**
Accountable person: **MPDO Staff/Clerk**

C. ISSUANCE OF OFFICIAL DOCUMENTS

1. Availability of records/public request of copies/research works
 - a. Certified true copy of documents **P90.00**

Processing time: **20 minutes**
Accountable person: **MPDO Staff/Clerk**

D. PHILHEALTH(LGU-SPONSORED PROGRAM)

REQUIREMENTS:

PMRF

I. ENROLLMENT

- ❖ Duly accomplished PMRF of qualified members together with the applicable documents for each qualified dependents declared.

Processing time: 10 minutes
Accountable person: **Mrs. Jeanne P. Concepcion**
MPDC/MPDO Staff

II. UPDATING OF RECORDS

a. FOR CORRECTION OF NAME

- ❖ Accomplished PMRF or existing MDR duly signed by the member
- ❖ Birth certificate or 2 valid IDs with the correct name or marriage certificate plus another valid ID with correct name

Processing time: **10 minutes**
Accountable person: **Mrs. Jeanne P. Concepcion**
MPDC/MPDO Staff

b. FOR CHANGE OF NAME

- ❖ Duly accomplished PMRF or existing MDR duly signed by the member
- ❖ Affidavit/court order

Processing time: **10 minutes**
Accountable person: **Mrs. Jeanne P. Concepcion**
MPDC/MPDO Staff

c. CORRECTION OF DATE OF BIRTH

- ❖ Duly accomplished PMRF or existing MDR signed by the member
- ❖ Birth Certificate or 2 valid IDs with the correct date of birth or marriage certificate with correct date of birth plus another valid ID with correct date of birth.

Processing time: **10 minutes**
Accountable person: **Mrs. Jeanne P. Concepcion**
MPDC/MPDO Staff

d. CHANGE OF CIVIL STATUS

- ❖ Duly accomplished PMRF or existing MDR duly signed by the member
- ❖ Marriage Contract

Processing time: **10 minutes**
Accountable person: **MPDO Staff/Clerk**

e. NEW, ADDITIONAL, CHANGE OR CORRECTION OF INFORMATION OF DEPENDENT/s

- ❖ Duly accomplished PMRF or exiting MDR duly signed by the member
- ❖ Birth certificate of the dependent

Processing time: **10 minutes**
Accountable person: **Mrs. Jeanne P. Concepcion**
MPDC/MPDO Staff

f. INQUIRY

- ❖ General Information- all members (sponsor/Indigent)

Processing time: **10 minutes**
Accountable person: **Mrs. Jeanne P. Concepcion**
MPDC/MPDO Staff

E. ISSUANCE OF CERTIFICATION (DISASTER/CALAMITIES DAMAGES)

A. Certification

- ❖ BRRMC Certification
- ❖ Damage assessment needs analysis (DANA
- ❖ O.R **P65.00**

Processing time: **10 minutes**
Accountable person: **MPDO Staff/Clerk**

OFFICE OF THE MUNICIPAL AGRICULTURE

FRONTLINE SERVICES:

	Requirements	Processing Time	How to apply	Responsible Person
QUERY/REQUEST FOR AGRICULTURAL ASSISTANCE	Complete information about the request	1 day	Give the complete data/information regarding the request or query to the attending Agricultural Technologist, then wait for the advice regarding assistance, and if needs monitoring, it simple query, immediate solution will be given.	MAO/AT
LIVESTOCK SERVICES	Give complete information about the problem of the animal or query	30 minutes	Give pertinent information to the attending AT then listen the information and diagnosis for the treatment of animal.	MAO/AT
CROP SERVICES	Give the complete information about the problem	1 day - 30 minutes	Give the complete data/information or specimen of crops to the attending AT then wait for the advice regarding the recommended resolution or if necessary the AT will visit the farm affected.	MAO/AT
SOLID WASTE MANAGEMENT ORIENTATION	Must attend and understand the orientation given to the client	30 minutes	Attend the 30 minutes orientation of waste segregation at source.	AT/ MENRO DESIGNATE
END OF TRANSACTION				

OFFICE OF THE SANGGUNIANG BAYAN

A. REQUEST FOR A CERTIFIED TRUE COPIES OF THE RESOLUTIONS AND ORDINANCES AND OTHER DOCUMENTS

REQUIRMENTS:

1. Request to the Office of Municipal Vice-Mayor thru the SB Secretary the kind of Document needed stating the purpose for which it is requested.

How to Request:

The applicant must present his/her request to the attending staff, then the attending staff will scrutinize the validity of the request by asking some questions to the client. If the request is approved, the staff will prepare a certified true copy of their document requested. Upon its release, the client will be made to sign the log-book for outgoing documents.

Processing time: 20 minutes
Responsible Person SB Secretary

B. REQUEST FOR APPROVAL OF BARANGAY RESOLUTIONS AND ORINANCES/OTHER DOCUMENTS

REQUIREMENTS:

1. Copy of resolutions or ordinances duly signed by the concerned Barangay Officials submitted to the SB Secretariat
2. Deadline for the submission of documents for calendar will be twenty four hours before the scheduled session (Session day is set at three o'clock every Monday of the week)
3. Documents submitted after the deadline shall be calendared for the next session

How to request:

Present a copy of the resolution or ordinance duly signed of the concerned barangay officials to the SB secretariat who will receive and examine the documents if properly signed by the concerned signatories. The receiving staff will sign the returns to the client a copy of the document received. The documents are then included in the calendar of Business submitted to the Sangguniang Bayan for deliberation and review during the session.

Processing time: Two (2) days after Session
Accountable session: SB Secretary

OFFICE OF THE MUNICIPAL ACCOUNTING

FRONTLINE SERVICES:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY(UNDER NORMAL CIRCUMSTANCES)	PERSON IN CHARGE	FEES	FORM
1	Submission of complete Requirements	Receive documents	3minutes	Accounting staff	NONE	NONE
2		Verify Documents	20minutes	Accounting staff	NONE	NONE
3		Prepare Vouchers	20minutes	Accounting staff	NONE	NONE
4		Approval of the Local Chief Executive	3 days	Local chief Executive	NONE	NONE
5		Issuance of Check	20minutes	Treasures Office	NONE	NONE
6		Signing of Check	10minutes	Accounting staff	NONE	NONE
7		Preparation of accountant's Advice	3minutes	Municipal accountant	NONE	NONE
8		Signing of Accountant's Advice	3days	(Signing of Check- Municipal Treasurer & Local chief Executive	NONE	NONE
9		Delivery of Advice to the Bank	1day	Accounting Staff or authorized representative	NONE	NONE
10		Releasing of check	10minutes	Treasurer staff	NONE	NONE
END OF TRANSACTION						

OFFICE OF THE MUNICIPAL ENGINEER

I. APPLICATION FOR THE SUBDIVISION

REQUIREMENTS:

1. Clearance from the barangay where the subject lot is situated. (5 copies Xerox)
2. Site development plan is showing the proposed layout and vicinity map duly signed and sealed with licensed architect/engineer. (5 copies)
3. Certified true copy of transfer certificate of title (in absence, deed of sale, memorandum of agreement if the title is not registered in the name of the applicant). (5 copies)
4. Certified true copy of tax declarations (5 copies).
5. Latest Tax Receipt/Tax Clearance
6. Special power of attorney, if the applicant is not the owner.
7. Purpose/intent
8. Zoning certificate

Note: secure it from the office of the HLURB

Fees:

1. Application fee → 50.00
2. Verification fee → 1,000.00
3. Subdivision approval → 250.00

Processing Time:

2 hours (for evaluation of documents as to correctness & completeness before endorsing to the SB Office.)

Accountable:

Municipal Engineer

How to secure:

1. Applicant must ask the list of requirements and application form from the office of the municipal engineers.
2. Fill-up the form and have it subscribed or notarized.
3. Secure all the required documents
4. Submit to the engineer for evaluation. When the Documents are complete, pay the required fees to the municipal treasurer's office and submit the official receipt to the municipal engineer.

- The municipal engineer will endorse the application to the SB Office.

B-1. COMPLEX SUBDIVISION: DEVELOPMENT APPROVAL (Preliminary)

Application Fee			
	(w/o housing)	→	100.00
	(w/o housing)	→	200.00
Verification Fee			
	(w/o housing)	→	250.00
	(w/o housing)	→	400.00
Subdivision Fee			
	(w/o housing)	→	500.00
	(w/o housing)	→	700.00

Processing Time:

3-5 days (for evaluation of documents as to correctness & completeness before endorsing to the SB office.)

Accountable Person: Municipal Engineer

REQUIREMENTS:

- Clearance from the barangay where subject lot is located. (5 copies photocopy)
- Site development plan showing the proposed layout and vicinity map duly signed and sealed
- By the licensed architect/engineer. (5 copies).
- Certified true copy of transfer certificate of title (5 copies).
- (in absence, deed of sale, memorandum of agreement if the title is not registered in the name of applicant).
- Certified true copy of tax declarations (5 copies).
- Latest tax receipt/ tax clearance
- Vicinity map with a minimum of 2km. Radius from the periphery of the project showing the relationship of the proposed project to existing community facilities such as churches, schools, markets, hospitals, transportation lines, drugstores.
- Topographic plan
- Survey plan of lots/described in TCT(lot plan)
- Clearance to conversion of property from agricultural land/pasture land to residential use from DAR.
- Special power of attorney, if the one who will submit the application is not the owner of the lot.
- Purpose/intent
- Zoning certificate
- Sworn statement as to nature, number of income level of beneficiaries.

16. Sworn statement as to maximum selling price per lot/unit.

Note: secure it from the office of the HLURB

Fees:

Application Fee			
	(w/o housing)	→	100.00
	(w/o housing)	→	200.00
Verification Fee			
	(w/o housing)	→	250.00
	(w/o housing)	→	400.00
Subdivision Fee			
	(w/o housing)	→	500.00
	(w/o housing)	→	700.00

Processing Time: 3-5 days (for evaluation of documents as to correctness & completeness before endorsing to the SB office.)

Accountable Person: Municipal Engineer

How to secure:

- A. Applicant must ask list of requirements and application form from the office of the Municipal engineer.
 1. Fill-up the form and have it subscribed or notarized.
 2. Secure all the required documents.
 3. Submit to the municipal engineer for evaluation. When document is complete, pay the required fees to the municipal treasurer's office and submit the official receipt to the municipal engineer.
 4. The municipal engineer will endorse the application to the SB office.

B-2. COMPLEX SUBDIVISION: DEVELOPMENT APPROVAL (FINAL)

REQUIREMENTS:

- A. Documents duly signed and sealed by a Licensed Architect/Engineer
 - (1)copy of topographic map of site
 - (2)copies of site development plan
 - (3)copies of road (geometric and structural)
- C. Profile showing the vertical control designed grade, curve elements and all information's needed for construction.
- D. Typical roadway sections showing relatives dimensions and slopes of pavement, gutters, sidewalk, shoulders, benching and others.

1. Details of roadway showing the required thickness of pavement, sub grade treatment and sub-base course on the design analysis.
2. Details of roadway miscellaneous structures such as curb and gutters
3. (barriers, mountable and drop), slope protection wall and retaining wall.
4. 3 copies of storm drainage and sewer system.
5. Profile showing the hydraulic gradients and properties of the main lines
6. Details of drainage and miscellaneous structure such as various type and manholes catch Basin inlets (curb, gutter and drop),culverts and channel lining.
7. 3 Copies of water system layout and details.
8. 3 Copies of site grading plan.

E. Copies of project study for project having an area of (1) hectares and above with the following financial attachment;

1. Audited assets and liabilities/income statement
2. Income tax return (for last 3 years)
3. Certificate of registration with SEC
4. Article of incorporation of partnership
5. Corporation by-laws and all implementing amendments
6. Specification, Bill of materials and cost estimates

Fees: Refer to ordinance 003-0302
Processing time: 10 working days (for evaluation of documents as to correctness and completeness before indorsing to the office).
Accountable person: Municipal Engineer

How to secure:

- A. Applicant must ask list of Requirements and Application form from the Office of the Municipal Engineer.
 1. Fill-up form and notarized.
 2. Secure all the require documents.
 3. Submit to the municipal engineer for evaluation. When documents is complete, pay the required fees to the municipal treasurer’s office and submit the official receipt to the municipal engineer.
- B. The municipal engineer will endorse the application to the SB office.

II. APPLICATION FOR BUILDING PERMIT

Requirements: (5 copies)

1. Zoning Certificate

Note: secure it from the office of the HLURB

2. Fire Department Clearance
3. Barangay Clearance (Stating the purpose of the application)
4. Certified True Copy of Transfer Certificate of Title (3 copies)

(In absence, deed of sale or consent of the lot owner if the title is not registered in the name of the applicant).

5. Certified true copy of tax declarations office of the assessor.
6. Latest tax receipt or tax clearance office of the assessor.
7. Special power of attorney, if the applicant is submitted /process by a presentative.
8. Plan (5 sets) signed and sealed by the respective engineers.
9. DPWH forms signed and sealed by the respective engineers (5 copies)
 - a. building (architect on architectural plan and by the civil engineer on the structural plan).
 - b. sanitary (master plumber)
 - c. electrical (professional electrical engineer)
10. Bill of materials & estimates (5 sets) signed and sealed by the civil engineer.
11. Building specification (5 sets) signed and sealed by the civil engineer.
12. Structural analysis for two or more storey's (5 sets) signed and sealed by the civil engineer.
13. DENR (if needed)
14. Soil analysis is for 3 or more than storey.

Fees: See Rule III-IRR NBC (PD1096)

Processing Time: 5 days

Accountable Person: Municipal Engineer and Engineering staff

How to secure:

1. Applicant must ask list of requirements from the office of the municipal engineer.
2. Secure all the required documents.
3. Submit to the municipal engineer for evaluation and computation of fee for issue of order payment.
4. Issue of order payments
5. Pay corresponding fees at the Municipal Treasurer Office.
6. For endorsement to Bureau of fire for fire safety evaluation certificate.
7. Go back to MEO for release approved building permit.
8. Receive approved building permit.

III. APPLICATION FOR ELECTRICAL PERMIT

REQUIREMENTS: (Indigenous materials in 3 copies)

1. Electrical Plan (Sealed and signed by the electrician engr.
2. Electrical forms (signed and sealed by the professional electrical engineer)
3. Barangay clearance (stating the materials use for house)
4. Cedula
5. Owner consent if the applicant is not the owner of the lot
6. Picture of the structure(light/mix materials)
7. Completion certificate from the ILECO accredited Master Electrician

Fees : **P235.00**

Processing time : **5 days**

Accountable Person: **Municipal Engineer and Engineering Staff**

How to secure:

1. Applicant must ask list of requirements from the office of the municipal engineer.
2. Secure all the required documents.
3. Submit to the municipal engineer's staff for evaluation and issue of order payment
4. Pay corresponding fees at the municipal treasurer office.
5. Wait for the endorsement to be submitted to Fire Department Zarraga for fire safety inspections certificate.
6. Returned to municipal engineering office with the certificate from the fire dep't.
7. Received Electrical permit.

IV. PREPARATION OF PROGRAM OF WORKS

REQUIREMENTS:

1. Deed of donation
2. Source of fund (annual investment plan, OR, resolution)
3. Pictures before (construction, renovation, repair and improvement)

Processing Time: **5 working days**

Accountable Person: **Municipal Engineer and Engineering Staff**

Procedures:

1. Submit requirements
2. After 3 days received plan and POW for signing
3. Submit to the Mayor's office for approval
4. Submit approved file copy to the municipal engineering office.

V. FOR OCCUPANCY PERMIT APPLICATION

REQUIREMENTS: (Photocopy of the following)

1. Tax Declaration from the assessor's office (3 copies)
2. Tax receipt current (3 copies)
3. Pictures of the structure: Front, Back, Right, and Left elevations (3 copies)
4. Notarized certificate of completion (4 copies)
5. Final fire inspection certificate/completion (4 copies)
6. Copy of the Building, Electrical and Sanitary permits (1 copy)
7. Fire safety evaluation certificate and checklist (1 copy)
8. Plan that was evaluated by the BFP and approved by the Municipal Engineer (1 set)
9. Official receipt
10. Endorsement to BFP for safety inspection ctr.

PROCEDURE:

1. Secure list of requirements and form from the MEO.
2. Secure all the required documents needed.
3. Submit the applicant form signed and sealed by the Respective Professional with complete documents to the MEO.
4. Evaluation of submitted application.
5. Inspection of the structure on site.
6. Certificate of completion and occupancy certificate preparation.
7. Issuance of order of payment.
8. Payment made to the Office of the Treasurer's office.
9. Endorsement to BFP for Fire safety inspection certificate.
10. Returned to MEO with 2 copies of Fire safety inspection certificate for approval and release.

OFFICE OF THE MUNICIPAL LOCAL CIVIL REGISTRAR

A. REGISTRATION OF BIRTH AND DEATH

What Applicant/client should do? (STEPS)	Activity of the Service Provider	Duration of Activity	Person/Office in Charge	Fees	Forms
1. Approach the LCR Office	-Interview the client	5 minutes	LCR Staff		
	-Verify the validity of supporting documents	5 minutes	LCR Staff		
	-Encode and record the requested documents.	7 minutes	LCR Staff		
2. Make payment at MTO	Accepts and issues receipt	7 minutes	MTO Staff	P 20.00 - P 100.00	
3. Present receipt at LCR	-Approval of documents	3 minutes	Municipal Civil Registrar LCR Staff		
	-Release of Documents	3 minutes			

B. LATE /DELAYED REGISTRATION OF BIRTH, DEATH AND MARRIAGE

What Applicant /Client should do? (STEPS)	Activity of the Service Provider	Duration of Activity	Person/Office in charge	Fees	Forms
1. Approach the LCR Office	-Interview the client	5 minutes	LCR Staff		
2. Submit accomplished documents/papers required	-Evaluate documents submitted and encode data	5 minutes	LCR Staff		
3. Make payment at MTO	Accept and issue receipt	7 minutes	MTO Staff	P20.00 - P100.00	
4. Present receipt at LCR	-Approval of documents	3 minutes	Municipal Civil Registrar LCR Staff		
	-Release of Documents	3 minutes			

C.APPLICATION FOR MARRIAGE LICENSE/MARRIAGE CERTIFICATE

What Applicant/clients should do? (STEPS)	Activity of the service provider	Duration of Activity	Person/Office in Charge	Fees	Form
1.File request at LCR and submit accomplished documents required	Evaluate documents submitted and encode data	5 minutes	LCR Staff		
2.Make payment at MTO	Accept and issue receipt	7 minutes	MTO Staff	P100.00 - P 300.00	
3.Present receipt at LCR	-Process documents for approval -Release of Marriage license application	10 minutes 5 minutes	Municipal Civil Registrar LCR Staff		

D.PREPARATION OF DOCUMENTS FOR:

1. PETITION FOR CORRECTION OF CLERICAL ERROR
2. LEGITIMATION
3. SUPPLEMENTAL REPORT
4. OUT-OF-TOWN REGISTRATION

What Applicant/Client should do? (STEPS)	Activity of the Service provider	Duration of activity	Person/Office In charge	Fees	Forms
1.Approach LCR and file specific request and submit accomplishment documents required	Evaluate documents submitted and post NOTICE for 15 days	15 days	LCR Staff		
2.Make payment at MTO	-Accepts and issues receipt -Posted document will be mailed to PSA Manila for affirmation	7 minutes 90 days	MTO Staff LCR Staff	P 300.00 - P3, 000.00	

	-Receive affirmed documents from PSA Manila and prepares the document to be forwarded to PSA Iloilo	30 days	LCR Staff		
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E.REQUEST FOR EXTRA COPIES OF Birth, MARRIAGE, DEATH

What Applicant/Clients should do? (STEPS)	Activity of the Service provider	Duration of activity	Person/Office in charge	Fees	Forms
1.File request at LCR and submit accomplished request form	Research record/file of requested documents	8 minutes	LCR Staff		
2.Make payment at MTO	Accept and issue receipt	7 minutes	MTO Staff	P 100.00	
3.Present receipt at LCR	-Typed extract copy of requested documents	7 minutes	LCR Staff		
	Verify/approve typed extract copy of requested documents	5 minutes	Municipal Civil Registrar		
	-Release of the document	3 minutes	LCR Staff		

OFFICE OF THE MUNICIPAL HEALTH UNIT

I. CONSULTATION

Processing time: **15 minutes**
Responsible Persons: **MHO/NURSE/MIDWIVES**

How to avail:

Register on the information desk for prioritization. Give your complete data and have your vital signs, weight, height and history taken. Gathered data will be encoded in the computer through SHINE. Wait for your name to be called by the physician (MHO) for check-up then receive your prescribed medications.

II. IMMUNIZATION

Processing time: **30 minutes (every Wednesday of the month)**
Responsible Person: **MHO/NURSE/MIDWIVES**
Requirements: **Early Childhood Care a Development card (ECCD car)**

How to avail:

Present your ECCD card to your midwife. For first timers, get an ECCD card from your midwife. Give the complete date of your baby. Have your baby's vital signs, weight, height and taken. Abnormal findings will be referred to physician (MHO) for check-up. Listen for the health education given by the midwife then receive your scheduled vaccine for immunization.

III. PRENATAL CHECK - UP

Processing time: **30 minutes (every Thursday of the month)**
Responsible Person : **MHO/NURSE/MIDWIVES**
Requirements: **Prenatal card**

How to avail:

Present your prenatal card to your midwife. For the first timers, get a prenatal card to your midwife. Give your complete data and have vital signs, weight, height and history taken. Gathered data will be encoded in the computer. Listen to the heal education given by your midwife then proceed for palpation of your abdomen. A Referralto the dentist for dental check-up is required. For pregnant with abnormal findings results will be forwarded to the physicians (MHO).

IV. LABORATORY

Processing time: **10 minutes**
Responsible Person: **Medical Technologist**

Fees:

Sputum: P25.00
HBs AG: P150.00
Fecalysis: P25.00
Urinalysis: P25.00
CBC; P50.00
Platelet: P100.00
FBS: P50.00

How to avail:

Get a request from the admitting nurse or midwife. Pay at the Municipal Treasurer Office (MTO). If you're Phil health Indigent or 4p's Indigent Beneficiaries present your ID to the Medical Technologies once your name is called proceed to the laboratory for the laboratory examination. Result will be forwarded to the Physician (MHO).

V. SANITARY PERMIT AND HEALTH CARD

Processing time: **20 minutes**
Responsible person: **MHO/SANITARY INSPECTOR**
Requirements: **Official receipt for sanitary permit (payment at municipal treasurer office), sputum ,Hepa B, fecalysin and urinalysin result, personal appearance of the applicant.**

How to avail:

Present the official receipt of the business permit to the sanitary inspector. Give your complete data and give your vital signs, weight, and height taken. Gathered data will be encoded in the computer. Applicant will be assessed by the physician (MHO). Wait for the release of the sanitary/health card.

VI. MEDICAL CERTIFICATE

Processing time: **15minutes**
Responsible person: **MHO/NURSE/MIDWIVES**
Fees: **medical certificate form P45.00**
Requirements: **Chest X-Ray Result, Euro-Psychological Result, Drug Test Report, CBC res**

How to avail:

Present your official receipt of the medical certificate form and the result of the required laboratories. Give your complete data and have your vital signs weight, and height taken. The physician will assess the applicant. Wait for the release of your medical certificate.

OFFICE OF THE MUNICIPAL TREASURER

SECURING :

A: COMMUNITY/RESIDENCE TAX CERTIFICATE(CTC)

REQUIRMENTS:

Correct Personal Data

Fee: **Depending on the computation of real property tax and income based on occupation and or profession.**

Processing Time: **Five (5) minute**

Responsible Person: **Revenue Collection Clerk**

How to secure:

Supply correct/ corresponding data to the attending Revenue Collection Clerk. Affix signature and thumb mark to the certificate then pay the corresponding tax for release of the certificate.

B. APPLICATION FOR BUSINESS LICENSE AND PERMIT(BPLO) (New/Renewal)

REQUIREMENTS FOR NEW

1. Certificate of Capital Investment
2. DTI/SEC/CDA
3. Zoning Certification for Business
4. Occupancy permit
5. Barangay Clearance (Owners Residence)
6. Barangay Business Clearance (Business Address)
7. Solid Waste Certificate (DA)
8. Cedula
9. Police Clearance
10. Sanitary Permit
11. Contract of Lease
12. Fire Safety Inspection Report/Clearance
13. SSS Clearance (Large Business Only)

REQUIREMENTS FOR RENEWAL:

1. Unified Form
2. Sworn Affidavit
3. Occupancy Permit

4. Barangay Clearance (Owners Residence)
5. Barangay Business Clearance (Business Address)
6. Cedula
7. Police Clearance
8. Sanitary Permit
9. Solid Waste Certificate
10. SSS Clearance (Large Business Only)
11. Fire Safety Inspection Report
12. Zoning

STEPS	CLIENT ACTION	LGU ACTION	OFFICE OR UNIT &PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF SERVICE	FEEES
Application/ Filing & Verification	Submit duly accomplished Unified Form together with requirements for evaluation	Evaluate Unified Form and Requirements and signify approval	Kiosk Assistant/BPLO	Municipal Hall, Zarraga, Iloilo	15 minutes	
Assessment		Encode data in duly accomplished BPA Form in Electronic Business Process Licensing System and generate assessment	Kiosk Assistants/ BPLO	Municipal Hall, Zarraga, Iloilo	5 minutes	
Pay and Release	Pay the assessed taxes and fees and present official receipt to BPLO for issuance of Business Permit and acknowledged receipt thereof	Issue Official Receipt, print and sign (if applicable) Mayor's Permit & other Clearances)	Revenue Collector Perla Cabatbat & BPLO Maridith Guadalupe	Municipal Hall, Zarraga, Iloilo	5 minutes	Buss Tax: P1,000-65,000 Other Fees: Buss. Plate - 300.00 Mayor's Permit – 200.00 Garbage Fee – 50.00 Police

						Clearance – 75.00 Medical Permit – 100.00 Medical Helper – 30.00/per Stool – 30.00/person Sputum – 30.00/person Urinalysis – 30.00/person Occupation Tax – 100.00 Affidavit Fee – 75.00 SDF – 5.00 SWMS – 450.00
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PAYMENT OF REAL PROPERTY TAX

REQUIREMENTS:

Previous Official Receipt (OR) of the specified Lot applied for (Real Property)

Fee: Depends upon the Tax being Assessed.

Processing Time: Five (5) minutes

Accountable Person: Real Property Tax Collector

How payment shall be made:

Present the previous O.R. of Lot No. of Real Property owned to the attending revenue Collection Clerk then wait for the verification of records of payment and pay the corresponding taxes then get your New Official Receipt (O.R.).

D. REQUEST FOR THE TAX CLEARANCE

REQUIREMENT:

Lot No. or name of Business owner.

Fee: _____

Processing Time: Five (5)minutes

Accountable Person: Mrs. Leonora M. Pauya

How to request:

Present Lot No. or name of the Business owner then wait for the verification and pay the corresponding fee and receive the O.R. and the tax Clearance.

E. PAYMENT OF DULY APPROVED VOUCHERS/PAYROLLS. Etc.

1. Approved Voucher;
2. Official Receipt(if necessary)
3. Duly accomplished Daily Time Record (DTR) for Laborers, casuals and regular employees.

Processing time: **ASAP**

Accountable Person: **Mahalia P. Suyo**

How to receive payment:

Present your approved vouchers and other requirements to the MTO of her designated assistant and receive payment immediately.



Republic of the Philippines
Province of Iloilo
Municipality of Zarraga
OFFICE OF THE MUNICIPAL MAYOR

Tel/Fax No. 033 3330474/033 3330473 E-MAIL: lgu_zarraga@vaho.com G-MAIL: lgu.zarraga@gmail.com

CUSTOMER SATISFACTION SURVEY FORM







Clients Name: _____

Type of Clients:

- G2C – General Public
- G2B – Business/Organizations
- G2G – Government Agency, Employee or Official

Service Availed: _____

We VALUE your opinion! How would you rate our service?
 (Please check your rating)

Dimension	Description	Outstanding 	Very Satisfactory 	Satisfactory 	Need Improvement 	Poor 	Not Applicable 
Responsiveness	Promptness of response to customer's request						
Reliability(Quality)	Accuracy, quality and timeliness of services provided						
Access & Facilities	Accessibility & location, convenience of amenities (waiting area, billing process, payment method) and availability and cleanliness of the facilities						
Communication	Clarity of relevant information on the services provided						
Cost	Value for money						
Integrity	Transparency in the transactions and protection of confidential information						
Assurance	Staff is knowledgeable, competent and understanding of customer's needs						
Outcome	Rendered service achieved/fulfilled the customer's requirements						

Comments/Suggestions/Recommendations:

Signature

Date