

CITIZEN'S CHARTER

2019 1st Edition



I. **Mandate:**

Serves primarily as a general purpose government for the coordination and delivery of basic, regular and direct services and effective governance of the inhabitants within its territorial jurisdiction.

II. **Vision:**

The Municipality of Siruma is an agri-eco tourism destination in the Bicol Region with God-loving and empowered people enjoying a progressive economy in a safe and ecologically-balanced environment led by competent and dedicated leaders.

III. **Mission:**

The people of Siruma, commit to preserve and develop all local resources, promote investment opportunities, enhance tourism industry and provide basic services for the attainment of a better quality of life.

IV. **Service Pledge**

WE, THE LOCAL OFFICIALS AND EMPLOYEES COMMIT TO:

- S - Serve with utmost integrity to our constituents, upholding the principle that “public office is a public trust”
- I - Invest in the talent, competencies and reliability of our employees anchored on transparent, participatory and accountable governance.
- R - Role model of an efficient and effective government service and serve with highest degree of professionalism.
- U - Uncompromising dedication towards an effective achievement of our mission, vision and goals for the inclusive and sustainable development of our Municipality.
- M - Master the service delivery of every department to our clients towards the optimum realization of our God-centered and government aligned initiatives.
- A - Act promptly and judiciously without any biases on request of the transacting public and attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.



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Municipal Mayor's Office



Issuance of Business and Mayor's Permit

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

Office or Division:	MUNICIPAL MAYOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Business owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished business application/registration form		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	<i>(Payment should be made at the Treasurer's Office)</i>	1-3 minutes	Ms. Marie Grace A. Azaña
2. Submit the required documents/forms.	Receive the required documents/forms.		1 minute	Ms. Marie Grace A. Azaña
3. Pay the required fees at the Municipal Treasurer's Office Return to the Municipal Agriculture's Office for the processing and release of the service.	Check the official receipt. Issue the Permit		10 Minutes	Mr. Frederick Elmer Polinga



Issuance of Referral, Recommendation, Travel Order, Endorsement and Other Correspondence

Processing of all contractual and statutory obligations.

Office or Division:	MUNICIPAL MAYOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order		Human Resource Management Division		
Request Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	None	1-3 minutes	Ms. Marie Grace A. Azaña
2. Submit the required documents/forms.	Receive the required documents/forms.		5 minutes	Mr. Frederick Elmer C. Polinga



Conduct of Civil Wedding

An annual program of the local government unit thru the Office of the Municipal Civil Registry intended for indigent couple living/cohabitating without marriage. (Prescribed number of years is a requirement)

Office or Division:	MUNICIPAL MAYOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Unmarried couples			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage Contract/License		Municipal Civil Registry		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook.	<i>(Payment should be made at the Treasurer's Office)</i>	1-3 minutes	Ms. Marie Grace A. Azaña
2. Submit the required documents/forms.	Receive the required documents/forms.		1 minute	Ms. Marie Grace A. Azaña
3. Pay the required fees at the Municipal Treasurer's Office Return to the Municipal Mayor's Office for processing.	Conduct the Wedding		10 Minutes	Hon. Carina R. Polinga



Processing of Application for Leave

All regular, coterminous, temporary and plantilla casual employees must secure an application for leave.

Office or Division:	MUNICIPAL MAYOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Regular, coterminous, temporary and plantilla casual employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave Form		Human Resource Management Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document		1-3 minutes	Lyndon S. Azaña
2. Submit the required documents/forms.	Receive the required documents/forms. Process the application.		3 minutes	Lyndon S. Azaña



Approval of Application for Leave

All regular, coterminous, temporary and plantilla casual employees must secure approval from the Local Chief Executive of their application for leave.

Office or Division:	MUNICIPAL MAYOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Regular, coterminous, temporary and plantilla casual employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave Form		Human Resource Management Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook.		1-3 minutes	Ms. Marie Grace A. Azaña
2. Submit the required documents/forms.	Receive the required documents/forms. Approval of Leave		3 minutes	Hon. Carina R. Polinga



Approval of Travel Order

All regular, coterminous, temporary and plantilla casual employees must secure approval from the Local Chief Executive of their request for authority to travel.

Office or Division:	MUNICIPAL MAYOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Regular, coterminous, temporary and plantilla casual employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order		Office of the Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook.		1-3 minutes	Ms. Marie Grace A. Azaña
2. Submit the required documents/forms.	Receive the required documents/forms. Approval of Travel Order		3 minutes	Hon. Carina R. Polinga



Issuance of Service Record, Certificate of Employment and Other Certification on Human Resource Matters

This type of service is intended for employees who are active from the service, retirees, transferees and Casual/Job Order who have rendered service in this Local Government Unit.

Office or Division:	MUNICIPAL MAYOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Individuals who have rendered services in the LGU.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Human Resource Management Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document		1-3 minutes	Ms. Marie Grace A. Azaña
2. Submit the required documents/forms.	Receive the required documents/forms. Issue the requested certificate.		5 minutes	Ms. Marie Grace A. Azaña



Municipal Agriculture Office

External Services



Fishery Profiling

Fishery Profiling includes Boat Registration; Fisherfolk Registration; and Gear Registration. It is being conducted in order to monitor the number of fisherfolks and their boats and gears.

Office or Division:	MUNICIPAL AGRICULTURE OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished application/registration form		Municipal Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	300.00 <i>(Payment should be made at the Treasurer's Office)</i>	1-3 minutes	Ms. Francia A. Balanay
2. Submit the required documents/forms.	Receive the required documents/forms. Issue the Order of payment		1 minute	Ms. Vina DV. Villafuerte
3. Pay the required fees at the Municipal Treasurer's Office Return to the Municipal Agriculture's Office for the processing and release of the service. (for boat and gear registration)	Check the official receipt. Issue the Certificate of registration		5 minutes 30 minutes	Ms. Vina DV. Villafuerte Ms. Lorna V. Avellana



Provision of PALAY, Fertilizer and Vegetable Seeds and Other High Value Crop Commodities

The municipal Agriculture Office provides information on the availability of vegetable seeds. The Technologist assigned to a particular barangay may provide the information and conduct an ocular inspection to the area where the seeds are to be planted. And continuous monitoring will be done by the technician to assure that the given seeds were planted.

Office or Division:	MUNICIPAL AGRICULTURE OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Master list/MOA Liquidation Form		Municipal Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Check the master list/liquidation. Release the requested palay/crop/fertilizer/seeds	None	1-3 minutes	Ms. Francia A. Balanay Ms. Lorna V. Avellana



Soil Analysis and Testing Program

Soil Analysis and Testing Program is conducted to determine the type of soil and the best suitable crop for it.

Office or Division:	MUNICIPAL AGRICULTURE OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Municipal Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Conduct the soil analysis and testing	None	1 hour	Ms. Francia A. Balanay Ms. Lorna V. Avellana



Provision for Veterinary Services (Anti-Rabies Vaccination Program)

Veterinary services are rendered to ensure and promote animal health as well as the owner's welfare. These services include diagnosis and treatment of prevailing diseases, vitamins administration, iron injection, castration, and deworming. Vaccination against hemorrhagic septicemia, hog cholera, and anti-rabies is also done to prevent or abate occurrence of such diseases.

Office or Division:	MUNICIPAL AGRICULTURE OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Pet and livestock owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Livestock Inventory Form		Municipal Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook.	None	1-3 minutes	Ms. Francia A. Balanay
	Check the Inventory. Conduct the service.		1 hour	Ms. Lorna V. Avellana



Livestock Services

Livestock services are rendered to ensure and promote animal health as well as the owner's welfare. These services include diagnosis and treatment of prevailing diseases, vitamins administration, iron injection, castration, and deworming. Vaccination against hemorrhagic septicemia, hog cholera, and antirabies is also done to prevent or abate occurrence of such diseases. (In coordination with the Provincial Veterinary)

Office or Division:	MUNICIPAL AGRICULTURE OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All livestock owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Registration Form		Municipal Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	None	1-3 minutes	Mr. Estanislao V. Robles, Jr.
2. Submit the required documents/forms.	Receive the required documents/forms.		5 minutes	Ms. Lorna V. Avellana



Organization of Farmers Group

The Municipal Agriculture Office assist farmers to form an organization of farmers group. Each organization has its representative.

Office or Division:	MUNICIPAL AGRICULTURE OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Registration Form		Municipal Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	None	1-3 minutes	Mr. Estanislao V. Robles, Jr.
2. Submit the required documents/forms.	Receive the required documents/forms.		1 hour	Ms. Lorna V. Avellana



Organization of Fisherfolks / Bantay Dagat

Organized Fisherfolks/Bantay Dagat are not only fisherfolks but also the caretaker of a respective area of their responsibility.

Office or Division:	MUNICIPAL AGRICULTURE OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Registration Form		Municipal Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	None	1-3 minutes	Mr. Estanislao V. Robles, Jr.
2. Submit the required documents/forms.	Receive the required documents/forms.		1 hour	Ms. Lorna V. Avellana



Municipal Assessor's Office

External Services



Issuance of Certification Tax Declaration, Property Holdings or Non Improvement

The Tax Declaration serves as a period-covered record of a real property unit (Land, Building and Machinery) and as basis for payment of real property taxes.

Certified True Copies Certifications of Various Property Holdings or non-improvements and other certifications may be obtained from this office.

Office or Division:	MUNICIPAL ASSESSOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Real Property Owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly accomplished Request Form			Municipal Assessor's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	30.00 <i>(payment should be made at the Treasurer's Office)</i>	1-3 minutes	Mr. Ricky P. Sesgundo
2. Submit the required documents/forms.	Receive the required documents/forms. Issue the Order of payment		1 minute	Mr. Ricky P. Sesgundo
3. Pay the required fees at the Municipal Treasurer's Office Return to the Municipal Assessor's Office for the processing and release of the service.	Check the official receipt. Issue the Certification / Tax Declaration		25 minutes	Mr. Ricky P. Sesgundo Ms. Raquel L. Alberto



Verifying History of Real Property Tax Assessment

Real Property Owners & Authorized Representatives Require Verification & Examination of Superseded (Cancelled) Tax Declaration on file for New Titling Procedures, court Cases and other Legal Processes.

Office or Division:	MUNICIPAL ASSESSOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request Form		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	None	1-3 minutes	Mr. Ricky P. Sesgundo
2. Submit the required documents/forms.	Receive the required documents/forms.		30 minutes	Mr. Ricky P. Sesgundo



Verifying Property Location and Vicinity

This is for the persons with legal interest in a Real Property.

Office or Division:	MUNICIPAL ASSESSOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request Form		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	None	1-3 minutes	Mr. Arnel S. Paulite
2. Submit the required documents/forms.	Receive the required documents/forms.		30 minutes	Mr. Arnel S. Paulite



Securing Owner's Copy of Updated Tax Declaration

The Tax Declaration serves as a period-covered record of a real property unit (Land, Building and Machinery) and as basis for payment of real property taxes.

Office or Division:	MUNICIPAL ASSESSOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request Form		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	None	1-3 minutes	Mr. Arnel S. Paulite
2. Submit the required documents/forms.	Receive the required documents/forms.		30 minutes	Mr. Arnel S. Paulite



Cancelling, Revising or Correcting Assessment

The Assessment Records at the Municipal Assessor's Office serve as a basis for computing the Annual tax dues from the owners of Land and Buildings.

Office or Division:	MUNICIPAL ASSESSOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Request Form		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	None	1-3 minutes	Mr. Arnel S. Paulite
2. Submit the required documents/forms.	Receive the required documents/forms.		1 hour and 30 minutes	Mr. Arnel S. Paulite Ms. Raquel L. Alberto



Securing Assessment for New Building/Machinery

Assessment of newly declared property (building/machinery) to determine the value of Real Property.

Office or Division:	MUNICIPAL ASSESSOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Request Form		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	None	1-3 minutes	Mr. Arnel S. Paulite
2. Submit the required documents/forms.	Receive the required documents/forms.		1 hour and 30 minutes	Mr. Arnel S. Paulite Ms. Raquel L. Alberto



Municipal Engineering's Office

External Services



Issuance of Certificate of Occupancy

A certificate of Occupancy is required prior to occupancy of a building/land for business purposes.

Office or Division:	MUNICIPAL ENGINEERING'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Business Proprietors/Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Completion and Construction Logbook as built Plans and Specifications				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	Dependent on building cost <i>(payment should be made at the Treasurer's Office)</i>	1-3 minutes	Ms. Cynrel O. Belmonte
2. Submit the required documents/forms.	Receive the required documents/forms.		1-3 minutes	Ms. Cynrel O. Belmonte
3. Pay the required fees at the Municipal Treasurer's Office Return to the Municipal Engineering's Office for the processing and release of the service.	Check the official receipt. Issue the Building permit		15 minutes	Mr. Salvador R. Madrid, CE/Building Official



Issuance of Building Permit

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

Issuance of Certificate of Building Permit and Occupancy Permit

Office or Division:	MUNICIPAL ENGINEERING'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Individuals or organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Lot Plan				
Building's Plan				
Site Development Plan				
Bill of Materials and Cost Estimates				
Specifications				
Title of Property				
Construction Log book				
Construction Health and Safety Program				
DOLE Clearance (for industrial buildings)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	Dependent on building cost <i>(payment should be made at the Treasurer's Office)</i>	1-3 minutes	Ms. Cynrel O. Belmonte
2. Submit the required documents/forms.	Receive the required documents/forms.		1-3 minutes	Ms. Cynrel O. Belmonte
3. Pay the required fees at the Municipal Treasurer's Office Return to the Municipal Engineering's Office for the processing and release of the service.	Check the official receipt. Issue the Building permit		1 day	Mr. Salvador R. Madrid, CE/Building Official



Securing the Certificate of Building Permit and Occupancy Permit is in accordance to the National Building Code of the Philippines (PD 1096).

Office or Division:	MUNICIPAL ENGINEERING'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Individuals or organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished request form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	Dependent on building cost <i>(payment should be made at the Treasurer's Office)</i>	1-3 minutes	Ms. Cynrel O. Belmonte
2. Submit the required documents/forms.	Receive the required documents/forms.		1-3 minutes	Ms. Cynrel O. Belmonte
3. Pay the required fees at the Municipal Treasurer's Office Return to the Municipal Engineering's Office for the processing and release of the service.	Check the official receipt. Issue the Building permit		15 minutes	Mr. Salvador R. Madrid, CE/Building Official



Municipal Civil Registry Office

External Services



Processing and Issuance of Birth Certificate

The birth of the child, being a vital event, should be registered at the office of the Civil Registrar within a thirty (30) day reglementary period from the time of birth.

Office or Division:	MUNICIPAL CIVIL REGISTRY OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished request form 102		Municipal Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	30.00 (1 month to 1 year) 150.00 (1 year to 6 years)	1-3 minutes	Ms. Editha B. Rubio/Assistant Registration Officer
2. Submit the required documents/forms.	Receive the required documents/forms.	<i>(payment should be made at the Treasurer's Office)</i>	1-3 minutes	Ms. Editha B. Rubio/Assistant Registration Officer
3. Pay the required fees at the Municipal Treasurer's Office Return to the Municipal Registry Office for the processing and release of the service.	Check the official receipt. Issue the Birth Certificate		5-10 minutes	Mr. Rulen Sueno/Municipal Registrar



Processing and Issuance of Death Certificate

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

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

Office or Division:	MUNICIPAL CIVIL REGISTRY OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished request form 103		Municipal Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	150.00 (1 year- 5 years) 200.00 (7 years and above)	1-3 minutes	Ms. Editha B. Rubio/Assistant Registration Officer
2. Submit the required documents/forms.	Receive the required documents/forms.	<i>(payment should be made at the Treasurer's Office)</i>	1-3 minutes	Ms. Editha B. Rubio/Assistant Registration Officer
3. Pay the required fees at the Municipal Treasurer's Office Return to the Municipal Registry Office for the processing and release of the service.	Check the official receipt. Issue the Death Certificate		5-10 minutes	Mr. Rulen Sueno/Municipal Registrar

Processing and Issuance of Late Registration of Birth



The birth of the child, being a vital event, should be registered at the office of the Civil Registrar within a thirty (30) day reglementary period from the time of birth. However, if registration was not conducted on time, the Municipal Civil Registrar processes the late registration of birth.

Office or Division:	MUNICIPAL CIVIL REGISTRY OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished request form 102		Municipal Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	30.00 (1 year to less than 6 years) 150.00 (1	1-3 minutes	Ms. Editha B. Rubio/Assistant Registration Officer
2. Submit the required documents/forms.	Receive the required documents/forms.	year-5 yrs.) 200.00 (Five (5)	1-3 minutes	Ms. Editha B. Rubio/Assistant Registration Officer
3. Pay the required fees at the Municipal Treasurer's Office Return to the Municipal Registry Office for the processing and release of the service.	Check the official receipt. Issue the Late Registration Certificate	yrs. above) <i>(payment should be made at the Treasurer's Office)</i>	5-10 minutes	Mr. Rulen Sueno/Municipal Registrar



Processing and 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.

Office or Division:	MUNICIPAL CIVIL REGISTRY OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Municipal Form No. 90 and Form 2		Municipal Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	200.00 <i>(payment should be made at the Treasurer's Office)</i>	1-3 minutes	Ms. Editha B. Rubio/Assistant Registration Officer
2. Submit the required documents/forms.	Receive the required documents/forms.		1-3 minutes	Ms. Editha B. Rubio/Assistant Registration Officer
3. Pay the required fees at the Municipal Treasurer's Office Return to the Municipal Registry Office for the processing and release of the service.	Check the official receipt. Issue the Death Certificate		5-10 minutes	Mr. Rulen Sueno/Municipal Registrar



Processing and Issuance of Late Registration of Death

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.

Office or Division:	MUNICIPAL CIVIL REGISTRY OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Form 103		Municipal Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	30.00 (less than 1 year) 150.00 (1 yr. to 5 yrs.)	1-3 minutes	Ms. Editha B. Rubio/Assistant Registration Officer
2. Submit the required documents/forms.	Receive the required documents/forms.	200.00 (5 yrs. Above)	1-3 minutes	Ms. Editha B. Rubio/Assistant Registration Officer
3. Pay the required fees at the Municipal Treasurer's Office Return to the Municipal Registry Office for the processing and release of the service.	Check the official receipt. Issue the Death Certificate	<i>(payment should be made at the Treasurer's Office)</i>	5-10 minutes	Mr. Rulen Sueno/Municipal Registrar



Filing and Processing of Petition for Correction of Clerical Error/Change of Name under R.A.9048 and Petition for Correction of Birth and Sex/Gender under R.A.10172

Republic Act No. 9048 authorizes the city or municipal civil registrar or the consul general to correct a 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.

Republic Act No. 10172 authorizes the city/municipal civil registrar including the consul general, in accordance with the provisions of existing laws, to correct clerical or typographical errors in the day and month (date of birth) or sex of a person in the civil register of birth, without the need of judicial order.

Office or Division:	MUNICIPAL CIVIL REGISTRY OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished CCE CFN Form No. 1.1 (LCRO)		Municipal Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	Correction of Clerical Error (1,000.00)	1-3 minutes	Ms. Editha B. Rubio/Assistant Registration Officer
2. Submit the required documents/forms.	Receive the required documents/forms.	Correction of First Name (3,000.00)	1-3 minutes	Ms. Editha B. Rubio/Assistant Registration Officer
3. Pay the required fees at the Municipal Treasurer's Office Return to the Municipal Registry Office for the processing and release of the service.	Check the official receipt.	Correction of Date of Birth, Month, Gender and Publication of the same. (3,000.00) <i>(payment should be made at the Treasurer's Office)</i>	5-10 minutes	Mr. Rulen Sueno/Municipal Registrar



Municipal Health Office

External Services



Issuance of Certificate of Marriage Counselling

Certificate of Marriage Counselling is one of the requirements for processing of Certificate of Marriage license.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	None	1-3 minutes	
2. Submit the required documents/forms.	Receive the required documents/forms. Issue the Certificate of Marriage Counseling		1 hour and 30 minutes	Ms. Irene A. Odi Ms. Susana Visitacion R. Magno



Medical Consultation

Among the services of the Municipal Health Office is to diagnose and text illness and give appropriate medical services to any individual who need medical assistance.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished PMC Form		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook.	None	1-3 minutes	
2. Wait for the name to be called.	Medical consultation			Doctor assigned



Family Planning Counseling

The Municipal Health office provides Family Planning to promote proper child spacing and birth control.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Couples and women of reproductive age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Family Planning Assessment Form		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	None	1-3 minutes	
2. Submit the required documents/forms.	Receive the required documents/forms.		5-10 minutes	Nenita A. Cabrillas Irene A. Odi Bennese R. Lopez Pinky Rose O. Israel Ms. Susana Visitacion R. Magno



Issuance of Sanitary Permit

All Food/Non-Food business establishments are required to secure sanitary permit for safe/healthy measures and compliance pursuant to PD 856 – The Sanitation Code of the Philippines

Laboratory Examination (Urinalysis, Fecalysis, CBC and Platelet Count, Sputum AFB Test, Malarial Smear)

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Business Operators/Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Form		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	30.00 <i>(Payment should be made at the Treasurer's Office)</i>	1-3 minutes	
2. Submit the required documents/forms.	Receive the required documents/forms.		5-10 minutes	Nenita A. Cabrillas Irene A. Odi Bennese R. Lopez Pinky Rose O. Israel Ms. Susana Visitacion R. Magno
3. Pay the required fees at the Municipal Treasurer's Office Return to the Municipal Health Office for the processing and release of the service.	Check the official receipt.		5-10 minutes	Lorna C. Lacson

To improve the management of health conditions using various means of identifying the causes and nature of diseases and aid the physician in diagnosing/treatment of diseases.



Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request Form from attending Physician		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	None	1-3 minutes	Bienvenido G. Galan, Jr.
2. Submit the required documents/forms.	Receive the required documents/forms.		5-10 minutes	



Filing of Sanitary Complaint

All establishments and private entities violating sanitation code of the Philippines PD 856 could be filed with sanitary complaint. Sanitary complaint should be filed with complaint letter stating the name of the complained party/establishment, nature of complain and name of complainant.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Sanitary Complaint Form		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	None	1-3 minutes	
2. Submit the required documents/forms.	Receive the required documents/forms.		5-10 minutes	Lorna C. Lacson



Issuance of Medico Legal Certificate

A Medico Legal Certificate is generally required for any legal purposes.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form from PNP				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	30.00 <i>(Payment should be made at the Treasurer's Office)</i>	1-3 minutes	
2. Submit the required documents/forms.	Receive the required documents/forms.		1-3 minutes	
3. Pay the required fees at the Municipal Treasurer's Office Return to the Municipal Health Office for the processing and release of the service.	Check the official receipt.		3-5 minutes	



Issuance of Medical Certificate

A Medical Certificate is given as a requirement for local employment, school entrance, medical excuses and other related matters.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Request Form		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	30.00 <i>(Payment should be made at the Treasurer's Office)</i>	1-3 minutes	Doctor assigned
2. Submit the required documents/forms.	Receive the required documents/forms.		1-3 minutes	
3. Pay the required fees at the Municipal Treasurer's Office Return to the Municipal Health Office for the processing and release of the service.	Check the official receipt.		3-5 minutes	



Pre-Natal and Post Natal Check-Up

To achieve Low Maternal Mortality and Morbidity Rates and to fully carry out the implementation of a comprehensive MATERNAL CARE PROGRAM for Pregnant and lactating Women specifically to the Indigenous /marginalized Clients.

To achieve low maternal mortality and morbidity rates the Municipal Health Office of Siruma implements is comprehensive maternal care program for pregnant and lactating women. Clients are advised to submit themselves to monthly pre-natal check-up. They should submit themselves to post-natal care at least two to three times for six weeks upon delivery. During pre-natal check-up, ferrous sulfate plus folic acid supplement is given to pregnant at least 180 tablets for entire pregnancy. At least four pre-natal check-up before getting birth. Calcium carbonate for the second trimester. Vital sign monitoring and bmi (body mass index) is also conducted. Post-partum, home visit and giving iron supplements for three months and vitamin A. During home visit, midwives conducts family planning counselling and information dissemination on the importance of breastfeeding and its benefits for the baby and the mother.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Booklet ni Nanay			Municipal Health Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	None	1-3 minutes	
2. Submit the required documents/forms.	Receive the required documents/forms.		3-5 minutes	Nenita A. Cabrillas Irene A. Odi Bennese R. Lopez Pinky Rose O. Israel



Availment of Hypertensive and Anti-Diabetic Drugs

The Municipal Health Office provides a Hypertensive and anti-diabetic drug (free) for those in need.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Hypertensive and Diabetic patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Dispensary Logbook		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document		1-3 minutes	Doctor assigned
2. Submit the required documents/forms.	Receive the required documents/forms.		3-5 minutes	



Enrolment to National TB Program

To promote health in general by decreasing the number of TB patient in LGU-Siruma through DOTS.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	TB Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NTP Card		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document		1-3 minutes	Doctor assigned
2. Submit the required documents/forms.	Receive the required documents/forms.		3-5 minutes	



Availment of Services on Expanded Program Immunization

The Municipal Health office provides immunization to Infants from 0 – 12 months old. Upon reaching 1 year old, the baby must complete antigens to be called fully immunized child composed of BCG, HepaB, OPV, IPV, PCV, Pentavalent, and 2 doses of measles.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	0-12 months infants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NTP Card		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document		1-3 minutes	Nenita A. Cabrillas Irene A. Odi Bennese R. Lopez Pinky Rose O. Israel Susana Visitacion R. Magno
2. Submit the required documents/forms.	Receive the required documents/forms.		3-5 minutes	



Municipal Planning and Development Office External Services



Issuance of Zoning Certification

A Zoning Clearance/Certificate is required to ensure that the proposed structure and activity are allowed within the particular zone or location based on the Municipal Zoning Ordinance No. 1 Series of 2001.

Office or Division:	MUNICIPAL PLANNING AND DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Individuals or organizations proposing the construction of buildings and other structures.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Site Development Plan				
Vicinity Map				
Proof of Ownership				
Tax Declaration / COT / OCT		Municipal Assessor's Office		
Land Tax Receipt (current year)				
Sketch Plan of the House/Location				
Barangay Building Clearance				
Bill of Materials				
Cedula (photocopy)		Municipal Treasurer's Office		
Barangay Clearance				
DPWH Clearance				
Certificate of Fire Safety		Bureau of Fire		
Occupancy Permit		Municipal Engineering's Office		
ECC (if applicable)		DENR-EMB		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook.	50.00 <i>(Payment should be made at the Treasurer's Office)</i>	1-3 minutes	Ms. Rhea P. Desacada
2. Submit the required documents/ forms.	Receive the required documents/forms.		3-5 minutes	Ms. Rhea P. Desacada
3. Pay the required fees at the Municipal Treasurer's Office Return to MPDO for processing and release.	Check the official receipt. Issue the Zoning Certification		10 Minutes	Mr. Lyndon S. Azaña



Municipal Social Welfare and Development Office

External Services



Issuance of Certificate for Pre-Marriage Counseling

Is issued to couples who undergo pre-marriage counselling (PMC) to about-to-be married couples applying license to marry who have completed the prescribed pre-marriage counselling session/s. it will reflect the names of the couple, counselees, date the license where conducted, date of license issued and the accreditation number of the counselor.

Office or Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Unmarried couples			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Conduct the counseling	None	1-3 minutes 1 hour and 30 minutes (every Tuesday)	Ms. April Joy B. Baltazar Ms. Nancy D. Quiros



Availment of Aid to Individual in Crisis Situation (AICS) e.g. Burial, Balik Probinsya, Medical, Food Assistance, Victims of Child Abuse and Exploitation, for PWD, Solo Parent, Women.

The client should present a certificate of indigency from the barangay and certification from a doctor stating his/her condition. Ask assistance from MSWD office for certificate of eligibility to avail such service.

Office or Division:	MUNICIPAL SOCIAL AND WELFARE DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Eligibility		Office of the Punong Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook.	None	1-3 minutes	Ms. April Joy B. Baltazar
2. Submit the required documents/forms.	Receive the required documents/forms. Issue the requested assistance		1 minute	Ms. Maria Cristina Q. Hababag
			3-5 minutes	Ms. Nancy D. Quiros



Issuance of Case Study Report

Is provided to referring court to include counselor's interventions and recommendations base on his/her assessment on the client's situation.

Office or Division:	MUNICIPAL MAYOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook.	None	1-3 minutes	Ms. April Joy B. Baltazar
	Issue the report		5-10 minutes	Ms. Nancy D. Quiros



Issuance of Certificate of Indigency and Referral

Certificate of Indigency is issued to indigent residents of Siruma who wants to avail assistance such as educational, medical, financial, and burial.

Office or Division:	MUNICIPAL SOCIAL AND WEFARE AND DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Bonafide indigent residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished application form		MSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	None	1-3 minutes	Ms. April Joy B. Baltazar
2. Submit the required documents/forms.	Receive the required documents/forms.		3-5 minutes	Ms. Nancy D. Quiros



Monthly Supervision Dialogue with Child Development Worker (individual)

Is conducted during monthly meeting of DCW, held every first Wednesday of the month. They are advised to submit reports regarding their day care class and the implementation of supplemental feeding program and other health services provided by the government.

Office or Division:	MUNICIPAL SOCIAL AND WEFARE AND DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Child Development Worker			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook.	None	1-3 minutes	Ms. April Joy B. Baltazar
	Conduct dialogue		15 minutes	Ms. Nancy D. Quiros



Monthly Supervision Dialogue with Child Development Worker

Is conducted during monthly meeting of DCW, held every first Wednesday of the month. They are advised to submit reports regarding their day care class and the implementation of supplemental feeding program and other health services provided by the government.

Office or Division:	MUNICIPAL SOCIAL AND WEFARE AND DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Child Development Worker			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook.	None	1-3 minutes	Ms. April Joy B. Baltazar
	Conduct dialogue		1 hour	Ms. Nancy D. Quiros Ms. Maria Cristina Q. Hababag



Issuance of ID's and Booklet for Senior Citizen, PWD and Solo Parent

To avail of the benefits and privileges under RA No. 9442 such as free medical/ dental diagnostic & laboratories in all government facilities, 20% discounts in purchase of medicines, in hotels, restaurants, recreation centers, theaters, cinema houses and concert halls, and in fare for domestic air, sea travel and public and transportation.

Solo parent shall be issued upon approval by any local government unit as recommended by the Social Worker of the Municipality.

Office or Division:	MUNICIPAL SOCIAL AND WEFARE AND DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Senior Citizen, PWD, Solo Parent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished eligibility form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook.	None	1-3 minutes	Ms. April Joy B. Baltazar
2. Submit the required documents/forms.	Receive the required documents/forms. Issue the ID		3-5 minutes	Ms. Maria Cristina Q. Hababag



Conduct Social Pension for Indigent Senior Citizen

Granting social pension to the elderlies of the Philippines at least 60 years old. Indigent senior citizen refers to any elderly who is frail, sickly or with disability and without pension or permanent source of income, compensation or financial assistance from his/her relatives to support his/her basic needs as determined by the DSWD in consultation with the National Coordinating and Monitoring Board

Office or Division:	MUNICIPAL SOCIAL AND WEFARE AND DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Indigent Senior Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate		Phil. Statistics Authority/Local Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook.	None	3 minutes	MSWDO Personnel and SC Focal Person



Assistance to Victim of Disaster/Calamity

Granting assistance to Victim of Disaster / Calamity is given to affected residents during/after a disaster/calamity provided that they have a Certification from the Punong Barangay to justify their claims.

Office or Division:	MUNICIPAL SOCIAL AND WEFARE AND DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification from the Punong Barangay		Office of the Punong Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook.	None	1-3 minutes	Ms. April Joy B. Baltazar
2. Submit the required documents/forms.	Receive the required documents/forms. Issue the assistance		3-5 minutes	Ms. Maria Cristina Q. Hababag Ms. Nancy D. Quiros



Municipal Treasurer's Office



Processing and Issuance of Certificate of Realty Tax

Real properties such as land, buildings and machineries are assessed by the Municipal Assessor's Office and Real Property Taxes are due every year based on the assessment level and fair market value of the real property.

Office or Division:	MUNICIPAL TREASURER'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Certificate				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Provide the required document	30.00 / sheet	1-3 minutes	Ms. Aireen M. Qijano Mr. Dante M. Mapusao Mr. Rommel C. Aguilar Mr. Armando N. Gonzales Ms. Eden R. Pelonio
2. Submit the required documents/forms.	Receive the required documents/forms. Issue the order of payment.		1 minute	
3. Pay the required fees.	Issue the Certificate		20 Minutes	



Issuance of Community Tax Certificate

A Community Tax Certificate (CTC) is a proof that an individual is a resident of the town and that he/she 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 town must also secure a CTC.

Office or Division:	MUNICIPAL TREASURER'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Previous CTC (if available)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook.	Dependent on tax payer's status of livelihood	1-3 minutes	Ms. Aireen M. Qijano Mr. Dante M. Mapusao Mr. Rommel C. Aguilar Mr. Armando N. Gonzales Ms. Eden R. Pelonio
2. Submit the required documents/forms.	Receive the required documents/forms. Issue the order of payment.		1 minute	
3. Pay the required fees.	Issue the Community Tax Certificate		3 Minutes	



Processing and Acknowledgement of Payment for Business Tax, Fees and Charges

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

Office or Division:	MUNICIPAL TREASURER'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Business Establishments owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook.	Dependent on tax payer's status of livelihood	1-3 minutes	Ms. Aireen M. Qijano Mr. Dante M. Mapusao
2. Pay the required fees.	Issue the requested documents		20 Minutes	Mr. Rommel C. Aguilar Mr. Armando N. Gonzales Ms. Eden R. Pelonio



Collection of Real Property Tax

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

Office or Division:	MUNICIPAL TREASURER'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Previous Realty Tax Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook.	Dependent on tax payer's status of livelihood	1-3 minutes	Ms. Aireen M. Qijano Mr. Dante M. Mapusao Mr. Rommel C. Aguilar Mr. Armando N. Gonzales Ms. Eden R. Pelonio
2. Submit the required documents/forms.	Receive the required documents/forms. Issue the order of payment.		1 minute	
3. Pay the required fees.	Issue the requested documents		20 Minutes	



Registration of Large Cattle

Registration of Large cattle is conducted to monitor the number of large cattle in the area and to determine its owner/s for its safety.

Office or Division:	MUNICIPAL TREASURER'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Large cattle owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Ownership				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook.	170.00 /head 10.00 / transfer certificate	1-3 minutes	Ms. Aireen M. Qijano Mr. Dante M. Mapusao Mr. Rommel C. Aguilar Mr. Armando N. Gonzales Ms. Eden R. Pelonio
2. Submit the required documents/forms.	Receive the required documents/forms. Issue the order of payment.		1 minute	
3. Pay the required fees.	Issue the requested documents		15 Minutes	



Registration of Business

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

Office or Division:	MUNICIPAL TREASURER'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook.	Dependent on tax payer's status of livelihood	1-3 minutes	Ms. Aireen M. Qijano Mr. Dante M. Mapusao Mr. Rommel C. Aguilar Mr. Armando N. Gonzales Ms. Eden R. Pelonio
2. Submit the required documents/forms.	Receive the required documents/forms. Issue the order of payment.		1 minute	
3. Pay the required fees.	Issue the requested documents		30 Minutes	



**Office of the Sangguniang Bayan
External Services**



Issuance of Resolution Approving Barangay Ordinances

Barangay Ordinances are being forwarded to the Sangguniang Bayan for approval. Sangguniang Bayan shall issue a resolution approving barangay ordinances.

Office or Division:	OFFICE OF THE SANGGUNIANG BAYAN			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Barangay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Ordinances		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook Issue the Resolution	None	7 days after approved	Mr. Edmar L. Nebraja



Issuance of Resolution Approving Municipal Budgets

Municipal Budgets duly approved by the Municipal Development Council is forwarded to the Sangguniang Bayan for adoption and/or approval.

Office or Division:	OFFICE OF THE SANGGUNIANG BAYAN			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook Issue the Resolution	None	7 days enactment	Mr. Edmar L. Nebraja



Issuance of Resolution Approving Barangay Budgets

Barangay Budgets are being forwarded to the Sangguniang Bayan for approval. Sangguniang Bayan shall issue a resolution approving barangay budget.

Office or Division:	OFFICE OF THE SANGGUNIANG BAYAN			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Barangay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Brgy. Budget of the concerned barangay.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook Issue the Resolution		7 days after approval	Mr. Edmar L. Nebreja



Issue certified or uncertified copies of Sanggunian Documents, Certifications

Certified or Uncertified copies of Sanggunian Documents or Certifications may be acquired through a request letter stating the type of document/certification and the purpose of the request.

Office or Division:	OFFICE OF THE SANGGUNIANG BAYAN			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Individuals or Organizations with legal purposes			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Office of the Secretary to the Sangguniang Bayan.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook.	10.00/ page <i>(Payment should be made at the Treasurer's Office)</i>	1-3 minutes	Mr. Edmar L. Nebraja
2. Submit the required documents/forms.	Receive the required documents/forms.		1 minute	
2 Pay the required fees at the Municipal Treasurer's Office Return to the Municipal Agriculture's Office for the processing and release of the service.	Check the official receipt. Issue the requested documents		15-30 Minutes	



Render/Issue Transcription of Records of Sessions

Transcript of Records of Sessions may be acquired through a request letter stating the purpose of the request.

Office or Division:	OFFICE OF THE SANGGUNIANG BAYAN			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Individuals or organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Office of the Secretary to the Sangguniang Bayan.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Issue the Transcript of Records	None	10 minutes /page	Mr. Edmar L. Nebraja



Issue Certificate of Registration

Certificate of Registration is given to Non-government organizations and People's organizations that applied for registration of their organization.

Office or Division:	OFFICE OF THE SANGGUNIANG BAYAN			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Non-Government Organizations and People's Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
As provided for in the CSO Handbook.		Office of the MPDC/DILG		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook.	10.00 <i>(Payment should be made at the Treasurer's Office)</i>	1-4 minutes	Mr. Edmar L. Nebraja
2. Pay the required fees at the Municipal Treasurer's Office Return to the Municipal Agriculture's Office for the processing and release of the service.	Check the official receipt. Issue the Certificate of Accreditation		7 days	



Issuance of Certificate as to Land Reclassification

Land Re-classification Certificate is issued upon request of concerned individual/organization.

Office or Division:	OFFICE OF THE SANGGUNIANG BAYAN			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Land Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client signing in the logbook. Issue the Certificate	None	21 days	Mr. Edmar L. Nebreja



Assist Clients by orienting them as to the Flow of Transactions in the Sangguniang Bayan when seeking relief in aid of Legislation

This is conducted by request.

Office or Division:	OFFICE OF THE SANGGUNIANG BAYAN			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter.		Office of the Secretary to the Sangguniang Bayan.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	Assist the client.	None	15 minutes	Mr. Edmar L. Nebreja



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Answer the client feedback form and drop it at the designated drop box at the lobby beside the Public Assistance and Complaint Desk (PACD).</p> <p>Contact info: 09218894720 or send through email: lazana@yahoo.com.ph</p>
How feedbacks are processed?	<p>Every Monday of the succeeding week the PACD office/Officer of the Day opens the drop box and compiles all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact this mobile number: 0921-889-4720 or 0939-948-2803.</p>
How to file a complaint?	<p>Answer the Complaint Form and drop it at the designated drop box at the lobby beside the Public Assistance and Complaint Desk (PACD).</p> <p>Complaints can also be filed via e-mail and call or text. Make sure to provide the following information:</p> <ul style="list-style-type: none"> -Name of person being complained -Incident -Evidence <p>For inquiries and follow-ups, clients may contact through e-mail: lazana80@yahoo.com.ph or they may call or text the following numbers: 0921-889-4720 and 0939-948-2803.</p>
How complaints are processed?	<p>The PACD Officer or the Officer of the Day opens the complaint drop box on a daily basis to evaluate each complaint.</p> <p>Upon evaluation, the PACD Officer or the Officer of the Day shall forward the</p>



	<p>complaint to the Office of the Mayor – Human Resource Management Office for Investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Human Resource Management Officer will create report after the investigation and shall submit to the Head of Agency for appropriate action.</p> <p>The PACD Officer or the Officer of the Day will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact through email: lazana80@yahoo.com.ph or they may call or text the following numbers: 0921-889-4720 and 0939-948-2803</p>
Contact Information of CCB, PCC, ARTA	SMS: 0908-8816565 E-mail: email@contactcenterngbayan.gov.ph CALL: 1-6565 WEBSITE: www.contactcenterngbayan.gov.ph



Office	Address	Contact Information
OFFICE OF THE MAYOR Hon. CARINA RAMOS-POLINGA	LGU-Siruma, Poblacion, Siruma, Camarines Sur	0939-948-2803
OFFICE OF THE VICE MAYOR Hon. NONITO M. VIER	LGU-Siruma, Poblacion, Siruma, Camarines Sur	
MUNICIPAL AGRICULTURE OFFICE Ms. LORNA V. AVELLANA- Municipal Agriculturist	LGU-Siruma, Poblacion, Siruma, Camarines Sur	0950-202-4674
MUNICIPAL ASSESSOR'S OFFICE Ms. RAQUEL L. ALBERTO- Municipal Assessor	LGU-Siruma, Poblacion, Siruma, Camarines Sur	0917-869-5115
MUNICIPAL ENGINEERING'S OFFICE Engr. SALVADOR R. MADRID- Municipal Engineer	LGU-Siruma, Poblacion, Siruma, Camarines Sur	0939-920-0121
MUNICIPAL CIVIL REGISTRY OFFICE Mr. RULEN B. SUENO- Municipal Civil Registrar	LGU-Siruma, Poblacion, Siruma, Camarines Sur	0920-884-9868
MUNICIPAL HEALTH OFFICE Ms. SUSANA VISITACION R. MAGNO- Nurse II/OIC-MHO	LGU-Siruma, Poblacion, Siruma, Camarines Sur	0908-891-5635
MUNICIPAL PLANNING AND DEVELOPMENT OFFICE Mr. LYNDON S. AZAÑA- HRMO I/OIC-MPDO	LGU-Siruma, Poblacion, Siruma, Camarines Sur	0921-889-4720
MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE Ms. NANCY D. QUIROS- MSWD Officer	LGU-Siruma, Poblacion, Siruma, Camarines Sur	0939-767-5168
MUNICIPAL TREASURER'S OFFICE Ms. DOROTHY T. FELICITAS- Municipal Treasurer	LGU-Siruma, Poblacion, Siruma, Camarines Sur	0946-759-1851
LOCAL DRRM OFFICE Ms. CYRIL L. BARBOSA- Local DRRM Officer II	LGU-Siruma, Poblacion, Siruma, Camarines Sur	
OFFICE OF THE SANGGUNIAN BAYAN Mr. EDMAR DL. NEBREJA- Secretary to the Sangguniang Bayan	LGU-Siruma, Poblacion, Siruma, Camarines Sur	0998-576-9315

