



**MUNICIPAL GOVERNMENT OF
CONCEPCION, TARLAC**

**CITIZEN'S CHARTER
2026
1st Edition**



MESSAGE

Greetings in the name of public service!

I humbly present the CITIZEN'S CHARTER OF 2022 of the Municipal Government of Concepcion, Tarlac which is primarily aimed to define our commitment as public servants for the benefit of the people, and lay down our tasks towards the provision of front line services in an efficient, expeditious and responsive manner.

This Charter is a product of re-engineered procedures for business and non-business related services in order to respond to the flexible demands of the public through the years, and as brought by global parameters of economic, technological, and social changes. Its conceptualization was flamed by the compassion and innovation of our front line service providers, along with their constant study for reforms and efficiency and constructive acknowledgement of feedbacks/inputs from the public.

I congratulate and thank the Committee tasked in the preparation of the CITIZEN'S CHARTER of 2022 of the Municipal Government of Concepcion, Tarlac, headed by our Human Resource and Development Officer, Ms. Flora C. Perez, for this documentary legacy that will put us at the core of a formidable institution in the delivery of public services. As servants of the people, let us all remind ourselves to put into action the tenets of the CITIZEN'S CHARTER of 2022, and continue to undertake the fundamental commitment enshrined in our oath to serve.

Allow me then to share the following quotes to be our constant reminders so we could continue to be the stalwarts of honesty, efficiency and compassion:

"Public office is a public trust, the authority and opportunities of which must be used as absolutely as the public moneys for the public benefit, and not for the purposes of any individual or party." - Dorman Bridgeman Eaton

"Public officers are the servants and agents of the people, to execute the laws which the people have made." - Grover Cleveland

"Whenever the people are well-informed, they can be trusted with their own government." - Thomas Jefferson

Mabuhay ang Pilipinong lingkod bayan!

NOEL L. VILLANUEVA
Municipal Mayor



MESSAGE

Our commitment to public service is a public thrust. This Citizen's Charter is our covenant with you, the people of Concepcion, Tarlac to ensure that our services are transparent, efficient and free from unnecessary red tape.

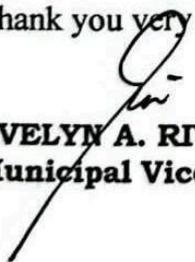
In a time when transparency and accountability are rightfully expected by our citizens, it is essential that government processes are simple, accessible, and easy to understand. The Citizens' Charter serves as a guide not only for our government personnel but also for the public, informing them of their rights, the steps they need to follow, and the services they can expect from us.

As your Municipal Vice Mayor, I assure you of our continued support in strengthening public trust and improving the delivery of services in our municipality. This Charter stands as a testament to our shared goal of building a more responsive, transparent, and people-centered local government.

I call on all government employees, barangay officials, and our fellow citizens to actively support and uphold the provisions of this Citizens' Charter. Let us work together to ensure that every service we provide is delivered with integrity, efficiency, and compassion.

In the end, the true measure of our success lies in the trust and satisfaction of the people we serve.

Thank you very much.


EVELYN A. RIVERA
Municipal Vice Mayor



BRIEF PROFILE OF THE MUNICIPALITY OF CONCEPCION

1 PHYSICAL CHARACTERISTICS

The Municipality of Concepcion (referred likewise as town) is in the southernmost tip of the Province of Tarlac located between latitudes 15 15' and 15 and 25' and between longitudes 120 35' and 120 47'. It is bounded on the south by the Province of Pampanga; on the east by the Province of Nueva Ecija; on the northeast by the Municipality of Lapaz, Tarlac; on the northwest by San Miguel, Tarlac; on the west by Capas, Tarlac, and on the southwest by Bamban, Tarlac. It has a total land area of 245.7 sq. km. or 24,570 hectares or equivalent to approximately 8.047% of the entire land area of the Province of Tarlac which is 305,345 hectares, and is situated in a relatively flat terrain typifying the famous central plains of Luzon with a slope of 0-8% that is level to undulating. Its terrain is flat, typical of the provinces comprising the Central Plain of Luzon. The climate of the area is part of the whole climate condition of Nueva Ecija-Pampanga-Tarlac Grid.

The prevailing climatic conditions in the town are categorized into two (2) types: rainy or wet season and dry season. The rainy or wet season occurs between the months of June and October, with monthly average rainfall of 10.7 inches. The temperature remains steady between 26 - 29 degrees centigrade. The dry season starts in November and ends in May. The hottest part of the year is during the months of March, April and May which is marked by temperature that shoots up to 29 - 36 degrees centigrade.

The town lies in the Chico River Basin, which is part of the greater and bigger Pampanga River System. It is drained mainly by two (2) big rivers coursing through its territories, the Parua River and the Lucung River (tributaries of the Chico River). The Chico River which can be found in the eastern portion of the town serves as the boundary line between the Municipality of Concepcion, Tarlac and the Province of Nueva Ecija. The Parua and Lucung Rivers contribute greatly to the agricultural development of the Municipality.

The soil of the Municipality is divided into several physio-graphic groups namely:

- Luisita Sandy Loam
- Luisita Fine Sand
- Luisita Fine Sandy Loam
- Angeles Sandy Loam
- Angeles Coarse Loam
- Angeles Fine Loam
- Angeles Sand.

2 DEMOGRAPHY

The population of Concepcion increased from 91,897 to 103,146 in 1985; to 118,985 (MPDO survey) and 114, 907 (NSO source) in 1990. This showed an increase of more than 11,000 persons during the five-year period. However, the populace of Concepcion was affected by the eruption of Mt. Pinatubo in 1991 wherein its residents were forced to leave their respective homes and resettle in the adjacent town. Thus, in 1995, registered population is only 101, 243, a decrease of 1, 903 from that of the 1990 population.



The Municipality is composed of forty-five (45) barangays, seven (7) of which are in the urban areas and thirty-eight (38) in the rural areas. Barangays in the urban areas include Green Village, San Jose, Minane, Sta. Rita, Alfonso, Santiago and San Nicolas Poblacion. Among the forty-five barangays, San Jose is registered to have the greatest number of populations. The 1995 census showed that a larger portion of the total population of the town lived in the rural areas, that is, 87, 866 individuals or 86.79% thereof. On the other hand, urban population was summed at 13, 377 or 13.21% of the total population.

With a total population of 115, 171 in 2006 and a total land area of 24, 570 hectares, gross density of the Municipality (assuming equal distribution) is 4.12 persons per hectare, which reveals a low-density classification for the Municipality.

Of the Municipality's total population of 115, 171 in 2006, about 39.01% thereof accounts for the 0-14 years of age bracket, while 15 - 85 years of age and over account for 60.99% thereof or a total of 61,749. This showed that the working group outnumbered the youth which typifies that of a developing municipality.

Pampango (Kapampangan) is the major language spoken by 97.45% of the town's total households. About 1.53% and 1.02% thereof use Tagalog and other dialects, respectively.

The 1980 NCSO data showed that out of the private households' population of 56,290 consisting of 10 years old and over, there is a total of 45, 726 who are literate or about 81.23% thereof, and the remaining 8,564 are illiterate. Out of the 45, 726 literates, 23, 191 are males and 22, 535 are females. Of the 8, 564 illiterate persons, 4, 132 are males and 4,432 are females. For the past 35 years, from 1980 to 2015, the number of households in the Municipality grew to about 22,000 families as presented in the 2015 NSO census, and decreased subsequently for about 1,143 households in the 2017 CBMS survey, pegged at 32,156 families.

The rapid growth in population of the Municipality was continuously shown over the years. In 2015, the NSO conducted a survey which revealed a massive increase in population at 154,188; then, to 129,624 in 2017 as determined by the CBMS survey; and to 169,953 through the 2020 PSA census, as the most recent statistics for the number of inhabitants. This showed an increase in population of about 15,000 from 2015 to 2020. Out of the 169,953 latest population of Concepcion, 66,263 were males (CBMS 2017) and 63,361 were female (CBMS 2017).

3 ECONOMIC SITUATION

Concepcion is a first-class municipality which is basically an agricultural area. Being located in the heart of the central plains of Luzon, the main occupation is farming with 72.86% of the town's total land area devoted to agriculture or agricultural-related activities.

The main crop is rice, followed by sugarcane and corn.

The southwestern towns, namely, Barangays Dungan, Magao, San Francisco, and San Vicente, which had been destroyed by lahar, have now substituted fishing as their main source of livelihood.



AND THEIR GENERAL FUNCTIONS

MUNICIPAL MAYOR'S OFFICE

The Office, headed by the Municipal Mayor, exercises general supervision and control over all programs, projects, services and activities of the Municipal Government. It enforces all laws and ordinances relative to the governance of the Municipality, and ensures the delivery of basic services and provisions of adequate facilities to the public.

MUNICIPAL VICE MAYOR'S OFFICE

The Office, headed by the Municipal Vice Mayor, in the exercise of its administrative function directs and supports the activities of the Sangguniang Bayan's legislative measures pertinent to the smooth operation of the Municipal Government and the interest of public service. It is also the approving authority on all expenditures appropriated for the Sangguniang Bayan and its Office, and the appointment of all officials and employees thereof, as provided in the Local Government Code.

The Municipal Vice Mayor shall exercise the powers and perform the duties and functions of the Municipal Mayor in cases of temporary vacancy as provided for under the law.

SANGGUNIANG BAYAN

The Sangguniang Bayan is the legislative body of the Municipal Government. It approves ordinances and passes resolutions necessary for efficient and effective governance, generates and maximizes the use of resources and revenues for the development plans, program objectives and priorities of the municipality, grants franchises, enacts ordinances authorizing the issuance of permits or licenses, or enacts ordinances levying taxes, fees and charges upon such conditions and for such purposes intended to promote the general welfare of the inhabitants of the municipality, regulates activities relative to the use of land, buildings and structures within the municipality in order to promote the general welfare, approves ordinances which shall ensure the efficient and effective delivery of the basic services and facilities, and exercises such other powers and perform such other duties and functions as may be prescribed by law or ordinance.

The Sangguniang Bayan, during the conduct of its deliberations and hearings for legislative matters, is presided by the Municipal Vice-Mayor.

MUNICIPAL TREASURY OFFICE

The Office, headed by the Municipal Treasurer, is responsible for the custody, proper management and disbursement of funds, implementation of tax ordinances, and updating of the tax information system of the Municipality. It also advises the municipal officials and other concerned policy makers regarding the disposition of local government funds, and on such other matters relative to local finance.

MUNICIPAL PLANNING AND DEVELOPMENT OFFICE



The Office, headed by a Municipal Planning and Development Coordinator, is responsible for the formulation, integration, and coordination of economic, social and physical development plans and studies from different sectors, and the monitoring and evaluation of programs and projects in accordance with the approved local development plan. It also analyzes income and expenditure patterns, formulates and recommends fiscal plans and policies for consideration of the Local Finance Committee. Further, it reviews and recommends approval of architectural plans and designs submitted by government and non-government entities or individuals to the Sangguniang Bayan.

MUNICIPAL ENGINEERING OFFICE

The Office, headed by a Municipal Engineer, plans and executes the Municipal Government's infrastructure programs. It is responsible for the administration of construction, repair and maintenance and inventory of roads, bridges, public buildings and other government facilities. It conducts survey of works and prepares project specifications, cost estimates and program of works for the proposed infrastructure projects. The Municipal Engineer, as well as his/her team, are mandated to enforce the provisions of the National Building Code of the Philippines and its implementing rules and regulations.

MUNICIPAL ASSESSOR'S OFFICE

The Office, headed by the Municipal Assessor, ensures that all laws and policies governing the appraisal and assessment of real properties for taxation are properly executed. It takes charge of establishing a real property tax assessment system, and installing a system of tax mapping through the conduct of regular physical surveys for a real property identification and accounting and appraisal system.

MUNICIPAL ACCOUNTING OFFICE

The Office, headed by the Municipal Accountant, takes charge of both the accounting and internal audit services of the Municipal Government. It certifies to the availability of budgetary allotment to which expenditures and obligations may be properly charged, prepares financial statements and other documents necessary in the accounting and analysis of the Municipal Government's assets and obligations, and appraises the Municipal Mayor and Sangguniang Bayan on the financial condition and operations of the Municipal Government.

MUNICIPAL BUDGET OFFICE

The Office, headed by the Municipal Budget Officer, is responsible for the preparation and control of the Annual Executive Budget, Special Education Fund and Supplemental Budget. It prepares forms, orders and circulars embodying instructions on budgetary and appropriation matters, and assists the Municipal Mayor and Sangguniang Bayan in the preparation of the budget and review of the approved budget. The Municipal Budget Officer coordinates with the Treasurer, Accountant, Planning and Development Coordinator, and other municipal officers for the purpose of budgeting which is necessary for proposed appropriations.

MUNICIPAL HUMAN RESOURCE MANAGEMENT OFFICE



The Office, headed by the Municipal Human Resource Management Officer, develops and manages the Municipal Government's system of human resources from recruitment, selection, placement, appointment, development, evaluation, promotion, and retirement. It assists the Municipal Mayor in the formulation, implementation and monitoring of administrative policies, systems and procedures, governing conduct and discipline of government employees, in accordance with existing laws and rules. It develops and maintains an efficient human resource management information system, and issues updates on prescribed administrative circulars, issuances, policies and other pertinent laws, and rules and regulations affecting the Municipal Government's personnel.

MUNICIPAL CIVIL REGISTRY OFFICE

The Office, headed by the Municipal Civil Registrar, is responsible over the civil registration program of the Municipality. It must ensure that the Local Registration Program complies with the Civil Registry Law, the Family Code of the Philippines, Civil Code of the Philippines, and other pertinent laws, rules and regulations. It is tasked to process applications for marriage licenses, birth and death registration within its jurisdiction, and petitions for administrative corrections or actions relating to entries in the Certificates of Live Birth, Death or Marriage. It coordinates with, and assists the Philippine Statistics Office in the preparation of demographic and other statistics for the Municipality.

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

The Office, headed by the Municipal Social Welfare and Development Officer, oversees the Municipal Government's poverty alleviation programs, and devises projects and programs to assist the disadvantaged, disabled, elderly and other marginalized individuals and groups. It is responsible for actions aimed at developing and protecting children up to six (6) years of age, and gender and development. It is also tasked to provide relief and assistance during, and in the aftermath of, disasters and calamities.

MUNICIPAL HEALTH OFFICE

The Office, headed by the Municipal Health Officer, develops and manages a local health service program. It executes and enforces all laws, ordinances and regulations on public health. It is responsible for installing, maintaining, monitoring and implementing inspection standards, consistent with the provisions of the Sanitation Code, for all establishments under its jurisdiction.

MUNICIPAL AGRICULTURE OFFICE

The Office, headed by the Municipal Agriculture Officer, ensures a coordinated agriculture, fisheries and veterinary system of plans and programs, and implements approved projects. It is responsible for installing a quick and organized platform that provides clientele with assistance and access to local resources, and to enterprises engaged in the production, processing and marketing of agriculture, aquaculture and animal products for economic development and sustainability.

MUNICIPAL GENERAL SERVICES OFFICE



The Office, headed by the Municipal General Services Officer, oversees and maintains the system for managing physical resources, facilities, properties and supplies in the Municipal Government. It takes custody and accountability of all properties; real or personal, owned by the Municipal Government and those granted to it in the form of donation, reparation, assistance and counterpart, and joint projects. It institutes transparent mechanisms on acquiring, mobilizing, utilizing, preserving, protecting or disposing of the Municipal Government's physical resources and properties. It also performs archival and records management of relevant or pertinent records from different Municipal offices and departments.

MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

The Office, headed by the Municipal Disaster Risk Reduction and Management Officer, develops, designs and coordinates disaster risk reduction and management programs and activities, consistent with the National Disaster Risk Reduction and Management's standard and guidelines. It shall be responsible for setting the direction, development, implementation and coordination of disaster risk reduction and management agenda of the Municipal Government to ensure the safety and protection of the public during calamities, floods, and other related situations.

MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE

The Office, headed by the Municipal Environment and Natural Resources Officer, ensures an environmentally friendly/ecologically sound community, through maintenance of cleanliness and sanitation, regulation of natural wealth and resources, implementation of reforestation activities, and material management and recovery of waste materials. It promotes development plans and strategies for environmental programs and projects, in accordance with the National Government's guidelines and programs.

PUBLIC EMPLOYMENT SERVICE OFFICE

The Office, headed by the Public Employment Service Officer, provides a venue for people to explore simultaneous and various employment options and opportunities, serves as referral and information center for Department of Labor and Employment programs and other government agencies, and provides clients with adequate information on employment and labor in the local area, as well as networks with other PESOs within the region for employment or job exchange purposes.



INTRODUCTION

ANTI-RED TAPE ACT OF 2007 (R.A. 9485)

Republic Act 9485: “An Act to Improve Efficiency in The Delivery of Government Service to The Public by Reducing Bureaucratic Red Tape Preventing Graft and Corruption, and Providing Penalties Therefore. “

The Act was passed in accordance with the constitutional mandate expressed in Article II, Section 27 of the 1987 Constitution, to wit, “*the State shall maintain honesty and integrity in the public service and shall take positive and effective measures against graft & corruption*”, and in response to the urgent need to establish an effective system that would eliminate bureaucratic red tape, avert graft & corrupt practices, and improve efficiency in delivering government front line services.”.

The Act shall apply to all government offices & agencies, including local government units and government-owned and controlled corporations, with or without original charter, that provide front line services, in order to promote transparency in the manner of transacting with the public, and adopt simplified procedures to reduce red tape and expedite transactions in the government. It further requires that the service standards to be observed in every government transaction be made known to the clients/public.

The creation of a Citizen’s Charter is one way of making known to the client the service standard of the agency. The Citizen’s Charter is the official document which embodies the information as to the services provided by the concerned government agency and the standards set to render them effectively to the public. It describes the step-by-step procedure for availing a particular service and the guaranteed performance level expected for such service. At most, it is an expression of commitment that a public office is a public trust, and every government employee, in the performance of his/her assigned duty/function, is armed with integrity, skill and competence.



MISSION

Our mission is to become a progressive and investment-friendly community, with intensive agricultural and industrial programs through the implementation of a well-defined sustainable development plan and an efficient, trustworthy, responsible, competent, dedicated and accountable public servants who encourage active participation and cooperation from the people.

VISION

The center of excellence in public service with God-centered, resilient and globally competitive community for sustainable economic development in a business-friendly and ecologically-balanced environment led by goal-oriented and dedicated public servants.

PERFORMANCE PLEDGE

We, the officials & employees of the
Local Government Unit of Concepcion pledge to
serve with:

- P rofessionalism with utmost courtesy to the public;
- E fficiency in the delivery of service in every line of duty;
- R esponsiveness to your needs, comments and suggestions to serve you better;
- F riendliness with accommodating smile in every transaction;
- E ffectiveness in the delivery of service for your satisfaction;
- C ooperation among employees and with the organization to ensure compliance
with service standards; and
- T eamwork to provide the public the best service they deserve;



So, help us GOD!



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OFFICE OF THE MUNICIPAL MAYOR

EXTERNAL SERVICES



1. Assistance to Individuals in Crisis Situation (AICS) – Financial Aid for Medical & Burial Assistance

The **AICS or Assistance to Individuals in Crisis Situation** is one of the social welfare services of the DSWD supported by the Office of the Municipal Mayor that provides medical assistance and burial assistance through financial support to a person or family.

Office or Division:	Office of The Municipal Mayor/Social Welfare Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Patient or Deceased that are bona fide Residents of Concepcion, Tarlac duly represented by member of their families (Claimant)			
Complete Checklist of Requirements		Where to Secure		
<p>Medical Assistance Medical Certificate – 1 Original/Certified True Copy Hospital Bill – 1 Photocopy Medical Prescriptions (<i>reseta</i>) – 1 Photocopy Official Receipt (<i>resibo</i>) – 1 Original Certificate of Indigency – 1 Original Valid ID of Patient – 1 Photocopy Valid ID of Claimant – 1 Photocopy with 3 signatures Additional Requirements: Costing Bill (for Dialysis Patients) – 1 Original Treatment Protocol (for Cancer Patients) – 1 Original</p> <p>Burial Assistance Death Certificate – 1 Certified True Copy Funeral Contract – 1 Photocopy Certificate of Balance – 1 Photocopy Certificate of Indigency – 1 Original Valid ID of Deceased – 1 Photocopy Valid ID of Claimant – 1 Photocopy with 3 signatures</p> <p>Case-to-case supporting documents for both kinds of assistance: Certificate of Residency – 1 Original Certificate of Cohabitation – 1 Original Certificate of Guardianship – 1 Original Marriage Contract – 1 Photocopy Birth Certificate - 1 Photocopy</p>		<p>Hospital admitted to Hospital admitted to Hospital admitted to Hospital admitted to Barangay Hall of residence See Annex A for accepted Valid ID See Annex A for accepted Valid ID</p> <p>Dialysis Center treated to Hospital treated to</p> <p>Municipal Civil Registrar for CTC purposes Funeral Home Funeral Home Barangay Hall of residence See Annex A for accepted Valid IDs See Annex A for accepted Valid IDs</p> <p>Barangay Hall of residence Barangay Hall of residence Barangay Hall of residence PSA PSA</p>		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Present requirements on hand at the Desk of the Person Responsible	1.1 Check and verify validity of requirements on hand.	None	3 minutes	Administrative Aide III Office of the Mayor
	1.2 If lacking, instruct client how to avail.	None	3 minutes	



2. Sign in the Client Log Book at the Desk of the Person Responsible	2.1 Interview the client and encode the information in the system	None	3 minutes	<i>Administrative Aide III</i> Office of the Mayor
	2.2 Print the certificate of eligibility and voucher with the amount to be received of the claimant	None	3 minutes	
3. Proceed to the Municipal Social Welfare and Development Office (MSWDO)	3. Instruct the client to proceed to the MSWDO	None	1 minute	<i>Administrative Aide III</i> Office of the Mayor
Total:		None	13 minutes	

2. Issuance of Foreign Travel Authority

Foreign Travel Authority are issued to LGU Employees who intends to travel abroad either on official business or for personal purposes.

Office or Division:	Office of The Municipal Mayor/Administrative Division		
Classification:	Simple		
Type of Transaction:	G2G		
Who may avail:	LGU Employees, incumbent Barangay Chairpersons and Councilors of Concepcion, Tarlac		
Complete Checklist of Requirements		Where to Secure	
Foreign Travel Authority For Unofficial Trips Clearance from Money and Property Accountabilities (CSC Form No. 07 Revised 2018) – 4 printed forms with signatures Leave Form (Civil Service Form No. 6 Revised 2020 ANNEX A) – 3 printed forms with signatures Notarized Affidavit of No Pending Civil or Criminal Case or Oath of Undertaking, if the applicant has a pending case Valid ID with Present Address, Age, Marital Status Additional Requirements for Official Trips Invitation Letter or 1 Photocopy/Digital Acceptance Letter 1 Photocopy/Digital If applicable , Draft or Original Memorandum of Agreement or Memorandum of Understanding – 1 photocopy		Municipal Human Resource Management Office Downloadable at CSC Website/Mayor's Office Law Office/Form can be printed at the Mayor's Office See Annex A for accepted Valid IDs From the host country or sponsoring agency CHED, TESDA, LGA, organizer, or donor etc LGU Concerned and the LGU Abroad	



If applicable, CapDev Agenda or Program Itinerary – 1 Photocopy DFA Clearance for clients travelling to Taiwan		DFA		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Present requirements on hand at the Desk of the Person Responsible	1.1 Check and verify validity of requirements on hand.	None	3 minutes	Senior Administrative Assistant I Office of the Mayor
	1.2 If lacking, instruct client how to avail.	None	3 minutes	Administrative Officer I Office of the Mayor
2.1 Proceed to comply with lacking requirements or wait for the signed Travel Authority	2.1 Encode and Print the Travel Authority	None	3 minutes	Senior Administrative Assistant I Office of the Mayor
2.2 Wait for the call/text of the person responsible once signatory had signed the Travel Authority	2.2 For signature of Mayor	None	2 days	Administrative Officer I Office of the Mayor Municipal Mayor Office of the Mayor
3. Claim the signed Leave Form, Clearance Form, and Foreign Travel Authority and give 1 copy of each to the MHRMO	3. Release signed endorsement, Leave Form, Clearance Form and Foreign Travel Authority	None	3 minutes	Senior Administrative Assistant I Office of the Mayor Administrative Officer I Office of the Mayor
Total:		None	2 days and 12 minutes	

3. Issuance of Mayor's Certification (Unemployment, Existing Establishment/Organization doing business within jurisdiction), Certified True Copy of Business Permit, and Mayor's Clearance Application to Military & Uniformed Personnel (BFP, PNP, BJMP, AFP, PA, PN)

Mayor's Certifications are issued to affirm the validity of information. Certified True Copies of documents serve as a verified duplicate of an original document that provides assurance of a copy's authenticity when the original cannot be presented or risked; it



helps maintain the integrity of official records and facilitates numerous transactions where original documents are impractical to submit.

Office or Division:	Office of The Municipal Mayor/Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C & G2B			
Who may avail:	Unemployed residents of Concepcion, Tarlac; Business owners/representative; Organizations within Concepcion, Tarlac jurisdiction; Military and Uniformed Personnel Applicants from Concepcion, Tarlac			
Complete Checklist of Requirements		Where to Secure		
For Unemployment Certificate of Unemployment (supporting document) – 1 original/photocopy/digital For Existing Establishment/Organization doing business within jurisdiction SEC Certificate of Registration – 1 photocopy Barangay Certification – 1 original/photocopy Valid ID of Owner/Representative For Certified True Copy (CTC) of Documents Business Permit – Original/Photocopy Original signed Mayor's Clearance Application to Military and Uniformed Personnel		Barangay Hall of residence SEC Barangay Hall of residence Office of the Mayor		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Present requirements on hand at the Desk of the Person Responsible	1.1 Check and verify validity of requirements on hand.	None	3 minutes	<i>Senior Administrative Assistant I</i> Office of the Mayor
	1.2 If lacking, instruct client how to avail.	None	3 minutes	<i>Administrative Officer I</i> Office of the Mayor <i>Administrative Aide III</i> Office of the Mayor
2. After paying at the Treasury Office - Window 9, sign in the Client Log Book according to the purpose of inquiry at the Mayor's Office	2.1 Encode and print the certificate of unemployment	Certificate of Unemployment – None	2 minutes	<i>Senior Administrative Assistant I</i> Office of the Mayor
	2.2 Photocopy the original document then stamp and fill information (Name, Date, Time) on the document being CTC	CTC of Business Permit – PHP100.00 per copy CTC of Application for	5 minutes	<i>Administrative Officer I</i> Office of the Mayor



		Uniformed Personnel – PHP100.00 for all copies (maximum of 10 copies)		<i>Administrative Aide III</i> Office of the Mayor
3. Check and verify information in the certification	3. Issue the request of the client	None	1 minute	<i>Administrative Officer I</i> Office of the Mayor <i>Senior Administrative Assistant I</i> Office of the Mayor <i>Administrative Aide III</i> Office of the Mayor
Total:		PHP 100.00	14 minutes	

4. Mayor's Clearance, Mayor's Permit, Job Recommendations

The Mayor's Clearance is issued to individuals needing this document that states that he/she has no pending case filed with the Office of the Municipal Mayor; it is also issued to those not residing but will work within the jurisdiction of the municipality. Furthermore, Mayor's Clearance is a document issued to an individual or organization that needs verification for foreign/local employment, marriage requirements and other legal purposes. Mayor's Permit is issued to residents of Concepcion that will work within and outside the municipality. Job recommendations are used for job seekers.

Office or Division:	Office of The Municipal Mayor/Administrative Division		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	Residents of Concepcion, Tarlac; Those working in companies and agencies within the jurisdiction of Concepcion, Tarlac		
Complete Checklist of Requirements	Where to Secure		
Valid Police Clearance or NBI Clearance or Barangay Clearance Cedula Official Receipt (O.R.)	1 Photocopy or Original or Digital Police Station NBI Barangay Hall of residence Municipal Treasury Office/Barangay Hall of residence Municipal Treasury Office		
Additional Requirements for First-Time Jobseekers or availing R.A. No. 11261 (Instead of O.R.) Barangay Certificate for First-Time Jobseekers – 1 Original/Photocopy/Digital Oath of Undertaking – 1 Original/Photocopy/Digital		Barangay Hall of residence Barangay Hall of residence	



Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Present requirements on hand at the Desk of the Person Responsible	1.1 Check and verify validity of requirements on hand.	None	3 minutes	Senior Administrative Assistant I Office of the Mayor
	1.2 If lacking, instruct client how to avail.	None	3 minutes	Administrative Officer I Office of the Mayor Administrative Aide III Office of the Mayor
2. After paying at the Treasury Office - Window 9, sign in the Client Log Book according to the purpose of inquiry at the Mayor's Office	2.1 Encode information from requirements.	Cedula for Non-working individuals – PHP 68.00	2 minutes	Senior Administrative Assistant I Office of the Mayor
	2.2 Print the Clearance and/or Permit or Job recommendation of the Client	Cedula for First Time Job seekers - PHP13.00	1 minute	Administrative Officer I Office of the Mayor
		Clearance/Permit -PHP100.00 Job recommendation – None		Administrative Aide III Office of the Mayor
3. Check and verify clearance/permit issued	3. Issue the request of the client; edit and reissue if there's typographical error	None	1 minute	Administrative Officer I Office of the Mayor Senior Administrative Assistant I Office of the Mayor Administrative Aide III Office of the Mayor
Total:		PHP168.00 or PHP 113.00	10 minutes	

5. Usage/Rent of Municipal Venues



The Community Affairs Unit manages the issuance of permit in the usage of Municipal Venues such as the Col. Jesus R. Lapus Memorial Sports Complex, Don Benigno S. Aquino Memorial Plaza, and promotional events in the Concepcion Municipal Government Center.

Office or Division:	Office of The Municipal Mayor/Community Affairs Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
Complete Checklist of Requirements			Where to Secure	
Letter of Intent/Letter of Request Official Receipt			Citizen Municipal Treasury Office	
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Present requirements on hand at the desk of the person responsible.	1. Receive letter of intent/letter of request	None	3 minutes	<i>Community Affairs Officer III</i> Office of the Mayor
2. Sign in the Client Log Book	2. Instruct client where to place booth or remind details regarding event	None	10 minutes	<i>Community Affairs Officer III</i> Office of the Mayor
3.1 Pay fee at the Municipal Treasury Office – Window 9-11	3.1 Receive payment and issue Official Receipt	Sports Complex = PHP200.00/hr Sports complex = PHP10,000.00/day Promo Fee - PHP 300.00	3 minutes	<i>Administrative Aide I</i> Municipal Treasury Office
3.2 Present Official receipt to the Office of the Mayor and wait for further instructions	3.2 Guide the client about upcoming request promo/event	None	5 minutes	<i>Community Affairs Officer III</i> Office of the Mayor
Total:		None	21 minutes	

6. Wedding Solemnization

The Municipal Mayor solemnize civil wedding within the municipality's jurisdiction.

Office or Division:	Office of The Municipal Mayor/Marriage Division
Classification:	Complex
Type of Transaction:	G2C



Who may avail:	One of the contracting parties or one of the couples should be a resident of Concepcion, Tarlac aged 16 and up			
Complete Checklist of Requirements		Where to Secure		
Marriage License List of Witnesses (Minimum of Two) Final Chosen Schedule of Wedding (Friday/special case schedule)		Municipal Civil Registrar Contracting parties/ Couple Contracting parties/ Couple		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Present requirements on hand at the Desk of the Person Responsible	1.1 Check and verify validity of requirements on hand.	None	3 minutes	<i>Administrative Assistant III</i> Office of the Mayor
	1.2 If lacking, instruct client how to avail.	None	3 minutes	
2. Proceed to comply with lacking requirements. Answer interview of the person responsible	2.1 Interview client(s) who will be their witnesses and when will be the solemnization.	None	3 minutes	<i>Administrative Assistant III</i> Office of the Mayor
	2.2 Encode information in the Marriage Certificate	None	3 minutes	
3. Pay the fee at the Municipal Treasury Office – Window 9-11	3. Receive payment and Issue Official Receipt	Solemnization Fee – PHP300.00 Per witness = PHP100.00	3 minutes	<i>Administrative Aide I</i> Municipal Treasury Office
3. Attend on the wedding date schedule (Friday/special case schedule)	3.1 On the wedding date, while waiting, person responsible calls the attention of the witnesses to sign on the Marriage Certificate.	None	15 minutes	<i>Administrative Assistant III</i> Office of the Mayor
	3.2 The LCE Solemnizes the wedding of the couple(s) and takes photos	None	1 hour	<i>Municipal Mayor</i> Office of the Mayor



	<p>afterwards as proof of wedding.</p> <p>3.3 The person responsible submits the Marriage Certificate for signature of the LCE</p> <p>3.4 Sign Marriage Certificate</p> <p>3.5 Transmit signed Marriage Certificate to Municipal Civil Registry Office for registration.</p> <p>3.6 The person responsible registers the certificate to the Philippine Civil Registry Information System (PhilCRIS) for release.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>3 minutes</p> <p>1 day</p> <p>1 day</p> <p>1 hour</p>	<p><i>Administrative Assistant III</i> Office of the Mayor</p> <p><i>Municipal Mayor</i> Office of the Mayor</p> <p><i>Administrative Assistant III</i> Office of the Mayor</p> <p><i>Administrative Aide IV</i> Office of the Municipal Civil Registrar</p>
4. Present Official Receipt to the Office of the Mayor	4. Receive and check the submitted official receipt for reference and release the Marriage Certificate.	None	3-5 minutes	<i>Administrative Assistant III</i> Office of the Mayor
Total:		PHP500.00	7 days, 1 hr and 27 minutes	





OFFICE OF THE SANGGUNIANG BAYAN EXTERNAL SERVICES

7. ISSUANCE OF COPY/IES OF THE SANGGUNIANG BAYAN DOCUMENTS

The issuance of copies of the Sangguniang Bayan documents is a service provided by the local government unit to facilitate access to official records and promote transparency. These documents include resolutions, ordinances, minutes of meetings, and other relevant files generated by the Sangguniang Bayan, which is the legislative body at the municipal level in the Philippines. By obtaining copies of these documents, individuals, organizations, or researchers can stay informed about local governance decisions, policy-making processes, and community initiatives. This process helps to ensure accountability and empowers citizens with the necessary information to participate in the democratic processes of their municipality.



Office or Division:		Office of the Sangguniang Bayan		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Citizenry of Concepcion – 18 years old & above		
CHECKLIST OF REQUIREMENTS				
- Request form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Properly accomplish and submit request form	1. Search for the requested documents	None	5 minutes	<i>LLSO III</i> Sangguniang Bayan Office <i>Admin. Officer III</i> Sangguniang Bayan Office
2. Pay to the Cashier	2. Receive payment and Issue Official Receipt	PHP 25.00	2 minutes	<i>Administrative Aide I</i> Treasury Office
3. Present Official Receipt to Sangguniang Bayan Office and Receive requested data/documents	3. Retrieve, Authenticate and Release requested data/documents	None	5 minutes	<i>LLSO III</i> Sangguniang Bayan Office <i>Admin. Officer III</i> Sangguniang Bayan Office
TOTAL		PHP25.00	12 minutes	



OFFICE OF THE MUNICIPAL TREASURER

EXTERNAL SERVICES

8. ISSUANCE OF BUSINESS PERMIT

The issuance of a business permit is a crucial step for individuals or entities seeking to operate a business legally within a particular jurisdiction. It involves obtaining official authorization from the local government or relevant regulatory body. The process typically includes submitting necessary documents, such as a completed application form, proof of business registration, and compliance with zoning and safety regulations. Additionally, payment of required fees and adherence to specific guidelines and requirements may be necessary before the business permit is issued, allowing the establishment to commence its operations in compliance with local laws and regulations.



Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Business Groups & Individuals
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR NEW BUSINESS:	
1. Accomplished Application Form (Original)	TREASURY OFFICE
2. (1) Photocopy of D.T.I. Business Name for Single Proprietorship/ S.E.C. Registration with Articles of Incorporation for Corporation/ CDA Registration	D.T.I./ S.E.C./ CDA
3. (1) Photocopy of SSS Clearance	SSS
4. Barangay Business Clearance (Original)	TREASURY OFFICE
5. Community Tax Certificate (Cedula)	TREASURY OFFICE
6. Tax Clearance (RPT)	TREASURY OFFICE
7. Zoning Clearance (Original)	MPDO
8. Sanitary Permit (Health Clearance) (Original)	RHU
9. Fire Safety Inspection Certificate (Original)	BFP
10. Environmental Clearance (Original)	MENRO
11. Occupancy Permit (Original)	Engineering Office
12. B.I.R. Certificate of Registration (Original)	B.I.R.
FOR RENEWAL OF BUSINESS	
1. Accomplished Application Form (Original)	TREASURY OFFICE
2. (1) Photocopy of SSS Clearance	SSS
3. Statement of Gross Sales or Receipts / Audited Financial Statement (Original)	CLIENT
4. Barangay Business Clearance (Original)	TREASURY OFFICE
5. Community Tax Certificate (Cedula)	TREASURY OFFICE
6. Tax Clearance (RPT)	TREASURY OFFICE
7. Zoning Clearance (Original)	MPDO
8. Sanitary Permit (Health Clearance) (Original)	RHU
9. Fire Safety Inspection Certificate (Original)	B.F.P.
10. Environmental Clearance (Original)	MENRO
11. Occupancy Permit (Original)	Engineering Office
12. B.I.R. Certificate of Registration (Original)	B.I.R.
	Based on the Revised Revenue Code of 2020

FEES:



	<ul style="list-style-type: none"> a) For Business Tax b) For Mayor's Permit c) For Health Permit d) For Sanitary Permit e) For Zoning Clearance f) For Tax Clearance g) For Environmental Clearance h) For Occupancy Permit i) For Fire Inspection Permit 	<ul style="list-style-type: none"> - Local Revenue Code of Concepcion, Tarlac - Ordinance No. 22-2020
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form and requirements	1.1 Receive the application and review the requirements. 1.2 Assess Business Tax, Fees & Charges and Approve	None None	10 minutes	Licensing Officer TREASURY OFFICE
2. Pay to the Cashier	2. Issue the Official Receipt	Amount due based on Bus. Permit Assessment	3 minutes	Revenue Collection Clerk II TREASURY OFFICE
3. Present Receipt and Receive the Business Permit	3. Prepare Business Permit for signature and approval to the concerned personnel and issue the business permit accordingly	None	7 Hours	Licensing Officer TREASURY OFFICE
TOTAL		None	7 Hours 13 minutes	

9. ISSUANCE/PAYMENT OF REAL PROPERTY TAX (AMILYAR)

The issuance of real property tax refers to the process of assessing and collecting taxes on real estate properties. It involves the local government or relevant tax authority determining the value of a property and applying a tax rate to calculate the amount owed by the property owner. The issuance typically includes the assessment of the property's market value, the identification of any exemptions or deductions, and the calculation of the final tax liability. Once determined, the real property tax is then levied and collected to fund public services and infrastructure within the jurisdiction.



Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Real Property Owner/Any Authorized Representative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR FIRST TIME CLIENTS:	
1. Certificate of Land Title (CLT) or Real Property Tax Declaration	ASSESSOR'S OFFICE
2. Tax Bill/Statement of Account	ASSESSOR'S OFFICE/ TREASURY OFFICE
FOR OLD TIMER CLIENTS:	
1. Previous Official Real Property Tax Receipts	TREASURY OFFICE/CLIENT
2. Tax Clearance	TREASURY OFFICE
3. Real Property Tax Delinquency	TREASURY OFFICE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the computation/assessment	1. Prepare and provide the assessment based on records	None	1 minute	Rev. Collection Clerk I TREASURY OFFICE
2. Pay the tax due	2. Process the payment and issue the Official Receipt	Tax due based on assessed value	1 minute	Rev. Collection Clerk I TREASURY OFFICE
TOTAL		None	2 minutes	

10. ISSUANCE OF MOTORIZED TRICYCLE OPERATOR'S PERMIT (MTOP)

The issuance of Motorized Tricycle Operators Permit (MTOP) is a regulatory process designed to ensure the safe and legal operation of motorized tricycles. This permit is typically issued by the local government or transportation authorities. It involves verifying the eligibility of tricycle operators, which may include requirements such as age, residency, and possession of a valid driver's license. The MTOP aims to maintain the standards of operation, promote public safety, and regulate the tricycle transportation system within a specific jurisdiction.

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Concepcion Federation of Tricycle Operators & Drivers Association (CONFETODA)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



FOR FIRST TIME CLIENTS:	
1. Certificate of Registration (LTO) or Proof of Purchase	CLIENT
1. Certification of TODA Chairman	TODA
FOR OLD TIMER CLIENTS:	
1. Previous MTOP / Body No. of Motorcycle / O.R.	CLIENT
REGULATORY FEES:	
MTOP	PHP 50.00
Franchise Fee	PHP 30.00
Regulatory Fee	PHP 10.00
Plate	PHP 80.00
Sticker Fee	PHP 15.00
Total	PHP 185.00

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	1. Receive and review the requirements as per record and advise the amount due	None	2 minutes	Admin Aide IV TREASURY OFFICE
2. Pay the amount due to the cashier/ received the MTOP permit	2. Process the payment, issue the Official receipt and prepare the MTOP for signature. Issue the MTOP Permit.	PHP 185.00	8 minutes	Admin. Aide I TREASURY OFFICE
TOTAL		PHP 185.00	10 minutes	

11. ISSUANCE OF COMMUNITY TAX CERTIFICATE (CTC/CEDULA)

The issuance of a community tax certificate, also known as a cedula, is a process where individuals obtain an official identification document in their local community. It serves as proof that the person has paid the necessary community taxes required by the government. The certificate includes personal information such as name, address, and photograph, and is often valid for one year. It is commonly used for various purposes, including employment, business transactions, and other legal requirements within the community.

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Natural Persons (Individual) or Corporation
<ul style="list-style-type: none"> Every inhabitant of the Municipality of Concepcion, eighteen (18) years of age or above, who has been regularly receiving a wage or salary, or have received wage or salary for at least (30) consecutive working days in any calendar year. 	



- An individual who is engaged in business or occupation;
- An individual who owns real property with an aggregate assessed value of one thousand (P 1,000.00) pesos or more;
- An individual who acknowledges any document before a notary public;
- An individual who is required by law to file an income tax return;
- An individual who transacts other official businesses.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Accomplished Personal Data Form	Client
REGULATORY FEES:	Based on Art. B. Sec. 2B.01 of the Revised Revenue Code of 2020
FOR INDIVIDUALS:	Annual basic community tax of Five Pesos (P 5.00) and an individual tax of One Peso (P1.00) for every One Thousand Pesos (P 1,000.00) of income earned regardless of whether from business, exercise of profession or from property which, in no case, shall exceed Five Thousand Pesos (P 5,000.00).
FOR CORPORATIONS:	Annual Basic Community Tax of Five Hundred Pesos (P 500.00) and an annual additional tax of Two Pesos (P2.00) for every Five Thousand Pesos (P 5,000.00) worth of real property situated in this municipality and owned by the juridical entity during the preceding year, or gross receipts or earnings derived from the business in the Philippines during the preceding year, which, in no case, shall exceed Ten Thousand Pesos (P 10,000.00).

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Individual				
1. Fill up the form and submit to the clerk	1. Prepare the community tax certification	None	1 minute	Admin. Aide III TREASURY OFFICE
2. Pay the amount due	2. Issue the Community Certification	Based on previous annual income	1 minute	Admin. Aide III TREASURY OFFICE
TOTAL		None	2 minutes	
For Corporation				
1. Submit Assessed Business Application secured from the Licensing Personnel	1. Receive & review assessed business application form & compute the tax due	None	3 minutes	Revenue Collection Clerk II TREASURY OFFICE
2. Pay the corresponding amount to the issuing personnel	2. Prepare the community certification and issue to the client	Amount due based on Gross Annual Income	1 minute	Admin. Aide VI TREASURY OFFICE



TOTAL		4 minutes	
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12. ISSUANCE OF DIFFERENT CERTIFICATES FROM THE MUNICIPAL TREASURER'S OFFICE (Real Property Tax Clearance, Certificate of Posting & Certificate of No Business)

The Municipal Treasurer's Office facilitates the issuance of various certificates to ensure compliance and transparency in local governance. The Real Property Tax Clearance certificate verifies that a property's taxes are fully paid, allowing smooth property transfers and transactions. The Certificate of Posting serves as proof that required notices have been duly posted, guaranteeing transparency in public announcements and processes. Lastly, the Certificate of No Business confirms that a particular individual or entity has no registered business within the municipality, facilitating regulatory compliance and streamlining administrative procedures. These certificates play a crucial role in promoting efficiency, accountability, and adherence to local regulations.

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Any person / individual and or / juridical entity who has a real property such as land, building & machinery, operates, conducts or maintains a business.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Accomplished Personal Data Form	
REGULATORY FEES:	Based on Art. B. Sec. 2B.01 to 2B of the Revised Revenue Code of 2020
1.For Real Property Tax Clearance Proof of payment of official receipt, if available, for the applicable year or clearance being requested.	
2.For Certificate of No Business Barangay Certification	
3.For Certificate of Posting Proof of posting within three (3) consecutive months	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the personnel and request for a tax clearance or certification	1. Check the record for verification purposes and advise the client to pay the amount due	None	1 minute	Rev. Collection Clerk TREASURY OFFICE



2. Pay to the cashier	2. Prepare the clearance certification for signature and issue to the client and attach the official receipt.	Amount due	2 minutes	Admin. Aide III TREASURY OFFICE
TOTAL		None	3 minutes	



**OFFICE OF THE MUNICIPAL
ASSESSOR
EXTERNAL SERVICES**



13. ASSESSMENT/ RE-ASSESSMENT OF BUILDING, MACHINERIES, AND OTHER IMPROVEMENTS

The assessment / re-assessment services is to determine current state of buildings, machineries and other improvement. It involves actual ocular inspection to properly assess the real property based on approved Schedule of Market Value and ensures accurate real property tax assessments for the property.

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen G2B- Government to Business Entity G2G- Government to Government
Who may avail:	1.Owner of subject real property 2. Authorized representative 3. Bank personnel 4. Lending personnel 5.Government personnel
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1.Building Plan and Occupancy Permit/ Affidavit of Ownership (1 Photocopy/ blueprint)	Municipal Engineer's Office
2.Bill of Labor and Materials (1 photocopy)	Municipal Engineer's Office
3.Official Receipt / Sales invoice (Machinery) (1 photocopy)	Municipal Engineer's Office / Supplier
4.Principal Or Owner	
Government Issued Identification Card of Property Owner) (1 photocopy)	SSS, LTO, PRC, PSA, DFA, GSIS, BIR, Pag-ibig,Post Office
If Representative	
Special Power of Attorney (1 photocopy)	Property Owner
Government Issued Identification Card of Property Owner) (1 photocopy)	SSS, LTO, PRC, PSA, DFA, GSIS, BIR, Pag-ibig,Post Office
Government Issued Identification Card of Representative (1 photocopy)	SSS, LTO, PRC, PSA, DFA, GSIS, BIR, Pag-ibig,Post Office
5.Real Property Tax Receipt for current year (For Re-Assessment) Or Tax Clearance (1 photocopy)	Municipal Treasury Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Assessment, Re- assessment of Building, Machinery and other Improvement	1.Receive/Check/ Review submitted requirements for Assessment/ Re-assessment of property	None	9 minutes	<i>Admin. Aide II-(MASO)</i> <i>Assessment Clerk III (MASO)</i> <i>Admin. Assistant II (Assigned) -(MASO)</i> <i>Admin. Officer III-(MASO)</i>
	1.1. Inspect the Property	None	1 day	<i>Tax Mapper II -(MASO)</i> <i>Admin. Assistant I- (MASO)</i>



	1.2 Issue order of payment	None	1 minute	Municipal Assessor-(MASO)
	1.3 Prepare Field Appraisal and Assessment Sheet (FAAS)	None	2 minutes/Tax Dec.	Admin. Aide II-(MASO) Assessment Clerk III (MASO) Admin. Assistant II (Assigned)-(MASO) Admin. Officer III-(MASO)
2. Pay at Municipal Treasury Office	2. Receive payment and issuance of official receipt	PHP150.00/inspection fee per lot and PHP100.00/tax declaration	2 minutes	Revenue Collection Clerk-(MTO)
3. Present official receipt at Municipal Assessor's Office and Receive the Assessment/Re-assessment of Building, Machineries and Other Improvements	3.0 Prepare tax declaration	None	5 minutes/Tax Dec.	Admin. Aide II(MASO) Assessment Clerk III (MASO) Admin. Assistant II (Assigned) (MASO) Admin. Officer III (MASO)
	3.1 Review tax declaration of real property	None	5 minutes	Tax Mapper II(MASO)
	3.2 Sign tax declaration	None	2 minutes	Municipal Assessor (MASO)
	3.3 Release copy of Tax declaration of approved Assessment/ Re-assessment of Building, Machineries and other Improvements	None	3 minutes	Admin. Aide II-(MASO) Assessment Clerk III-(MASO) Admin. Assistant II (Assigned) -(MASO) Admin. Officer III-(MASO)
TOTAL		PHP250.00	1 day & 29 minutes	



14. ISSUANCE OF CERTIFICATE OF NON-IMPROVEMENT

A legal document used in the office of Bureau of Internal Revenue (BIR) for computation of Capital Gains Tax (CGT), Doc. Stamp Tax (DST), Estate Tax and Donor's Tax, and other national tax.

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen G2B- Government to Business Entity G2G- Government to Government
Who may avail:	1. Owner of subject real property 2. Authorized representative 3. Bank personnel 4. Lending personnel 5. Government personnel
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Real Property Tax Receipt for current year/ Tax clearance (1 Photocopy)	Municipal Treasury Office
2. Principal Or Owner	
Government Issued Identification Card of Property Owner) (1 photocopy)	SSS, LTO, PRC, PSA, DFA, GSIS, BIR, Pag-ibig, Post Office
If Representative	
Special Power of Attorney (1 photocopy)	Property Owner
Government Issued Identification Card of Property Owner) (1 photocopy)	SSS, LTO, PRC, PSA, DFA, GSIS, BIR, Pag-ibig, Post Office
Government Issued Identification Card of Representative (1 photocopy)	SSS, LTO, PRC, PSA, DFA, GSIS, BIR, Pag-ibig, Post Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive/Check/ Review of submitted requirements. Verify tax declaration to the book/PATAS Server and Tax Map Control Roll (TMCR)	None	10 minutes	<i>Admin. Assistant I (MASO)</i> <i>Municipal Assessor (MASO)</i> <i>Admin. Aide II-(MASO)</i> <i>Admin. Aide IV-(MASO)</i> <i>Assessment Clerk III-(MASO)</i> <i>Admin. Assistant II (Assigned) -(MASO)</i> <i>LAOO I-(MASO)</i> <i>Admin. Officer III-(MASO)</i>
2. Assist in the conduct of inspection	2.0 Conduct actual inspection of lot with the client.	None	2 days	<i>Tax Mapper II(MASO)</i> <i>Admin. Assistant I -(MASO)</i> <i>Municipal Assessor-(MASO)</i>
	2.1 Prepare inspection report	None	1 minute	<i>Tax Mapper II(MASO)</i>



	2.2 Issue Order of payment	None	1 minute	<i>Admin. Assistant I-(MASO)</i> <i>Municipal Assessor-(MASO)</i> <i>Admin. Aide II-(MASO)</i> <i>Admin. Aide IV-(MASO)</i> <i>Municipal Assessor-(MASO)</i> <i>Assessment Clerk III-(MASO)</i> <i>Admin. Assistant II (Assigned) -(MASO)</i> <i>LAOO I-(MASO)</i> <i>Admin. Officer III-(MASO)</i>
3. Pay at Municipal Treasury Office And Present official receipt at Municipal Assessor's Office and Receive the certification	3.0 Receive payment and issuance of official receipt	PHP150.00 inspection fee per lot and PHP100.00/ per certification	2 minutes	<i>Revenue Collection Clerk-(MTO)</i>
	3.1 Prepare the certification	None	5 minutes/ certification	<i>Municipal Assessor-(MASO)</i> <i>Admin. Aide II-(MASO)</i> <i>Admin. Aide IV-(MASO)</i> <i>Municipal Assessor-(MASO)</i> <i>Assessment Clerk III-(MASO)</i> <i>Admin. Assistant II (Assigned) -(MASO)</i> <i>LAOO I-(MASO)</i> <i>Admin. Officer III-(MASO)</i>
	3.2 Review tax declaration	None	5 minutes	<i>Admin. Officer V-(MASO)</i>
	3.3 Sign certification	None	2 minutes	<i>Municipal Assessor-(MASO)</i>
	3.4 Release the certification	None	3 minutes	<i>Municipal Assessor-(MASO)</i> <i>Admin. Aide II-(MASO)</i> <i>Admin. Aide IV-(MASO)</i> <i>Municipal Assessor-(MASO)</i> <i>Assessment Clerk III-(MASO)</i> <i>Admin. Assistant II (Assigned) -(MASO)</i> <i>LAOO I-(MASO)</i> <i>Admin. Officer III-(MASO)</i>



TOTAL	PHP 250.00	2 days & 29 minutes	
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SCHEDULE OF CLAIMING OF CERTIFICATE OF NON-IMPROVEMENT					
Days	CLIENTS ARRIVAL				
Monday	Client A				
Tuesday		Client B			
Wednesday	Claim	Claim	Client C		Client next week
Thursday				Client D	
Friday			Claim	Claim	Client E

15. ISSUANCE OF CERTIFICATE OF NON-PROPERTY HOLDING

Used by some national agencies like National Housing Authority (NHA), National Home Mortgage Finance Corp. (NHMFC), Department of Agrarian Reform (DAR), Public Attorney's Office (PAO), and other agencies.

Office or Division:	Office of the Municipal Assessor	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen G2B- Government to Business Entity G2G- Government to Government	
Who may avail:	1. Owner of subject real property 2. Authorized representative 3. Bank personnel 4. Lending personnel 5. Government personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Principal Or Owner		
Government Issued Identification Card of Property Owner) (1 photocopy)		SSS, LTO, PRC, PSA, DFA, GSIS, BIR, Pag-ibig, Post Office
If Representative		
Special Power of Attorney (1 photocopy)		Property Owner
Government Issued Identification Card of Property Owner) (1 photocopy)		SSS, LTO, PRC, PSA, DFA, GSIS, BIR, Pag-ibig, Post Office
Government Issued Identification Card of Representative (1 photocopy)		SSS, LTO, PRC, PSA, DFA, GSIS, BIR, Pag-ibig, Post Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.0 Receive/ Check/ Review submitted requirements and verify to the Ownership Records Cards (ORC) and PATAS Server	None	9 minutes	Admin. Assistant I -(MASO) Municipal Assessor-(MASO) Admin. Aide II-(MASO) Admin. Aide IV-(MASO) Municipal Assessor-(MASO) Assessment Clerk III-(MASO) Admin. Assistant II (Assigned) -(MASO)
	1.1 Issue order of payment	None	1 minute	LAOO I-(MASO)



				<i>Admin. Officer III-(MASO)</i>
2. Pay at Municipal Treasury Office	2. Receive payment and issuance of official receipt	PHP100.00/per certification	2 minutes	<i>Revenue Collection Clerk- (MTO)</i>
3. Present official receipt at Municipal Assessor's Office and Receive the certification	3.0 Prepare certification	None	5 minutes/ certification	<i>Admin. Aide II-(MASO) Admin.Aide IV-(MASO) Municipal Assessor-(MASO) Assessment Clerk III-(MASO) Admin.Assistant II (Assigned) -(MASO) LAOO I-(MASO) Admin. Officer III-(MASO)</i>
	3.1 Review certification	None	5 minutes	<i>Admin. Officer V-(MASO)</i>
	3.2 Sign certification	None	2 minutes	<i>Municipal Assessor-(MASO)</i>
	3.3 Release the certification	None	3 minutes	<i>Admin. Aide II-(MASO) Admin.Aide IV-(MASO) Municipal Assessor-(MASO) Assessment Clerk III-(MASO) Admin.Assistant II (Assigned) -(MASO) LAOO I-(MASO) Admin. Officer III-(MASO)</i>
TOTAL		PHP 100.00	27 minutes	

16. ISSUANCE OF CERTIFICATE OF PROPERTY HOLDING

Used as reference for property inventory, computation of Real Estate Tax and serves as legal document used by some national agencies.

Office or Division:	Office of the Municipal Assessor's
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen G2B- Government to Business Entity G2G- Government to Government



Who may avail:	1. Owner of subject real property 2. Authorized representative 3. Bank personnel 4. Lending personnel 5. Government personnel
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Real Property Tax Receipt for current year/ Tax clearance (1 Photocopy)	Municipal Treasury Office
2. Principal Or Owner	
Government Issued Identification Card of Property Owner) (1 photocopy)	SSS, LTO, PRC, PSA, DFA, GSIS, BIR, Pag-ibig, Post Office
If Representative	
Special Power of Attorney (1 photocopy)	Property Owner
Government Issued Identification Card of Property Owner) (1 photocopy)	SSS, LTO, PRC, PSA, DFA, GSIS, BIR, Pag-ibig, Post Office
Government Issued Identification Card of Representative (1 photocopy)	SSS, LTO, PRC, PSA, DFA, GSIS, BIR, Pag-ibig, Post Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.0 Receive/Check/ Review submitted requirements and verify to the Ownership Records Cards (ORC) and PATAS Server	None	9 minutes	<i>Admin. Assistant I -(MASO)</i> <i>Municipal Assessor-(MASO)</i> <i>Admin. Aide II-(MASO)</i> <i>Admin. Aide IV-(MASO)</i> <i>Municipal Assessor-(MASO)</i> <i>Assessment Clerk III-(MASO)</i> <i>Admin. Assistant II (Assigned) -(MASO)</i> <i>LAOO I-(MASO)</i> <i>Admin. Officer III-(MASO)</i>
	1.1 Issue order of payment	None	1 minute	<i>Admin. Officer III-(MASO)</i>
2. Pay at Municipal Treasury Office	2. Receive payment and issuance of official receipt	PHP100.00 per certification	2 minutes	<i>Revenue Collection Clerk- (MTO)</i>
3. Present official receipt at Municipal Assessor's Office and Receive the certification	3.0 Prepare certification	None	10 minutes/ Certification	<i>Admin. Aide II-(MASO)</i> <i>Assessment Clerk III-(MASO)</i> <i>Admin. Assistant II (Assigned) -(MASO)</i> <i>LAOO I-(MASO)</i> <i>Admin. Officer III-(MASO)</i>
	3.1 Review certification	None	5 minutes	<i>Admin. Officer V-(MASO)</i>



	3.2 Sign certification	None	2 minutes	Municipal Assessor-(MASO)
	3.3 Release the certification	None	3 minutes	Admin. Aide II-(MASO) Assessment Clerk III-(MASO) Admin.Assistant II (Assigned) -(MASO) LAOO I-(MASO) Admin. Officer III-(MASO)
TOTAL		PHP 100.00	32 minutes	

17. ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION

A government document used in the computation of transfer of real properties, loans, real property taxation, and other legal purposes.

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen G2B- Government to Business Entity G2G- Government to Government
Who may avail:	1.Owner of subject real property 2. Authorized representative 3. Bank personnel 4. Lending personnel 5.Government personnel
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1.Real Property Tax Receipt for current year/ Tax clearance (1 Photocopy)	Municipal Treasury Office
2.Principal Or Owner	
Government Issued Identification Card of Property Owner) (1 photocopy)	SSS, LTO, PRC, PSA, DFA, GSIS, BIR, Pag-ibig,Post Office
If Representative	
Special Power of Attorney (1 photocopy)	Property Owner
Government Issued Identification Card of Property Owner) (1 photocopy)	SSS, LTO, PRC, PSA, DFA, GSIS, BIR, Pag-ibig,Post Office
Government Issued Identification Card of Representative (1 photocopy)	SSS, LTO, PRC, PSA, DFA, GSIS, BIR, Pag-ibig,Post Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.0 Receive/Check/ Review submitted requirements.	None	5 minutes	Admin. Assistant I -(MASO) Municipal Assessor-(MASO)
	1.1 Verify tax declaration to the book/PATAS Server	None	4 minutes	Admin. Aide II-(MASO) Admin.Aide IV-(MASO) Municipal Assessor-(MASO)



	1.2 Issue order of payment	None	1 minute	<i>Assessment Clerk III-(MASO)</i> <i>Admin.Assistant II (Assigned) -(MASO)</i> <i>LAOO I-(MASO)</i> <i>Admin. Officer III-(MASO)</i>
2. Pay at Municipal Treasury Office	2. Receive payment and issuance of official receipt	PHP100.00/ per tax declaration	2 minutes	<i>Revenue Collection Clerk-(MTO)</i>
3. Present official receipt at Municipal Assessor's Office and Receive the tax declaration	3.0 Prepare tax declaration	None	5 minutes/Tax Dec.	<i>Municipal Assessor-(MASO)</i> <i>Admin. Aide II-(MASO)</i> <i>Admin.Aide IV-(MASO)</i> <i>Municipal Assessor-(MASO)</i> <i>Assessment Clerk III-(MASO)</i> <i>Admin.Assistant II (Assigned) -(MASO)</i> <i>LAOO I-(MASO)</i> <i>Admin. Officer III-(MASO)</i>
	3.1 Review tax declaration	None	5 minutes	<i>Admin.Assistant II (Assigned) -(MASO)</i> <i>Admin. Officer III-(MASO)</i> <i>Admin. Officer V-(MASO)</i>
	3.2 Sign tax declaration	None	2 minutes	<i>Municipal Assessor-(MASO)</i>
	3.3 Release approved tax declaration	None	3 minutes	<i>Municipal Assessor-(MASO)</i> <i>Admin. Aide II-(MASO)</i> <i>Admin.Aide IV-(MASO)</i> <i>Municipal Assessor-(MASO)</i> <i>Assessment Clerk III-(MASO)</i> <i>Admin.Assistant II (Assigned) -(MASO)</i> <i>LAOO I-(MASO)</i> <i>Admin. Officer III-(MASO)</i>
TOTAL		PHP 100.00	27 Minutes	

18. ISSUANCE OF TAX DECLARATION FOR APPROVED COMPLEX SUBDIVISION PLAN



The issuance of tax declaration for subdivision plan is one way of segregating of lot from a large piece of land. It involves the computation of individual real property assessment to declared owner accompanied by a notice of assessments.

Office or Division:	Office of the Municipal Assessor
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen G2B- Government to Business Entity G2G- Government to Government
Who may avail:	1.Owner of subject real property 2. Authorized representative 3. Bank personnel 4. Lending personnel 5.Government personnel
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1.Transfer Certificate of Title (1 original -for presentation purpose only) (1 photocopy) Or Certified true copy of Title (1 original)	Registry of Deeds- Tarlac
2.Deed of Conveyance (Deed of Sale, Donation, Extra Judicial Settlement, etc.) with Registry of Deeds signed stamp(1 Photocopy) Or Certified true copy of Deed of Conveyance (1 original)	Registry of Deeds- Tarlac
3. Certificate Authorizing Registration (CAR) (1 photocopy)	Bureau of Internal Revenue- Tarlac
4. Real Property Tax Receipt for current year or Tax Clearance (1 photocopy)	Municipal Treasury Office
5.Transfer Tax Receipt (1 photocopy)	Provincial Treasury Office
6 .Certificate of Non-Improvement (photocopy)	Municipal Assessors Office
7. Approved subdivision plan (Blue Print) (2photocopy)	(DENR/ DAR /LRA)
8.Notarized Agreement of Subdivision or Affidavit Request with Registry of Deeds signed stamp(1 photocopy)	Registry of Deeds- Tarlac
9.Declaration Fee (1 original copy)	Municipal Treasury Office
10. Principal Or Owner	
Government Issued Identification Card of Property Owner) (1 photocopy)	SSS, LTO, PRC, PSA, DFA, GSIS, BIR, Pag-ibig,Post Office
If Representative	
Special Power of Attorney (1 photocopy)	Property Owner
Government Issued Identification Card of Property Owner (1 photocopy)	SSS, LTO, PRC, PSA, DFA, GSIS, BIR, Pag-ibig,Post Office
Government Issued Identification Card of Representative (1 photocopy)	SSS, LTO, PRC, PSA, DFA, GSIS, BIR, Pag-ibig,Post Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.0Receive/Check/	None	9 minutes	



	Review/submitted requirements for declaration of complex subd. plan	None	1 minute	<i>Admin. Aide II-(MASO)</i> <i>Admin.Assistant II (Assigned) -(MASO)</i> <i>Admin. Officer III -(MASO)</i>
	1.1 Issue order of payment	None	1 day	
	1.2 Prepare Field Appraisal and Assessment Sheet(FAAS)			
2. Pay at Municipal Treasury Office	2. Receive payment and issuance of official receipt	PHP150.00 inspection fee per lot and PHP100.00/ per certification	2 minutes	<i>Revenue Collection Clerk -(MTO)</i>
3. Present official receipt at Municipal Assessor's Office and Receive newly transferred tax declaration for approved subdivision plans	3.0 Assign Property Identification Number	None	1 day	<i>Tax Mapper II-(MASO)</i>
	3.1 Inspect the property	None	1 day	<i>Tax Mapper II-(MASO)</i> <i>Admin. Assistant I-(MASO)</i>
	3.2 Prepare tax declaration	None	5 minutes/Tax Dec.	<i>Admin. Aide II-(MASO)</i> <i>Admin.Assistant II (Assigned) -(MASO)</i> <i>Admin. Officer III-(MASO)</i>
	3.3 Review tax declaration	None	1day	<i>Admin. Officer V-(MASO)</i>
	3.4 Sign tax declaration	None	2 minutes	<i>Municipal Assessor-(MASO)</i>
	3.5 Release of tax declaration for complex subdivision	None	3 minutes	<i>Admin. Aide II-(MASO)</i> <i>Admin.Assistant II (Assigned) -(MASO)</i> <i>Admin. Officer III-(MASO)</i>
TOTAL		PHP 250.00	4 days & 22 minutes	



19. ISSUANCE OF TAX DECLARATION FOR APPROVED SIMPLE SUBDIVISION PLAN

The issuance of tax declaration for subdivision plan is one way of segregating of lot from a large piece of land. It involves the computation of individual real property assessment to declared owner accompanied by a notice of assessments.

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen G2B- Government to Business Entity G2G- Government to Government
Who may avail:	1. Owner of subject real property 2. Authorized representative 3. Bank personnel 4. Lending personnel 5. Government personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Transfer Certificate of Title (1 original -for presentation purpose only) (1 photocopy) Or Certified true copy of Title (1 original))	Registry of Deeds- Tarlac
2. Deed of Conveyance (Deed of Sale, Donation, Extra Judicial Settlement, etc.) with Registry of Deeds signed stamp(1 photocopy) Or Certified true copy of Deed of Conveyance (1 original)	Registry of Deeds- Tarlac
3. Certificate Authorizing Registration (CAR) (1 photocopy)	Bureau of Internal Revenue- Tarlac
4. Real Property Tax Receipt for current year or Tax Clearance (1 photocopy)	Municipal Treasury Office
5. Transfer Tax Receipt (1 photocopy)	Provincial Treasury Office
6. Certificate of Non-Improvement (1 photocopy)	Municipal Assessors Office
7. Approved subdivision plan (Blue Print) (2 photocopy)	(DENR/ DAR /LRA)
8. Notarized Agreement of Subdivision or Affidavit Request with Registry of Deeds signed stamp(1 photocopy)	Registry of Deeds- Tarlac
9. Declaration Fee (1 original copy)	Municipal Treasury Office
10. Principal Or Owner	
Government Issued Identification Card of Property Owner) (1 photocopy)	SSS, LTO, PRC, PSA, DFA, GSIS, BIR, Pag-ibig, Post Office
If Representative	
Special Power of Attorney (1 photocopy)	Property Owner
Government Issued Identification Card of Property Owner) (1 photocopy)	SSS, LTO, PRC, PSA, DFA, GSIS, BIR, Pag-ibig, Post Office
Government Issued Identification Card of Representative (1 photocopy)	SSS, LTO, PRC, PSA, DFA, GSIS, BIR, Pag-ibig, Post Office



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.0 Receive/Check/ Review/submitted requirements for declaration of simple subd. plan	None	9 minutes	<i>Admin. Aide II – (MASO)</i> <i>Admin. Aide IV– (MASO)</i> <i>Admin. Assistant II (Assigned) – (MASO)</i> <i>Admin. Officer III – (MASO)</i>
	1.1 Issue order of payment	None	1 minute	
	1.2 Prepare Field Appraisal and Assessment Sheet (FAAS)	None	2 minutes/ Tax Dec.	
2. Pay at Municipal Treasury Office	2. Receive payment and issuance of official receipt	PHP150.00 inspection fee per lot and PHP100.00/ per certification	2 minutes	<i>Revenue Collection Clerk (MTO)</i>
3. Present official receipt at Municipal Assessor's Office and Receive newly transferred tax declaration for approved subdivision plans	3.0 Assign Property Identification Number (PIN)	None	15 minutes	<i>Tax Mapper II – (MASO)</i>
	3.1 Inspect the property	None	1 day	<i>Tax Mapper II– (MASO)</i> <i>Admin, Assistant I– (MASO)</i>
	3.2 Prepare tax declaration	None	5minutes/Tax Dec.	<i>Admin. Aide II– (MASO)</i> <i>Admin. Aide IV– (MASO)</i> <i>Admin. Assistant II (Assigned) – (MASO)</i> <i>Admin. Officer III – (MASO)</i>
	3.3 Review tax declaration	None	5 minutes	<i>Admin. Officer V– (MASO)</i>
	3.4 Sign tax declaration	None	2 minutes	<i>Municipal Assessor – (MASO)</i>
	3.5 Release of tax declaration for simple subdivision	None	3 minutes	<i>Admin. Aide II– (MASO)</i> <i>Admin. Aide IV– (MASO)</i> <i>Admin. Assistant II (Assigned) – (MASO)</i> <i>Admin. Officer III– (MASO)</i>
TOTAL		PHP 250.00	1 day & 44 minutes	



20. ISSUANCE OF TRANSFERRED/ RE-DECLARED/REVISED TAX DECLARATION

The issuance of transferred/ re-declared/ revised tax declaration refers to updating of assessment records through change of ownership, re- assessment and revision.

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen G2B- Government to Business Entity G2G- Government to Government
Who may avail:	1.Owner of subject real property 2. Authorized representative 3. Bank personnel 4. Lending personnel 5.Government personnel
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. BASIC REQUIREMENTS:	
1. Transfer Certificate of Title (1 original -for presentation purpose only) (1 photocopy) Or Certified true copy of Title (1 original))	Registry of Deeds- Tarlac
2.Deed of Conveyance (Deed of Sale, Donation, Extra Judicial Settlement, etc.) with Registry of Deeds signed stamp(1 photocopy) Or Certified true copy of Deed of Conveyance (1 original)	Registry of Deeds- Tarlac
3.Certificate Authorizing Registration (CAR) (1 photocopy)	Bureau of Internal Revenue- Tarlac
4. Real Property Tax Receipt for current year or Tax Clearance (1 photocopy)	Municipal Treasury Office
5.Transfer Tax Receipt (1 photocopy)	Provincial Treasury Office
6.Certificate of Non-Improvement(1 photocopy)	Municipal Assessors Office
7.Declaration Fee (1 original)	Municipal Treasury Office
8.Principal Or Owner	
Government Issued Identification Card of Property Owner) (1 photocopy)	SSS, LTO, PRC, PSA, DFA, GSIS, BIR, Pag-ibig,Post Office
If Representative	
Special Power of Attorney (1 photocopy)	Property Owner
Government Issued Identification Card of Property Owner) (1 photocopy)	SSS, LTO, PRC, PSA, DFA, GSIS, BIR, Pag-ibig,Post Office
Government Issued Identification Card of Representative (1 photocopy)	SSS, LTO, PRC, PSA, DFA, GSIS, BIR, Pag-ibig,Post Office
B. FOR UPGRADED/TRANSFERRED EMANCIPATION PATENTS (EPs) and CERTIFICATE OF LAND OWNERSHIP AWARDS (CLOAs)	
1.DARAB Order and Finality (1photocopy)	Department of Agrarian Reform Office/ Registry of Deeds-Tarlac
C.FOR FORECLOSED PROPERTY/BANK ACQUIRED PROPERTY;	
1.Certificate of Sale with Registry of Deeds signed stamp (1 photocopy) Or Certified true copy of Certificate of Sale (1original)	Registry of Deeds- Tarlac



2. Affidavit of Consolidation with Registry of Deeds signed stamp (1 photocopy) Or Certified true copy of Affidavit of Consolidation (1 original)	Registry of Deeds- Tarlac
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.0 Receive/Check/ Review submitted requirements.	None	5 minutes	<i>Admin. Aide I (MASO)</i> <i>Admin. Aide IV (MASO)</i>
	1.1 Verify tax declaration from the book/PATAS Server	None	4 minutes	<i>Municipal Assessor (MASO)</i> <i>Assessment Clerk III (MASO)</i>
	1.2 Issue order of payment	None	1 minute	<i>Admin. Assistant II (Assigned) (MASO)</i> <i>Admin. Officer III (MASO)</i>
	1.3 Prepare Field Appraisal and Assessment Sheet (FAAS)	None	2 minutes/Tax Dec.	
2. Pay at Municipal Treasury Office	2. Receive payment and issuance of official receipt	PHP100.00/ per tax declaration	2 minutes	<i>Revenue Collection Clerk (MTO)</i>
3. Present official receipt at Municipal Assessor's Office and Receive newly transferred / re-declared/ revised tax declaration	3.0 Prepare tax declaration	None	5 minutes/ Tax Dec.	<i>Admin. Aide II (MASO)</i> <i>Admin. Aide IV (MASO)</i> <i>Municipal Assessor (MASO)</i> <i>Assessment Clerk III (MASO)</i> <i>Admin. (MASO)</i> <i>Assistant II (Assigned) (MASO)</i> <i>Admin. Officer III (MASO)</i>
	3.1 Review tax declaration	None	5 minutes	<i>Admin. Assistant II (Assigned) (MASO)</i> <i>Admin. Officer III (MASO)</i> <i>Admin. Officer V (MASO)</i>
	3.2 Sign tax declaration	None	2 minutes	<i>Municipal Assessor (MASO)</i>
	3.3 Release newly transferred/ re-declared/ revised tax declaration	None	3 minutes	<i>Admin. Aide II (MASO)</i> <i>Admin. Aide IV (MASO)</i> <i>Municipal Assessor (MASO)</i> <i>Assessment Clerk III (MASO)</i> <i>Admin. Assistant II (Assigned) (MASO)</i> <i>Admin. Officer III (MASO)</i>



TOTAL	PHP 100.00	29 minutes	
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**OFFICE OF THE MUNICIPAL CIVIL
REGISTRAR
EXTERNAL SERVICES**



21. APPLICATION OF MARRIAGE LICENSE

A marriage license is an official document issued by the Civil Registrar of the city or municipality where either applicant resides. It legally authorizes two individuals to contract marriage and is valid nationwide for 120 days from the date of issuance. If not used within this period, the license automatically expires.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizen
Who may avail:	<ol style="list-style-type: none"> 1. All citizens aged 18 and above who are legally qualified to marry, and who are either residents of Concepcion, Tarlac, or have parents residing in Concepcion, Tarlac. 2. Widows/widowers or annulled/nullified marriage applicants seeking new marriage license. 3. Foreign nationals intending to marry Filipino citizens who are residents of Concepcion, Tarlac, or whose parents reside in Concepcion, Tarlac.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Personal appearance of applicants	
2. 3 photocopies of Certified True Copy of Birth/ PSA Birth Cert./ Baptismal	<ol style="list-style-type: none"> a. Office of the Municipal Civil Registrar of the place where the event was recorded. b. Any PSA Branch Nationwide c. Church or Parish where the baptism was performed.
3. Parent's Advice for applicants who are 21 & under 25 years old	To be executed by the parent(s) or guardian at the Office of the Municipal Civil Registrar
4. Parent's Consent for applicants who are 18 & under 21 years old	To be executed by the parent(s) or guardian at the Office of the Municipal Civil Registrar
5. 1 Original & 2 Photocopies of Certificate of No Marriage (CENOMAR) for all applicants (not later than 6 months)	Any Philippine Statistics Authority (PSA) branch nationwide
6. 3 photocopies of Death Cert. of the deceased spouse, PSA Marriage Certificate if applicant's	<ol style="list-style-type: none"> a. Office of the Municipal Civil Registrar of the place where the event was recorded. b. Any PSA Branch Nationwide



status is Widow or Widower	
7. 1 original and 2 photocopies of Barangay Residency for both applicants (except for foreign nationals).	Barangay Hall of the applicant's place of residence
8. 3 photocopies Court Decision, Certificate of Finality, & Marriage Certificate with Annotation, if former marriage was annulled or declared null & void.	a. Regional Trial Court (RTC) that handled the case. b. Any PSA Branch Nationwide
9. 3 photocopies of Decree of Divorce Certificate, if Divorced	a. Regional Trial Court (RTC) that handled the case. b. Any PSA Branch Nationwide
10. For Foreign applicants: a. 3 photocopies of Legal Capacity to Contract Marriage or Affidavit of No Legal Impediment to Contract Marriage, sworn to by the foreign applicant before the embassy official and issued by the latter. 3 photocopies of Valid Passport of the pages where the picture of the applicant and the date of his/her arrival appeared	a. Embassy or Consulate of the foreign applicant in the Philippines. b. From the foreign applicant's valid passport

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the MCRO to inquire about the service and obtain a checklist of requirements.	1. Provide a brief orientation about the service, issue the Marriage Information Sheet, and give the client the checklist of requirements along with other necessary instructions.	None	20 minutes	Registration Officer I & III(MCR) , Administrative Assistant II(MCR), Administrative Aide I & II & IV(MCR)
1.1 Receive the Marriage Information Sheet, accomplish it, and submit it along with the complete documentary requirements.	1.1 Receive and evaluate the accomplished Marriage Information Sheet along with the complete set of requirements.	None	15 minutes	Registration Officer I & III (MCR), Administrative Assistant II(MCR), Administrative Aide I & II & IV(MCR)



1.2 Accept the Order of Payment.	1.2 Issue the Order of Payment and advise the client to proceed to the Treasury Office for payment of the required fees.	None	5 minutes	Registration Officer I & III (MCR), Administrative Assistant II(MCR), Administrative Aide I & II & IV(MCR)
2. Settle the required fees at the Municipal Treasurer's Office.	2. Process the payment, release the official receipt, and direct the client to return to the MCRO.	PHP350.00 (Regular Fees) PHP700.00 Legal Capacity Fee (for foreign applicants Only)	20 minutes	Administrative Aide I & III (Municipal Treasurer's Office)
3. Submit the Official Receipt (OR) to the Municipal Civil Registry Office (MCRO).	3. Receive the Official Receipt (O.R.) and review the documents for completeness, advise the client to pay the License Fee.	None	5minutes	Registration Officer I & III (MCR), Administrative Assistant II(MCR), Administrative Aide I & II & IV(MCR)
3.1 Pay the required License Fee to the MCRO.	3.1 Accept the License Fee payment and ensure weekly remittance to the Treasury Office.	PHP200.00	10minutes	Registration Officer III (MCRO)
	3.2 Instruct the client to visit the MSWD Office to arrange their schedule for the Family Planning and Marriage Counseling Seminar.	None	3 minutes	Day Care Worker I (MSWD OFFICE)
4. Proceed to the MSWD Office to attend the Marriage Counseling session.	4. Facilitate the interview and set the schedule for the release of the Marriage Counseling Certificate. Instruct the	None	30 minutes	Day care Worker I (MSWD OFFICE)



<p>4.1 Submit the Family Planning Seminar Certificate to the Municipal Civil Registry Office (MCRO).</p>	<p>client to submit the certificate to the MCRO once issued.</p> <p>4.1 Accept the Family Planning Seminar Certificate and inform the client to return after the mandatory 10-day posting period for the release of the Marriage License.</p>	<p>None</p>	<p>10 days and 15 minutes</p>	<p>Registration Officer I & III (MCR), Administrative Assistant II(MCR), Administrative Aide I & II & IV(MCR)</p>
<p>5. Proceed to the MCRO on the scheduled date to claim the Marriage License.</p> <p>5.1 Receive the Marriage License and submit it to the wedding officiant of your choice.</p>	<p>5. Review the application for accuracy and advise the client to double-check the details. Instruct them to log their name, signature, and date in the designated MCR logbook upon receiving the Marriage License.</p> <p>5.1 Grant the Marriage License.</p>	<p>None</p> <p>None</p>	<p>15 minutes</p> <p>2 minutes</p>	<p>Registration Officer I & III (MCR), Administrative Assistant II(MCR), Administrative Aide I & II & IV(MCR)</p> <p>Registration Officer I & III (MCR), Administrative Assistant II(MCR), Administrative Aide I & II & IV(MCR)</p>
<p>TOTAL</p>		<p>Php 550.00 and Php1250.00 (for foreign applicants)</p>	<p>10days & 2hrs. & 15 minutes</p>	
<p>REMARKS: Family Code of the Philippines (Executive Order No. 209, series of 1987) Article 5, Section 4 of the Family Code states that: "The license shall be posted in a conspicuous place in the civil registry office for at least ten (10) days immediately preceding the date of the intended marriage."</p>				

22. ISSUANCE OF CERTIFIED TRUE COPY OF CERTIFICATES OF LIVE BIRTH/MARRIAGE/DEATH & OTHER CIVIL REGISTRY DOCUMENTS



The issuance of certified true copies of certificates of live birth, marriage, death, and other civil registry documents is a vital service provided by government agencies to ensure the authenticity and legal validity of these essential records.

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Any person, or his/her duly authorized representative, may request and obtain a certified true copy of registered civil registry documents from the appropriate government office.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any valid government-issued ID of the concerned party. 2. Present an Authorization Letter, a photocopy of the concerned party's valid ID, and a valid ID of the representative.		1. Respective issuing agency (e.g., PSA, LTO, DFA, PhilSys, etc.) 2. To be executed by the authorizing party & Respective issuing agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the request form and submit it at the service counter.	1. Receive the request form, verify the availability of the document, advise the client accordingly, and issue the Order of Payment.	None	15 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide I & II & IV(MCR)
	1.1 Instruct the client to proceed to the Treasury Office to settle the fees.	None	2 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide I & II & IV(MCR)
2. Accept the Order of Payment form and remit the required fees at the Treasury Office.	2. Receive the payment, issue the Official Receipt, and advise the client to return to the Civil Registry Office (MCRO).	PHP100.00 For Local Purpose PHP150.00 For Travel Abroad	10 minutes	Administrative Aide I and III (Treasury Office)



3. Receive OR & Return to MCRO, Present Official Receipt of payment and wait for the document to be released.	3. Receive the Official Receipt (O.R.) and attach it to the prepared documents with the official seal and signature.	None	5 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide I & II & IV(MCR)
3.1 Received documents issued by the Municipal Civil Registry Office (MCRO).	3.1 Release the requested document.	None	5 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide I & II & IV(MCR)
TOTAL		PHP100.00 For Local Purpose PHP150.00 For Travel Abroad	37 minutes	
<p> REMARKS: Republic Act No. 3753 – The Civil Registry Law This law requires the registration of births, marriages, and deaths in the civil registrar and mandates the Civil Registrar to issue certified true copies of these records upon request.</p>				

23. ISSUANCE OF CERTIFIED PHOTO COPY OF CERTIFICATES OF LIVE BIRTH/MARRIAGE/DEATH & OTHER CIVIL REGISTRY DOCUMENTS

The issuance of certified photo copies of certificates of live birth, marriage, death, and other civil registry documents is a vital service provided by government agencies to ensure the authenticity and legal validity of these essential records.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Any person / individual concerned or his / her duly authorized person can secure a certified photo copy of registered Civil Registry Documents
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One Government issued I.D. of the concerned party	CLIENT
2. Authorization Letter and Photo Copy of I.D. from the concerned party	CLIENT



a. One Government Issued ID for Representative		CLIENT		
3. Original and Photo Copy of Birth/Marriage/Death Certificate				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the LCRO and bring the intended document that needs to be certified.	1.Receive the document and verify with the LCRO records.	None	10 minutes	MCR Staff
1.1 Receive the order of payment slip	1.1 Issue an Order of payment slip and advice the client to pay fees at Treasury Office	None	3 minutes	MCR Staff
2. Proceed to treasury office for payment	2.Received payment and issue Official Receipt and advice client to return to LCRO	Php 60.00 each document	10 minutes	Administrative Aide I & III (Treasury Office)
3. Return to LRCO and Present O.R.	3.Receive & attached O.R. to the document, Sealed with signature	None	8 minutes	MCR Staff
3.1 Received the documents	3.1Release to the client.			
TOTAL		Php 60.00	31 minutes	

24. ONTIME REGISTRATION OF BIRTH CERTIFICATE

Birth registration is an essential government function that records vital life events. It establishes a person's legal identity, ensures the accuracy of civil records, and provides important data for planning, policy-making, and demographic analysis.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All child born within the jurisdiction of Concepcion, Tarlac is eligible for timely birth registration. The registration may be filed by



		the child's parent, guardian, attendant at birth, or any person who has knowledge of the birth, in accordance with the provisions of the Civil Registry Law (P.D. 651).		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. 1. Four (4) copies of the Certificate of Live Birth, duly accomplished correctly, completely, and signed by the proper parties. The data entered in the certificates must be typewritten/computerized, aligned on the lines, and free from erasures or alterations. The birth must be registered within thirty (30) days from the date of birth. If the parents are married, submit a Marriage Contract of the Parents.		Certificate of Live Birth forms and related documents may be secured from the Municipal Civil Registry Office (MCRO) or the hospital/lying-in clinic where the child was born.		
B. For illegitimate but acknowledged child 1. Affidavit of Acknowledgment /Admission of Paternity, duly signed by the father. 2. Valid IDs of the parents.		1. Any notarized by a duly commissioned Notary Public. 2. Respective issuing agency (e.g., PSA, LTO, DFA, PhilSys, etc.)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the MCRO and submit four (4) duly accomplished copies of the Certificate of Live Birth.	1. Receive the documents and conduct a thorough review to ensure that all entries are properly accomplished and duly signed by the concerned parties. 1.2 If the submitted documents are verified to be correct and complete, proceed with the registration, affix the official seal, and sign the document to certify its authenticity.	None	5 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide I & II & IV(MCR)
		None	3 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide I & II & IV(MCR)



2. Receive the Document	2. Release the registered document to the registrant.			
TOTAL		None	8 minutes	
<p>Remarks: Republic Act No. 3753 (Civil Registry Law, 1930): This foundational law requires the registration of all vital events, including births, within 30 days.</p>				

25. DELAYED REGISTRATION OF BIRTH CERTIFICATE

The registration of birth is a vital process that records and preserves essential life events. It serves as a fundamental legal record, ensuring the accurate documentation of significant milestones and providing valuable data for administrative planning and demographic analysis.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizen
Who may avail:	<ol style="list-style-type: none"> Persons whose birth occurred within the territorial jurisdiction of Concepcion, Tarlac, but were not registered within thirty (30) days from the date of birth. Individuals whose birth records cannot be found or verified at the Philippine Statistics Authority (PSA) (i.e., negative PSA result). Individuals, whether minors or adults, who were born in Concepcion, Tarlac and have not yet been issued a registered birth certificate.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> Certification of No Record of Birth from the Philippine Statistics Authority (PSA) ("No Record" certificate). Four (4) duly accomplished copies of the Certificate of Live Birth. (if available) Affidavit of Delayed Registration (<i>For persons under 18: signed by father, mother, or guardian; or by the child if capable</i>). Affidavit of Two (2) Disinterested Persons who know/can attest to the facts of birth of the child. Barangay Residency of Parents & Child (7yrs above) Government Issued ID of Child (7yrs. above) & Parents. 2x2 picture of Child (7yrs above) and Parents. Childs Baptismal/School Records/Marriage Contract (if Any stating Place & date of Birth) 	<ol style="list-style-type: none"> Any PSA Branch Nationwide From the hospital, lying-in clinic, or midwife where the birth took place. If the birth occurred at home, the form may be obtained and accomplished at the Municipal Civil Registry Office (MCRO). Any notarized by a duly commissioned Notary Public. Any notarized by a duly commissioned Notary Public. Barangay Hall where the registrant is currently residing. Respective issuing agency (e.g., PSA, LTO, DFA, PhilSys, etc.) To be secured from any photo studio Parish Church or Religious Institution where the child was baptized/School last attended by the child/Philippine Statistics Authority (PSA)



<p>9. SPA (Special Power of Attorney if needed) <i>Other special requirements depending on circumstances:</i> 1. If the parents are not married at time of child's birth: a. Sworn Statement of Mother b. Affidavit of Acknowledgment/ Admission of Paternity</p>		<p>or Municipal Civil Registry Office (MCRO) where the marriage was registered.</p> <p>a. Any notarized by a duly commissioned Notary Public. b. Any notarized by a duly commissioned Notary Public.</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Civil Registry Office (MCRO) and submit all required documents for evaluation.	1. The MCRO staff shall receive and evaluate the submitted documents. If found complete and in order, the application shall be processed and posted for a ten (10)-day period at the Municipal Civil Registry Office before the release of the registered document.	None	10days and 20 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide I & II & IV(MCR)
1.1 Receive the Order of Payment slip	1.1 Issue an Order of Payment slip and advise the client to pay the corresponding fees at the Treasury Office.	None	3 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide I & II & IV(MCR)
2. Proceed to the Treasury Office for payment of the required fees.	2. Receive payment and issue the Official Receipt. Advise the client to return to the Civil Registry Office (MCRO).	PHP350.00	10 minutes	Administrative Aide I & III (Treasury Office)



3. Return to the MCRO and submit the Official Receipt.	3. Receive and attach the Official Receipt (O.R.) to the document, affix the official seal and signature, and advise the client to return after ten (10) days for the release, in compliance with the 10-day posting period.	None	5 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide I & II & IV(MCR)
3.1 Received the issued and registered documents from the MCRO.		None	2 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide I & II & IV(MCR)
TOTAL		PHP350.00	10 days & 40 minutes	
<p>• REMARKS: Republic Act No. 3753 – <i>The Civil Registry Law</i> Administrative Order No. 1, Series of 1993 Rule 20, Section 10 Posting Requirement for Delayed Registration: “All applications for delayed registration of birth, marriage, and death shall be posted for a period of ten (10) consecutive days in a conspicuous place within the Local Civil Registrar’s office before the registration is affected.</p>				

26. ONTIME REGISTRATION OF MARRIAGE

The registration of Marriage is a vital process that captures and records essential life events. These serve as fundamental legal records, ensuring accurate documentation of life's significant milestones and providing valuable data for demographic analysis and administrative purposes.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	<ol style="list-style-type: none"> 1. Couples who have been legally married — whether through a civil ceremony, church or religious rites, or customary/traditional rites recognized by law. 2. The authorized solemnizing officer (such as a priest, pastor, judge, or mayor) — who is responsible for submitting the Certificate of Marriage to the Civil Registry Office (MCRO) within the prescribed period. 3. In some cases, a duly authorized representative of the couple may also file the registration, provided proper authorization and supporting documents are presented.



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Four (4) copies of the Certificate of Marriage, duly accomplished, correctly and completely filled out, and signed by the proper parties. All entries in the certificate must be typewritten, properly aligned, and free from erasures. The marriage must be registered within thirty (30) days from the date of marriage		1. The solemnizing officer (e.g., judge, priest, pastor, leader, or mayor) is required to submit the Certificate of Marriage to the MCRO for registration within the prescribed period (30 days from the date of marriage).		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit four (4) copies of the Certificate of Marriage form to the MCRO for registration.	1. Receive and review the submitted documents.	None	10 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide I & II & IV(MCR)
2. Receive the registered Marriage Certificate.	2. Issue the registered document.	None	3 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide I & II & IV(MCR)
TOTAL		None	13 minutes	
<p>REMARKS: Republic Act No. 3753 – <i>The Civil Registry Law</i> Administrative Order No. 1, Series of 1993 Rule 19, Section 5 – Registration of Marriage: “The time for submission of the Certificate of Marriage to the Local Civil Registrar shall be within thirty (30) days from the date of marriage.”</p>				

27. DELAYED REGISTRATION OF MARRIAGE CERTIFICATE

The registration of Marriage is a vital process that captures and records essential life events. These serve as fundamental legal records, ensuring accurate documentation of life's significant milestones and providing valuable data for demographic analysis and administrative purposes.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Couples who have been legally married, whether through a civil ceremony, church or religious rites, or customary/traditional rites recognized by law, but have not registered their marriage within thirty (30) days from the date the marriage took effect, may still file for delayed registration of marriage at the Municipal Civil Registry Office (MCRO).



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Four (4) copies of the duly accomplished and filled-out Certificate of Marriage, if available. (unregistered) 2. Affidavit of Delayed Registration of Marriage 3. Affidavit of two-dis interested person 4. Government Issued ID of Couple 5. PSA Negative Result of Marriage Certificate 6. Barangay Residency (Both Partner) 7. 2x2 picture (Both Partner)		1. The solemnizing officer (e.g., judge, priest, pastor, leader, or mayor), or from Municipal Civil Registrars Office (MCRO). 2. Any notarized by a duly commissioned Notary Public. 3. Any notarized by a duly commissioned Notary Public. 4. Respective issuing agency (e.g., PSA, LTO, DFA, PhilSys, etc.) 5. Any PSA Branch Nationwide 6. Barangay Hall where the registrant is currently residing. 7. To be secured from any photo studio		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the MCRO and submit the required documents.	1. Receive and review the submitted requirements. If complete, process the registration.	None	10 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide I & II & IV(MCR)
1.1 Receive order of payment slip	1.1 Issue an Order of Payment slip and advise the client to pay the required fees at the Treasury Office.	None	3 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide I & II & IV(MCR)
2. Proceed to the Treasury Office for payment.	2. Receive the payment and issue the Official Receipt. Advise the client to return to the MCRO.	PHP350.00	20 minutes	Administrative Aide I & III (Treasury Office)
3. Return to the MCRO and submit the Official Receipt.	3. Receive & attached O.R. to the document, sealed with signature and	None	10days & 15 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR),



3.1 Receive the issued and registered documents from the MCRO.	advice to return after 10days for releasing. (for 10days posting) 3.1 After 10 days, release the document to the client.	None	2 minutes	Administrative Aide I & II & IV(MCR) Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide I & II & IV(MCR)
TOTAL		PHP350.00	10 days & 50 minutes	
<p>REMARKS: Republic Act No. 3753 – <i>The Civil Registry Law</i> Administrative Order No. 1, Series of 1993 Rule 20, Section 10 Posting Requirement for Delayed Registration: “All applications for delayed registration of birth, marriage, and death shall be posted for a period of ten (10) consecutive days in a conspicuous place within the Local Civil Registrar’s office before the registration is affected.</p>				

28. ONTIME REGISTRATION OF DEATH CERTIFICATE

The registration of Death, vital process that records life events. These serve as fundamental legal records, ensuring accurate documentation of life's and providing valuable data for demographic analysis and administrative purposes.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	<ol style="list-style-type: none"> 1. The nearest relative of the deceased, or any person who has knowledge of the death. 2. The hospital or clinic administrator, if the person died in a medical facility. 3. The barangay captain or health officer, if the person died at home and was not attended by a physician. 4. The funeral parlor or mortuary representative, authorized by the family to process the registration. 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Four (4) copies of the duly accomplished Certificate of Death correctly and completely filled out, typewritten, and signed by the attending physician, hospital administrator, or authorized person.		Local Civil Registry Office (LCRO) or Hospital/Clinic where the death occurred		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit four (4) copies of the	1. Receive and review	None	10 minutes	Registration Officer I (MCR),



Certificate of Death form to the MCRO for registration.	the documents to ensure all portions are correctly and completely filled out.			Administrative Assistant II(MCR), Administrative Aide I & II & IV(MCR)V
1.1 Receive order of payment slip and proceed to treasury office for payment.	1.1 Issue an Order of Payment slip and advise the client to pay the required fees at the Treasury Office.	None	3 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide I & II & IV(MCR)
2. Proceed to the Treasury Office for payment.	2. Received payment and issue Official Receipt and advice client to return to MCRO	PHP100.00	20 minutes	Administrative Aide I & III (Treasury Office)
3.Return to MCRO and Submit O.R.	3. Receive and attach the Official Receipt to the document, affix the seal and signature.	None	10 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide I & II & IV(MCR)
3.1 Receive the issued and registered documents from the MCRO.	3.1 Release document to the client.	None	2 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide I & II & IV(MCR)
TOTAL		PHP100.00	45 minutes	
<p>Remarks: Republic Act No. 3753 (Civil Registry Law, 1930): This foundational law requires the registration of all vital events, including death, within 30 days.</p>				

29. DELAYED REGISTRATION OF DEATH CERTIFICATE



The registration of Death, vital process that records life events. These serve as fundamental legal records, ensuring accurate documentation of life's and providing valuable data for demographic analysis and administrative purposes.

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		1. The nearest relative of the deceased. 2. Authorized representative of the nearest Relative.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Four (4) copies of the duly accomplished Certificate of Death correctly and completely filled out, typewritten, and signed by the attending physician, embalmer, hospital administrator, or authorized person. (If available) 2. Affidavit of Delayed Registration of Death 3. Affidavit of two-dis interested person 4. Barangay Certification (Deceased) 5. PSA Negative Result of Death 6. Any Government issued ID of Informant 7. 2x2 picture of Informant 8. Barangay Residency of Informant		1. Local Civil Registry Office (LCRO) or Hospital/Clinic where the death occurred 2. Any notarized by a duly commissioned Notary Public. 3. Any notarized by a duly commissioned Notary Public. 4. Barangay Hall where the deceased resided or where the death occurred. 5. Any PSA Branch Nationwide 6. Respective issuing agency (e.g., PSA, LTO, DFA, PhilSys, etc.) 7. To be secured from any photo studio 8. Barangay Hall where the informant is currently residing.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the MCRO and submit the required documents.	1. Receive and review the documents to ensure all portions are correctly and completely filled out.	None	10 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide IV(MCR)
1.1 Receive order of payment slip	1.1 Issue an Order of Payment slip and advise the client to pay the required fees at the Treasury Office.	None	5 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide IV(MCR)
2. Proceed to the Treasury Office for payment.	2. Receive the payment and issue the	PHP350.00	20 minutes	Administrative Aide I & III



	Official Receipt. Advise the client to return to the MCRO.			(Treasury Office)
3. Return to MCRO and Submit O.R.	3. Receive & attached O.R. to the document, sealed with signature and advice to return after 10days for releasing. (for 10days posting)	None	10days & 15 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide IV(MCR)
3.1 Receive the issued and registered documents from the MCRO.	3.1 After 10 days, release the document to the client.	None	2 Minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide IV(MCR)
TOTAL		PHP350.00	10 days & 52 minutes	
<p>REMARKS: Republic Act No. 3753 – <i>The Civil Registry Law</i> Administrative Order No. 1, Series of 1993 Rule 20, Section 10 Posting Requirement for Delayed Registration: "All applications for delayed registration of birth, marriage, and death shall be posted for a period of ten (10) consecutive days in a conspicuous place within the Local Civil Registrar's office before the registration is affected.</p>				

30. APPLICATION OF SUPPLEMENTAL REPORT (Birth Certificate)

The application for a Supplemental Report is a vital process that provides additional or missing details to a registered Birth Certificate after its initial registration. This ensures the accuracy and completeness of the civil record for legal and administrative purposes.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	<p>The registered person -whose birth certificate contains missing or incomplete information.</p> <p>The parent or guardian -if the registered person is a minor or unable to file the report personally.</p> <p>An authorized representative- with a valid</p>



		authorization letter or Special Power of Attorney (SPA).		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PSA Birth Certificate of the registered person 2. Marriage Contract of Parents/ Birth Certificate of parents. 3. Affidavit of Supplemental Report 4. Government Issued ID of Client or Representative/Parents		1. Any PSA Branch Nationwide 2. Any PSA Branch Nationwide/MCRO 3. Any notarized by a duly commissioned Notary Public. 4. Respective issuing agency (e.g., PSA, LTO, DFA, PhilSys, etc.)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the MCRO and submit the required documents. 1.1 Receive order of payment slip	1. Receive and review the documents to ensure the Authenticity & correctness of the documents	None	20 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide IV(MCR)
	1.1 Issue an Order of Payment slip (for Supplemental & Endorsement Fees) and advise the client to pay the required fees at the Treasury Office.	None	5 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide IV(MCR)
2. Proceed to treasury office for payment	2. Receive the payment and issue the Official Receipt. Advise the client to return to the MCRO.	PHP250.00 (supplemental) PHP250.00 (Endorsement)	20 minutes	Administrative Aide I & III (Treasury Office)
3. Return to MCRO and Submit O.R.	3. Receive and attach the Official Receipt to the document, affix the seal and signature, prepare the endorsement letter for courier submission,	None	15 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide IV(MCR)



3.1 Received documents and drop endorsement letter to the nearest Courier.	and advise the client to verify with the PSA after one (1) month for the Birth Certificate with annotation, if approved.			
TOTAL		PHP500.00	1 Hour	
<p>REMARKS: Act No. 3753 – The Civil Registry Law (Approved: November 26, 1930) <i>Rule 25 - Supplemental Report</i> A Supplemental Report may be filed to supply omitted information in the civil registry document (e.g., birth, marriage, or death certificate) that does not materially affect the facts of the event.</p>				

31. APPLICATION OF SUPPLEMENTAL REPORT (Marriage Certificate)

The application for a Supplemental Report is a vital process that provides additional or missing details to a registered Marriage Certificate after its initial registration. This ensures the accuracy and completeness of the civil record for legal and administrative purposes.

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		<p>The husband or wife -whose Marriage Certificate contains missing or incomplete information.</p> <p>An authorized representative -duly permitted by either spouse through an Authorization Letter or Special Power of Attorney (SPA).</p> <p>The nearest relative -if both spouses are unable to file the report personally.</p>		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> PSA Marriage Certificate of the registered person Marriage Contract of Parents/ Birth Certificate of parents. Affidavit of Supplemental Report Government Issued ID of Client or Representative/Parents 		<ol style="list-style-type: none"> Any PSA Branch Nationwide Any PSA Branch Nationwide/MCRO Any notarized by a duly commissioned Notary Public. Respective issuing agency (e.g., PSA, LTO, DFA, PhilSys, etc.) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the MCRO and submit the required documents.	1. Receive and review the documents to	None	20 minutes	Registration Officer I (MCR),



1.1 Receive order of payment slip	<p>ensure the Authenticity & correctness of the documents</p> <p>1.1 Issue an Order of Payment slip (for Supplemental & Endorsement Fees) and advise the client to pay the required fees at the Treasury Office.</p>	None	5 minutes	<p>Administrative Assistant II(MCR), Administrative Aide IV(MCR)</p> <p>Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide IV(MCR)</p>
2. Proceed to treasury office for payment	2. Receive the payment and issue the Official Receipt. Advise the client to return to the MCRO.	<p>PHP250.00 (supplemental)</p> <p>PHP250.00 (Endorsement)</p>	20 minutes	Administrative Aide I & III (Treasury Office)
3.1 Received documents and drop endorsement letter to the nearest Courier.	3. Receive and attach the Official Receipt to the document, affix the seal and signature, prepare the endorsement letter for courier submission, and advise the client to verify with the PSA after one (1) month for the Birth Certificate with annotation, if approved.	None	15 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide IV(MCR)
TOTAL		PHP500.00	1 Hour	



REMARKS: Act No. 3753 – The Civil Registry Law (Approved: November 26, 1930)

Rule 25 - Supplemental Report

A Supplemental Report may be filed to supply omitted information in the civil registry document (e.g., birth, marriage, or death certificate) that does not materially affect the facts of the event.

32. APPLICATION OF SUPPLEMENTAL REPORT (Death Certificate)

A Supplemental Report of Death Certificate is a vital process that provides additional or missing information to a Death Certificate after its initial registration. This ensures the accuracy and completeness of the civil record for legal and administrative purposes.

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		1. The nearest relative of the deceased (spouse, children, or parents) 2. Authorized representative — with a valid Authorization Letter or Special Power of Attorney (SPA) 3. Barangay officials or hospital administrators — if filing on behalf of the family with proper authorization		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PSA Death Certificate 2. Birth Certificate/Marriage Certificate of the deceased 3. Affidavit of Supplemental Report 4. Government Issued ID of Representative		1. Any PSA Branch Nationwide 2. Any PSA Branch Nationwide/MCRO 3. Any notarized by a duly commissioned Notary Public. 4. Respective issuing agency (e.g., PSA, LTO, DFA, PhilSys, etc.)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the MCRO and submit the required documents.	1. Receive and review the documents to ensure the Authenticity & correctness of the documents	None	30 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide IV(MCR)
1.1 Receive order of payment slip	1.1 Issue an Order of Payment slip (for Supplemental & Endorsement Fees) and advise the client to pay the required fees at the Treasury Office.	None	5 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide IV(MCR)



2. Proceed to treasury office for payment	2. Receive the payment and issue the Official Receipt. Advise the client to return to the MCRO.	PHP250.00 (supplemental) PHP250.00 (Endorsement)	20 minutes	Administrative Aide I & III (Treasury Office)
3. Return to MCRO and Submit O.R.	3. Receive and attach the Official Receipt to the document, affix the seal and signature, prepare the endorsement letter for courier submission, and advise the client to verify with the PSA after one (1) month for the Birth Certificate with annotation, if approved.	None	15 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide IV(MCR)
3.1 Received documents and drop endorsement letter to the nearest Courier.				
TOTAL		PHP500.00	1 Hr. & 10 min.	
<p>REMARKS: Act No. 3753 – The Civil Registry Law (Approved: November 26, 1930) <i>Rule 25 - Supplemental Report</i> A Supplemental Report may be filed to supply omitted information in the civil registry document (e.g., birth, marriage, or death certificate) that does not materially affect the facts of the event.</p>				

33. APPLICATION OF LEGITIMATION

The application for Legitimation is a vital process that legally legitimizes a child upon the subsequent marriage of the parents. This process ensures that the child is recognized as legitimate under the law, granting them the same rights and legal status as children born to married parents, including inheritance rights and inclusion in civil registry records.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	1. The parents of the child — upon their subsequent marriage, seeking to legitimize their previously born child.



		<p>2. The child — through the parents or a legal guardian, if the parents are unable to file personally.</p> <p>3. Authorized representative — with a valid Authorization Letter or Special Power of Attorney (SPA) from the parents.</p>		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. PSA Birth Certificate of the Child</p> <p>2. PSA Marriage Certificate of the Parents</p> <p>3. Affidavit of Legitimation/Joint Supplemental affidavit of Legitimation.</p> <p>4. Affidavit of Sworn Statement</p> <p>5. Affidavit of Admission of Paternity</p> <p>6. Government Issued ID of client or authorize representative</p>		<p>1. Any PSA Branch Nationwide</p> <p>2. Any PSA Branch Nationwide</p> <p>3. Any notarized by a duly commissioned Notary Public.</p> <p>4. Any notarized by a duly commissioned Notary Public.</p> <p>5. Any notarized by a duly commissioned Notary Public.</p> <p>6. Respective issuing agency (e.g., PSA, LTO, DFA, PhilSys, etc.)</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the MCRO and submit the required documents.	1. Receive and review the requirements. If complete process the Legitimation.	None	45 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide IV(MCR)
1.1 Receive order of payment slip.	1.1 Issue an Order of payment slip (Legitimation & Endorsement Fee) and advise the client to pay fees at Treasury Office	None	5 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide IV(MCR)
2. Proceed to treasury office for payment	2. Receive the payment and issue the Official Receipt. Advise the client to return to the MCRO.	PHP250.00 (legitimation) PHP250.00 (Endorsement)	20 minutes	Administrative Aide I & III (Treasury Office)



<p>3. Return to the MCRO and submit the Official Receipt.</p> <p>3.1 Received documents and drop endorsement letter to the nearest Courier.</p>	<p>3. Receive and attach the Official Receipt to the document, affix the seal and signature, and advise the client to verify with the PSA.</p> <p><i>(typically processed and the annotation reflected on the Birth Certificate at the PSA within 1 to 3 months from the time the document is submitted and endorsed)</i></p>	<p>None</p>	<p>15 minutes</p>	<p>Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide IV(MCR)</p>
TOTAL		PHP500.00	1 Hr. & 25 min.	
<p>REMARKS: Family Code of the Philippines (Executive Order No. 209), as amended Articles 177–182 “Only children conceived and born outside of wedlock of parents who, at the time of the conception of the child, were not disqualified by any impediment to marry each other may be legitimated” The application for Legitimation must be filed at the Municipal Civil Registry Office (MCRO) where the child’s birth was originally registered.</p>				

34. APPLICATION OF USING THE SURNAME OF A FATHER (R.A. 9255)

This is a vital legal process that allows a child to use the father’s surname even if the parents are not legally married. It ensures that the child can be officially recognized under the father’s family name for civil registry purposes.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	<p>The Child’s Mother – Especially if the father acknowledges the child or gives consent.</p> <p>The Father – If he acknowledges paternity and wishes the child to bear his surname.</p> <p>The Child (if of legal age) – A child who is of legal age (usually 18 years and above) can personally file the application.</p> <p>Legal Guardian – If the child is a minor and neither parent can file, a court-appointed guardian may file on the child’s behalf.</p>
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. PSA Birth Certificate of the Child</p> <p>2. Affidavit of Using the Surname of a Father</p>	<p>1. Any PSA Branch Nationwide</p> <p>2. Any notarized by a duly commissioned Notary Public.</p> <p>3. Any notarized by a duly commissioned Notary Public.</p>



<p>3. Affidavit of Sworn Statement (if the father is already indicated in the birth Certificate upon registration of the child)</p> <p>4. Affidavit of Admission of Paternity</p> <p>5. Affidavit of Sworn Attestation (if upon registration of Birth Certificate, the father is unknown)</p> <p>6. Government Issued ID of Child/Parents or authorize representative</p>	<p>4. Any notarized by a duly commissioned Notary Public.</p> <p>5. Any notarized by a duly commissioned Notary Public.</p> <p>6. Respective issuing agency (e.g., PSA, LTO, DFA, PhilSys, etc.)</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the MCRO and submit the required documents.	1. Receive and review the requirements. If complete process the Legitimation.	None	30 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide IV(MCR)
	1.1 Issue an Order of payment slip (AUSF & Endorsement Fee) and advise the client to pay fees at Treasury Office	None	5 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide IV(MCR)
2. Proceed to treasury office for payment	2. Receive the payment and issue the Official Receipt. Advise the client to return to the MCRO.	PHP250.00 (Using) PHP250.00 (Endorsement)	20 minutes	Administrative Aide I & III (Treasury Office)
3. Return to the MCRO and submit the Official Receipt.	3. Receive and attach the Official Receipt to the document, affix the seal and signature, and advise the client to verify with the PSA. <i>(typically processed and the annotation reflected on the Birth Certificate at the PSA within 1 to 3 months from the time the</i>	None	15 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide IV(MCR)



3.1 Received documents and drop endorsement letter to the nearest Courier.	<i>document is submitted and endorsed)</i>			
TOTAL		PHP500.00	1 Hr. & 10 min.	
<p>REMARKS: REPUBLIC ACT NO. 9255 <i>"An Act Allowing Illegitimate Children to Use the Surname of their Father, Amending for the Purpose Article 176 of Executive Order No. 209, Otherwise Known as the Family Code of the Philippines."</i> Approved: February 24, 2004</p>				

35. ENDORSEMENT OF BIRTH/MARRIAGE/DEATH CERTIFICATE (OLD REGISTRATION)

The endorsement process is a vital procedure for individuals whose civil registry documents such as Birth, Marriage, or Death Certificates are recorded in the Municipal or Local Civil Registry but do not yet appear in the Philippine Statistics Authority (PSA) database. This process ensures that the information from the Municipal /Local Civil Registrar's copy is properly verified, authenticated, and transmitted to the PSA, allowing the record to be updated and made available for national issuance.

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		1. The owner of the record (for birth or marriage certificate) 2. The parents or legal guardian (for a minor's birth record) 3. The spouse (for marriage record) 4. The next of kin or authorized representative (for death record) 5. Any person authorized by a Special Power of Attorney (SPA)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Negative Result from PSA 2. Government Issued ID of client or authorize representative.		1. Any PSA Branch Nationwide 2. Respective issuing agency (e.g., PSA, LTO, DFA, PhilSys, etc.)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the MCRO and Submit Requirements	1. Received and review the requirements. If complete process the endorsement.	None	25 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide IV(MCR)
1.1 Receive order of payment slip	1.1 Issue an Order of Payment slip and advise the client to pay	None	5 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR),



	the required fees at the Municipal Treasury Office.			Administrative Aide IV(MCR)
2. Proceed to the Municipal Treasury Office to settle the required fees indicated in the Order of Payment slip.	2. Received the payment and issue an Official Receipt (O.R.) to the client, then advise the client to return to the Civil Registry Office (MCRO) for the continuation of the endorsement process.	PHP250.00 (Endorsement)	10 minutes	Administrative Aide I & III (Treasury Office)
3. Return to MCRO and Submit O.R.	3. Received and attach the Official Receipt (O.R.) to the document, seal it with the authorized signature, and advise the client to drop the endorsed documents at the courier service for transmittal to the PSA. The client is then advised to verify the availability of the record at the PSA after three (3) weeks to one (1) month.	None	10 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide IV(MCR)
3.1 Received documents and drop endorsement letter to the nearest Courier.				
TOTAL		PHP250.00	50 minutes	
<p> REMARKS: Act No. 3753 (Civil Registry Law) – mandates the registration and safekeeping of civil registry records.</p>				



Administrative Order No. 1, Series of 1993 – provides for the transmission and endorsement of civil registry documents to the Office of the Civil Registrar General (now PSA).

36. ENDORSEMENT OF BIRTH/MARRIAGE/DEATH CERTIFICATE (NEW REGISTERED)

The endorsement of Birth, Marriage, or Death Certificates is a vital process for civil registry documents that were registered within the month of occurrence of the event. This ensures that the records are properly transmitted and reflected in the database of the Philippine Statistics Authority (PSA) for national issuance and verification. It may also be undertaken for urgent cases, where immediate availability of the PSA record is required for legal, administrative, or personal purposes.

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		1. The owner of the record (for birth or marriage certificates) 2. The parents or legal guardian (for a minor's birth record) 3. The spouse (for marriage record) 4. The next of kin or immediate family member (for death record) 5. A duly authorized representative, upon presentation of a Special Power of Attorney (SPA) and valid identification		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Form 102, 97 and 103 2. Government Issued ID of client or authorize representative.		1. Upon registration, from the Municipal Civil Registrar. 2. Respective issuing agency (e.g., PSA, LTO, DFA, PhilSys, etc.)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the MCRO and Submit Requirements	1. Received and review the requirements. If complete process the endorsement.	None	20 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide IV(MCR)
1.1 Receive order of payment slip	1.1 Issue an Order of Payment slip and advise the client to pay the required fees at the	None	5 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide IV(MCR)



	Municipal Treasury Office.			
2. Proceed to the Municipal Treasury Office to settle the required fees indicated in the Order of Payment slip.	2. Received the payment and issue an Official Receipt (O.R.) to the client, then advise the client to return to the Civil Registry Office (MCRO) for the continuation of the endorsement process.	PHP250.00	20 minutes	Administrative Aide I & III (Treasury Office)
3. Return to MCRO and Submit O.R.	3. Received and attach the Official Receipt (O.R.) to the document, seal it with the authorized signature, and advise the client to drop the endorsed documents at the courier service for transmittal to the PSA. The client is then advised to verify the availability of the record at the PSA after three (3) weeks to one (1) month.	None	15 minutes	Registration Officer I (MCR), Administrative Assistant II(MCR), Administrative Aide IV(MCR)
3.1 Received documents and drop endorsement letter to the nearest Courier.				
TOTAL		PHP250.00	1 hour	



● **REMARKS: Act No. 3753 (Civil Registry Law)** – mandates the registration and safekeeping of civil registry records.
Administrative Order No. 1, Series of 1993 – provides for the transmission and endorsement of civil registry documents to the Office of the Civil Registrar General (now PSA).

37. REGISTRATION OF COURT DECREE / DECISION (ANNULMENT)

A Court Decree or Decision refers to an order rendered by a judge to resolve matters in a court case. The Civil Registrar is responsible for registering the following types of court decisions.

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All, illegible clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified Court decision (3 original copies) from the court of justice 2. Certified copies of final judgement (3 original copies) from the court of Justice 3. Marriage Certificate 4. Details of the Applicant/Client		1. RTC (Regional Trial Court) 2. RTC (Regional Trial Court) 3. PSA Copy (from any branch)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the MCRO and Submit Requirements	1. Received and review the requirements. If complete process the application	None	15 minutes	Registration Office III (MCR)
1.1 Receive order of payment slip.	1.1 Issue an Order of Payment slip and advise the client to pay the required fees at the Municipal Treasury Office.	None	5 minutes	Registration Office III (MCR)
2. Proceed to treasury office for payment	2. Received the payment and issue an Official Receipt (O.R.) to the client, then advise the client to	PHP1,000.00	15 minutes	Administrative Aide I & III (Treasury Office)



	return to the Civil Registry Office (MCRO) for the continuation of the application			
3. Return to MCRO and Submit O.R.	3. Attach the Official Receipt to the document and inform the client to come back after 10 days for the posting period.	None	10days & 10 minutes	Registration Office III (MCR)
4. Return to MCRO (after 10days)	4. Release the documents and instruct the client to forward them to the Philippine Statistics Authority (PSA).	None	10minutes	Registration Office III (MCR)
TOTAL		PHP1,000.00	10 days 55 minutes	
<p>📌 REMARKS: Article 407 to 413 of the Civil Code of the Philippines – require the registration of judicial decrees affecting civil status. Act No. 3753 (Civil Registry Law) – mandates recording of acts and events concerning civil status. Administrative Order No. 1, Series of 1993 – rules and regulations governing registration of court decrees and decisions in the civil registry.</p>				

38. REGISTRATION OF COURT DECREE / DECISION (ADOPTION)

A Court Decree or Decision refers to an order rendered by a judge to settle or resolve matters in a court case. The Civil Registrar is responsible for recording the following types of court decisions.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All, illegible clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certified Court decision (3 original copies) from the court of justice	1. RTC (Regional Trial Court)



2. Certified copies of final judgement (3 original copies) from the court of Justice 3. PSA Birth Certificate 4. Details of Adopting Parents		2. Any PSA Branch Nationwide 3. Any PSA Branch Nationwide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Civil Registry Office (MCRO) to submit the complete requirements.	1. Receive the documents and check all requirements for completeness and accuracy.	None	15 minutes	Registration Officer III (MCR)
1.1 Receive the Order of Payment slip and proceed to the Treasury Office for payment.	1.1 Issue an Order of Payment slip and advise the client to pay the fees at the Treasury Office.	None	5 minutes	Registration Officer III (MCR)
2. Proceed to treasury office for payment	2. Receive payment, issue Official Receipt, and instruct the client to return to the MCRO.	PHP1,000.00	15 minutes	Administrative Aide I & III (Treasury Officer)
3. Return to MCRO and Submit O.R.	3. Receive & attached O.R. to the document, advise client to comeback after 10days. (for posting)	None	10 days & 10 minutes	Registration Officer III (MCR)
4.1 Return to MCRO (after 10days)	4. Issue the documents and advise client to submit documents to PSA.	None	5 minutes	Registration Officer III (MCR)
TOTAL		PHP1,000.00	10 days 50 minutes	
<p>REMARKS: Article 407 to 413 of the Civil Code of the Philippines – require the registration of judicial decrees affecting civil status. Act No. 3753 (Civil Registry Law) – mandates recording of acts and events concerning civil status. Administrative Order No. 1, Series of 1993 – rules and regulations governing registration of court decrees and decisions in the civil registry.</p>				

39. REGISTRATION OF COURT DECREE / DECISION (CORRECTION AND CLERICAL ERROR NOT COVERED BY R.A.9048)



Includes:

- Year of Child's Birth Certificate
- Change of Surname & Middle Name of Parents (Birth & Marriage)
- Date & year of Marriage (Marriage Contract)
- Cancellation of the 2nd Registration of Birth (Double Registration)

A Court Decree or Decision is an order issued by a judge that settles or resolves matters in a court case. The Civil Registrar is responsible for recording and implementing such judicial orders in the civil registry.

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All, illegible clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified Court decision (3 original copies) from the court of justice		1. RTC (Regional Trial Court)		
2. Certified copies of final judgement (3 original copies) from the court of Justice		2. RTC (Regional Trial Court)		
3. PSA Birth Certificate		3. Any PSA Branch Nationwide		
4. Details of Applicant				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Civil Registry Office (MCRO) to submit the complete requirements.	1. Receive and review the requirements to ensure they are complete and authentic.	None	20 minutes	Registration Officer III (MCR)
1.1 Receive order of payment slip.	1.1 Issue an Order of Payment slip and advise the client to pay the fees at the Treasury Office.	None	5 minutes	Registration Officer III (MCR)
2. Proceed to the Municipal Treasury Office to settle the required fees.	2. Receive payment, issue Official Receipt, and instruct the client to return to the MCRO.	PHP1,000.00	20 minutes	Administrative Aide I & III (Treasury Office)
3. Return to MCRO for submission of the Official Receipt.	3. Attach the Official Receipt to the document and inform the	None	10days & 20 mins,	Registration Officer III(MCR)



	client to come back after 10 days for the posting period.			
4.1 Return to MCRO (after 10days)	4. Issue the documents and advice client to submit documents to PSA.	None	10minutes	Registration Officer III(MCR)
TOTAL		PHP1,000.00	10 days 1 Hour and 15 minutes	

40. REGISTRATION OF COURT DECREE / DECISION (DIVORCE UNDER SHARI'A COURT)

A Court Decree or Decision refers to an order rendered by a judge to settle or resolve matters in a court case. The Civil Registrar is responsible for recording the following types of court decisions.

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All, illegible clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified court decision (3 original copies) from the Supreme Court of Shari'a Circuit Court 2. Certified copies of final judgement (3 original copies) from the Supreme Court of Shari'a Circuit Court 3. PSA Marriage Certificate 4. Details of Applicant/Client		1. Shari'a Circuit Court 2. Shari'a Circuit Court 3. Any PSA Branch Nationwide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Civil Registry Office (MCRO) to submit the complete requirements.	1. Receive and review the requirements to ensure they are complete and authentic.	None	15 minutes	Registration Officer III(MCR)
1.1 Receive order of payment slip.	1.1 Issue an Order of Payment slip and advise the client to pay the fees	None	5 minutes	Registration Officer III(MCR)



	at the Treasury Office.			
2. Proceed to treasury office for payment	2. Receive payment, issue Official Receipt, and instruct the client to return to the MCRO.	PHP1,000.00	15 minutes	Administrative Aide I & III (Treasury Office)
3. Return to MCRO for submission of the Official Receipt.	3. Attach the Official Receipt to the document and inform the client to come back after 10 days for the posting period.	None	10days & 10 mins,	Registration Officer III(MCR)
4.1 Return to MCRO (after 10days)	4. Issue the documents and advice client to submit documents to PSA.	None	10minutes	Registration Officer III(MCR)
TOTAL		PHP1,000.00	10 days 55 Minutes	
<p>REMARKS: Presidential Decree No. 1083, otherwise known as the Code of Muslim Personal Laws of the Philippines (CMP Law), promulgated on February 4, 1977. The Shari'a Circuit Court (SCC) is mandated to exercise exclusive original jurisdiction over personal and family law cases involving Muslims, as provided under Book Two of P.D. 1083.</p>				

41. PETITION FOR Correction of Clerical or Typographical Error (R.A. 9048)

Correction of clerical or typographical errors in civil registry documents, like birth certificates, without the need for a court order, meaning a city or municipal civil registrar or a consul general can directly amend errors like misspelled names or dates of birth based on supporting documents; it also permits changing a first name or nickname under specific circumstances like if it's considered ridiculous or difficult to pronounce.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All, illegible clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



<ol style="list-style-type: none"> 1. Certificate of Live Birth (PSA COPY) 2. Certificate of Marriage (PSA Copy) 3. Baptismal 4. Voter registration record 5. School Record (Transcript/F-137/Diploma) 6. Birth Certificate of Father/Mother 7. Baptismal of Father/Mother 8. Voter registration record of father and Mother 9. Marriage Contract of parents 10. Birth Certificate of Brother/Mother 11. Birth Certificate of Children 12. ID's Mother 13. ID's Father 14. ID's Owner 	<ol style="list-style-type: none"> 1. Any PSA Branch Nationwide 2. Any PSA Branch Nationwide 3. Church or parish where the baptism was originally performed. 4. Commission on Elections (COMELEC) office where you are registered. 5. School Administration office of the school attended 6. Any PSA Branch Nationwide 7. Church or parish where the baptism was originally performed. 8. Commission on Elections (COMELEC) office where you are registered. 9. Any PSA Branch Nationwide 10. Any PSA Branch Nationwide 11. Any PSA Branch Nationwide 12. Respective issuing agency (e.g., PSA, LTO, DFA, PhilSys, etc.) 13. Respective issuing agency (e.g., PSA, LTO, DFA, PhilSys, etc.) 14. Respective issuing agency (e.g., PSA, LTO, DFA, PhilSys, etc.)
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Civil Registry Office (MCRO) to submit the complete requirements.	1. Receive and review the requirements to ensure they are complete and authentic.	None	20 minutes	Municipal Civil Registrar (MCR)
1.1 Receive order of Payment slip	1.1 Issue an Order of Payment slip and advise the client to pay the fees at the Treasury Office.	None	5 minutes	Municipal Civil Registrar (MCR)
2. Proceed to the Municipal Treasury Office to settle the required fees.	2. Receive payment, issue Official Receipt, and instruct the client to return to the MCRO.	PHP1,000.00	20 minutes	Administrative Aide I & III (Treasury Office)
3. Return to MCRO for submission of the Official Receipt.	3. Attach the Official Receipt (O.R.) to the document,	None	Unspecified time	Municipal Civil Registrar (MCR)



	request the petitioner to sign the petition, and have it signed by the Municipal Civil Registrar. Advise the client to return after the affirmation, and notify them via text or call once the petition has been approved.			
4. Return to MCRO when notified by the Municipal Civil Registrar via text or call.	4. Release the approved documents and endorsement, and advise the client to transmit the endorsement to the Philippine Statistics Authority (PSA) Manila or Pampanga Office for annotation processing. Advise to follow up after two weeks.	None	15 minutes	Municipal Civil Registrar (MCR)
TOTAL		PHP1,000.00	1 Hour	
<p>REMARKS: REPUBLIC ACT NO. 9048</p> <p><i>“An Act Authorizing the City or Municipal Civil Registrar or the Consul General to Correct a Clerical or Typographical Error and to Change the First Name or Nickname in the Civil Register Without Need of a Judicial Order.”</i></p>				

42. PETITION OF CHANGE OF FIRST NAME (R.A.9048)

This law allows individuals to request the correction or change of their first name without the need for a court order, provided that valid and reasonable grounds are presented. Acceptable grounds include situations where the current name is difficult to pronounce, causes ridicule, or is tainted with dishonor, or when the person has been habitually using another name by which they are known in the community.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All, illegible clients



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PSA Certificate of Live Birth 2. Certificate of Marriage 3. Baptismal 4. Voter registration record 5. School Record (Transcript/F-137/Diploma) 6. NBI Clearance 7. Police Clearance 8. Certificate of Employment (if employed) 9. Affidavit of Non-Employment 10. Affidavit of Discrepancy 11. Birth Certificate of Children 12. ID's (Owner) 15. Affidavit of Publication 16. News Paper Clippings		1. Any PSA Branch Nationwide 2. Any PSA Branch Nationwide/MCRO 3. Church or parish where the baptism was originally performed. 4. Commission on Elections (COMELEC) office where you are registered. 5. School Administration office of the school attended 6. National Bureau of Investigation (NBI) 7. Municipal or City Police Station where you currently reside. 8. Current or previous employer's Human Resource (HR) Department or Administrative Office. 9 Any notarized by a duly commissioned Notary Public. 10. Any notarized by a duly commissioned Notary Public. 11. Philippine Statistics Authority (PSA) or the Municipal Civil Registry Office (MCRO) where the birth was registered. 12. Respective issuing agency (e.g., PSA, LTO, DFA, PhilSys, etc.) 15. Municipal Civil Registrar 16. Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Civil Registry Office (MCRO) to submit the complete requirements.	1. Receive and review the requirements to ensure they are complete and authentic.	None	20 minutes	Municipal Civil Registrar (MCR)
1.1 Receive order of Payment slip	1.1 Issue an Order of Payment slip and advise the client to pay the fees at the Treasury Office.	None	5 minutes	Municipal Civil Registrar (MCR)
2. Proceed to the Municipal Treasury Office to settle the required fees.	2. Receive payment, issue Official Receipt, and instruct the client to return to the MCRO.	PHP3,000.00	2 minutes	Administrative Aide I & III (Treasury Office)
3. Return to MCRO for	3. Attach the Official Receipt (O.R.)	None	Unspecified time	Municipal Civil Registrar (MCR)



submission of the Official Receipt.	to the document, request the petitioner to sign the petition, and have it signed by the Municipal Civil Registrar. Advise the client to return after the affirmation, and notify them via text or call once the petition has been approved.			
4. Return to MCRO when notified by the Municipal Civil Registrar via text or call.	4. Release the approved documents and endorsement, and advise the client to transmit the endorsement to the Philippine Statistics Authority (PSA) Manila or Pampanga Office for annotation processing. Advise to follow up after two weeks.	None	15 minutes	Municipal Civil Registrar
TOTAL		PHP3,000.00	42 minutes	
<p> REMARKS: REPUBLIC ACT NO. 9048</p> <p><i>“An Act Authorizing the City or Municipal Civil Registrar or the Consul General to Correct a Clerical or Typographical Error and to Change the First Name or Nickname in the Civil Register Without Need of a Judicial Order.”</i></p>				

43. PETITION for R.A. 10172 Correction of Date of Birth.

This process may be administrative or judicial, depending on the nature and extent of the error.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizen



Who may avail:		All, illegible clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PSA Certificate of Live Birth to be corrected 2. NBI Clearance 3. Police Clearance 4. Certificate of Employment (if employed) 5. Baptismal Certificate 6. Medical Records (Urinalysis) 7. Earliest School Records (Elementary) 8. Different Identification Card 9. Affidavit of Discrepancy 10. Different ID's with Date of Birth 11. Affidavit of Publication 12. News Paper Clippings		1. Any PSA Branch Nationwide 2. National Bureau of Investigation (NBI) 3. Municipal or City Police Station where you currently reside. 4. Current employer, Human Resource (HR) Department or Administrative Office. 5. Church or parish where the baptism was originally performed. 6. Any Government or Private Hospital, Diagnostic Center, or Accredited Clinical Laboratory. 7. Elementary School where the child first attended, or at the Division Office of the Department of Education (DepEd) where the school is under jurisdiction. 8. Respective issuing agency (e.g., PSA, LTO, DFA, PhilSys, etc.) 9. Any notarized by a duly commissioned Notary Public. 10. Respective issuing agency (e.g., PSA, LTO, DFA, PhilSys, etc.) 11. Municipal Civil Registrar 12. Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MCRO and Submit requirements.	1. Receive and review the requirements to ensure they are complete and authentic.	None	20 minutes	Municipal Civil Registrar (MCR)
1.1 Receive order of payment slip	1.1 Issue an Order of Payment slip and advise the client to pay the fees at the Treasury Office.	None	5 minutes	Municipal Civil Registrar (MCR)
2. Proceed to the Municipal Treasury Office to settle the required fees.	2. Receive payment, issue Official Receipt, and instruct the client to return to the MCRO.	PHP3,000.00	20 minutes	Administrative Aide I & III (Treasury Office)
3. Return to MCRO for	3. Attach the Official Receipt (O.R.)	None	Unspecified time	Municipal Civil Registrar (MCR)



<p>submission of the Official Receipt.</p>	<p>to the document, request the petitioner to sign the petition, and have it signed by the Municipal Civil Registrar. Advise the client to return after the affirmation, and notify them via text or call once the petition has been approved.</p>			
<p>4. Return to MCRO when notified by the Municipal Civil Registrar via text or call.</p>	<p>4. Release the approved documents and endorsement, and advise the client to transmit the endorsement to the Philippine Statistics Authority (PSA) Manila or Pampanga Office for annotation processing. Advise to follow up after two weeks.</p>	<p>None</p>	<p>15minutes</p>	<p>Municipal Civil Registrar</p>
<p>TOTAL</p>		<p>PHP3,000.00</p>	<p>1 Hour</p>	
<p>REMARKS: Republic Act No. 10172 <i>“An Act Further Authorizing the City or Municipal Civil Registrar or the Consul General to Correct Clerical or Typographical Errors in the Day and Month in the Date of Birth or Sex of a Person Appearing in the Civil Register Without Need of a Judicial Order, Amending for this Purpose R.A. No. 9048.”</i></p>				

44. PETITION for R.A. 10172 Correction of Sex and Gender

A petition to correct the sex entry in a birth certificate may be filed only if the mistake is clearly a clerical or typographical error, and not a result of medical or gender-related reasons. The error must be supported by credible documents, such as medical records or certifications issued at the time of birth.



Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All, illegible clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Live Birth to be corrected (PSA COPY) 2. NBI Clearance 3. Police Clearance 4. Certificate of Employment (if employed) or Affidavit of Un-employment 5. Baptismal Certificate 6. Medical Records (Urinalysis) 7. Medical Certificate 8. Earliest School Records (Elementary) 9. Different Identification Card 10. Affidavit of Discrepancy 11. Affidavit of Publication 12. News Paper Clippings		1. Any PSA Branch Nationwide 2. National Bureau of Investigation (NBI) 3. Municipal or City Police Station where you currently reside. 4. Current employer, Human Resource (HR) Department or Administrative Office./ Any notarized by a duly commissioned Notary Public. 5. Church or parish where the baptism was originally performed. 6. Any Government or Private Hospital, Diagnostic Center, or Accredited Clinical Laboratory. 7. Concepcion Municipal Rural Health Office 8. Elementary School where the child first attended, or at the Division Office of the Department of Education (DepEd) where the school is under jurisdiction. 9. Respective issuing agency (e.g., PSA, LTO, DFA, PhilSys, etc.) 10. Any notarized by a duly commissioned Notary Public. 11. Municipal Civil Registrar 12. Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MCRO and Submit requirements.	1. Receive and review the requirements to ensure they are complete and authentic.	None	20 minutes	Municipal Civil Registrar(MCR)
1.1 Receive order of payment slip	1.1 Issue an Order of Payment slip and advise the client to pay the fees at the Treasury Office.	None	5 minutes	Municipal Civil Registrar(MCR)
2. Proceed to treasury office for payment	2. Received payment and issue Official Receipt and	PHP3,000.00	20 minutes	Administrative Aide I & III (Treasury Office)



	advise client to return to LCRO			
3. Return to MCRO for submission of the Official Receipt.	3. Attach the Official Receipt (O.R.) to the document, request the petitioner to sign the petition, and have it signed by the Municipal Civil Registrar. Advise the client to return after the affirmation, and notify them via text or call once the petition has been approved.	None	Unspecified time	Municipal Civil Registrar(MCR)
4. Return to MCRO when notified by the Municipal Civil Registrar via text or call.	4. Release the approved documents and endorsement, and advise the client to transmit the endorsement to the Philippine Statistics Authority (PSA) Manila or Pampanga Office for annotation processing. Advise to follow up after two weeks.	None	15minutes	Municipal Civil Registrar(MCR)
TOTAL		PHP3,000.00	1 Hour	
<p>REMARKS: Republic Act No. 10172, Approved on August 15, 2012, and implemented through Administrative Order No. 1, Series of 2012, authorizes the City or Municipal Civil Registrar or the Consul General to correct clerical or typographical errors in the entry of sex or gender appearing in the civil register without the need of a judicial order, provided that the error is clearly clerical or typographical in nature and not due to medical or psychological reasons.</p>				





**OFFICE OF THE MUNICIPAL
PLANNING & DEVELOPMENT
EXTERNAL SERVICES**



45. APPLICATION OF LOCATIONAL CLEARANCE FOR ELECTRICAL PERMIT / SIMPLE RESIDENTIAL

Office or Division:	Office of the Municipal Planning & Dev't. Office
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Person who's applying for Zoning/ Locational Clearance or Authorized Representative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original copy of duly accomplished and notarized application form	Municipal Planning and Development Office
2. Photocopy of any valid I.D. with three specimen signatures If SPA/Authorization of authorized representative	Applicant
3. Original copy of Vicinity Map "Drawn to scale of 1: 1,000 showing the exact location of the proposed project, major land marks and existing land uses within the prescribed radius from the lot boundary of the project."	Contractor/Architect/Engineer/Applicant
4. Original copy of Site Development Plan a. Layout of proposed project showing all structure; and b. Area and boundaries of lot (property line) and dimensions of proposed improvements within the project site."	Contractor/Architect/Engineer/Applicant
5. Photocopy of any of the following requirements, whichever is applicable: a. Copy of the Original or Transfer Certificate Title (OTC/TCT) in the applicant's name; b. In case the priority is not registered in the name of the applicant, submit DULY NOTARIZED Deed of Sale or Deed of Donation, or Contract of Lease or Affidavit of Authorization/Consent to the applicant's use of the land/property as site for project."	Applicant/ Land Owner/Lessor



6. Photocopy of Tax Clearance (Land, Building, Machinery, etc)		Municipal Assessor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit notarized application with complete requirements	1.1 Check and review the application form and submitted requirements		15 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I/ John Paul Manalo – Admin Aide IV/ Glyka Aivee G. Biag – Planning Assistant/ Hazel May Pablo - Project Development Officer I/ Nino Cunanan – Statistician II
	1.2 Schedule for inspection (complete requirements only)		3 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I/ John Paul Manalo – Admin Aide IV/ Glyka Aivee G. Biag – Planning Assistant/ Hazel May Pablo - Project Development Officer I/ Nino Cunanan – Statistician II
	1.3 Inspection (Every Tuesday and Thursday / as the need arises)		5 days	Engr. Bryan Julius Lacsamana – Project Development Officer III/ Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I/



	1.4 Preparation of Inspection Report		1/2 day	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I// Engr. Bryan Julius Lacsamana – Project Development Officer III
	1.5 Evaluation and assessment of the Project / Business		1/2 day	Engr. Bryan Julius Lacsamana – Project Development Officer III/ Ma. Socorro S. Padlan – Municipal Planning and Development Coordinator Atty. Angelica D. Amurao – Zoning Officer
	1.6 Inform client on assessment and issue order of payment		10 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I/ John Paul Manalo – Admin Aide IV/ Glyka Aivee G. Biag – Planning Assistant/ Hazel May Pablo - Project Development Officer I/ Nino Cunanan – Statistician II
2. Pay to the Cashier and Present Official Receipt to MPDO	2.1 Prepare the Zoning/Locational Clearance	Based on HLURB 2013 Revised Schedule of Fees	15 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I/ John Paul Manalo – Admin Aide IV/ Glyka Aivee G. Biag – Planning Assistant/



				Hazel May Pablo - Project Development Officer I/ Nino Cunanan – Statistician II
	2.2 Sign the Zoning/Locational Clearance		15 minutes	Ma. Socorro S. Padlan – Municipal Planning and Development Coordinator Atty. Angelica D. Amurao – Zoning Officer
3. Receive the Zoning/Locational Clearance	Release the Zoning/Locational Clearance		5 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I/ John Paul Manalo – Admin Aide IV/ Glyka Aivee G. Biag – Planning Assistant/ Hazel May Pablo - Project Development Officer I/ Nino Cunanan – Statistician II
TOTAL			6 days, 1 hour and 3mins	

46. ENDORSEMENT OF APPLICATION FOR RECLASSIFICATION TO SANGGUNIANG BAYAN (Application with Land Reclassification)

Office or Division:	Office of the Municipal Planning & Dev't. Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Person who's applying for Zoning /Locational Clearance with Land Reclassification or Authorized representative.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original copy of Title with Survey plans	Contractor/Architect/Engineer/Applicant
2. Photocopy of Tax Declaration	Municipal Assessor



3. Photocopy of Tax Clearance (Land)		Municipal Assessor		
4. Original Copy of Certification of Non-Tenancy		Municipal Agrarian Reform Office		
5. Original copy of Certification that it is not irrigated		NIA or not within the coverage of any CIS		
6. Original Copy of Certification of Non-Productivity		DA - LGU & DA – Region		
7. Original copy of Barangay Resolution		Barangay		
8. Original copy of Site Development Plan/Vicinity Map		Contractor/Architect/Engineer/Applicant		
9. Photocopy of Zoning Certificate		Municipal Planning and Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit notarized application with complete requirements	1.1 Check and receive the application form and submitted requirements		20 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I/ John Paul Manalo - Admin Aide IV / Engr. Bryan Julius Lacsamana – Project Development Officer III
	1.2 Review the application form and submitted requirements		30 minutes	Ma. Socorro S. Padlan – Municipal Planning and Development Coordinator Atty. Angelica D. Amurao – Zoning Officer
	1.4 Endorse application to Sangguniang Bayan for Reclassification		30 minutes	Richard Baluyut - Admin Assistant I/ John Paul Manalo - Admin Aide IV
Wait for the action of Sangguniang Bayan (Approval or Disapproval of Application for Reclassification)				
TOTAL			1 hour and 20 mins	



47. ENDORSEMENT OF APPLICATION FOR THE APPROVAL OF SUBDIVISION PLAN

Office or Division:		Office of the Municipal Planning & Dev't. Office		
Classification:		Complex		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Person who's applying for Subdivision Plan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Ordinance – Reclassification		Sangguniang Bayan Office		
2. Twelve (12) sets of Subdivision Plan (Photocopy): a. Site Development b. Road c. Drainage d. Electrical e. Fire Hydrants f. Topographic Map g. Water		Contractor/Architect/Engineer/Applicant		
3. Photocopy of DAR Conversion		DAR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit notarized application with complete requirements	1.1 Check and receive the application form and submitted requirements		30 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I/ John Paul Manalo - Admin Aide IV / Engr. Bryan Julius Lacsamana – Project Development Officer III
	1.2 Assessment of the application form and submitted requirements and plans		5 days	Bryan Julius Lacsamana – Project Development Officer III



	1.4 Endorse application to Sangguniang Bayan of Subdivision Plan		30 minutes	Richard Baluyut - Admin Assistant I/ John Paul Manalo - Admin Aide IV
Wait for the action of Sangguniang Bayan (Approval or Disapproval of the Application of Subdivision Plan)				
TOTAL			5 days and 1 hour	

48. ISSUANCE OF PRELIMINARY APPROVAL AND LOCATIONAL CLEARANCE (PALC) FOR SUBDIVISION

Office or Division:		Office of the Municipal Planning & Dev't. Office		
Classification:		Simple		
Type of Transaction:		G2B- Government to Business		
Who may avail:		Person who's applying for PALC or Authorized representative.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Copy of Duly Accomplished and Notarized Application Form		Municipal Planning and Development Office		
2. Photocopy of Ordinance - Reclassification		Sangguniang Bayan Office		
3. Photocopy of Resolution - approved the Subdivision plan		Sangguniang Bayan Office		
4. Photocopy of Environmental Compliance Certificate (ECC)		Department of Environmental and Natural Resources (DENR)		
5. Certificate of availability of service a. Water – CWD b. Electric - TARELCO		CWD / Tarelco		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit notarized application with complete requirements	1.1 Check and review the application form and submitted requirements		30 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I/ John Paul Manalo - Admin Aide IV/ Nino Cunanan – Statistician II
	1.4 Evaluation and assessment of the Project		1 hour	Engr. Bryan Julius Lacsamana – Project Development Officer III/



				Ma. Socorro S. Padlan – Municipal Planning and Development Coordinator Atty. Angelica D. Amurao – Zoning Officer
	1.5 Inform client on assessment and issue order of payment		10 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I/ John Paul Manalo - Admin Aide IV/ Nino Cunanan – Statistician II
2. Pay to the Cashier and Present Official Receipt to MPDO	2.1 Prepare the Preliminary Approval and Locational Clearance (PALC)	Based on HLURB 2013 Revised Schedule of Fees	15 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I/ John Paul Manalo - Admin Aide IV/ Nino Cunanan – Statistician II
	2.2 Sign the Preliminary Approval and Locational Clearance (PALC)		15 minutes	Ma. Socorro S. Padlan – Municipal Planning and Development Coordinator Atty. Angelica D. Amurao – Zoning Officer
3. Receive the Preliminary Approval and Locational Clearance (PALC)	Release the Preliminary Approval and Locational Clearance (PALC)		5 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I/ John Paul Manalo - Admin Aide IV/ Nino Cunanan – Statistician II
TOTAL			2 hour and 15 mins	

49. ISSUANCE OF DEVELOPMENT PERMIT FOR SUBDIVISION



Office or Division:		Office of the Municipal Planning & Dev't. Office		
Classification:		Complex		
Type of Transaction:		G2B- Government to Business		
Who may avail:		Person who's applying for Development Permit for Subdivision or Authorized representative.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Copy of Duly Accomplished and Notarized Application Form		Municipal Planning and Development Office		
2. Photocopy of Ordinance - Reclassification		Sangguniang Bayan Office		
3. Photocopy of Resolution - approved the Subdivision plan		Sangguniang Bayan Office		
4. Photocopy of Environmental Compliance Certificate (ECC)		Department of Environmental and Natural Resources (DENR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit notarized application with complete requirements	1.1 Check and review the application form and submitted requirements		15 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I/ John Paul Manalo - Admin Aide IV/ Nino Cunanan – Statistician II
	1.2 Schedule of inspection (complete requirements only)		3 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I/ John Paul Manalo - Admin Aide IV/ Nino Cunanan – Statistician II
	1.3 Inspection (Every Tuesday and Thursday / as the need arises)		5 days	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I// Engr. Bryan Julius Lacsamana – Project Development Officer III
	1.4 Preparation of Inspection Report		½ day	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I//



				Engr. Bryan Julius Lacsamana – Project Development Officer III
	1.5 Evaluation and assessment of the Project		½ day	Engr. Bryan Julius Lacsamana – Project Development Officer III/ Ma. Socorro S. Padlan – Municipal Planning and Development Coordinator Atty. Angelica D. Amurao – Zoning Officer
	1.6 Inform client on assessment and issue order of payment		10 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I/ John Paul Manalo - Admin Aide IV/ Nino Cunanan – Statistician II
2. Pay to the Cashier and Present Official Receipt to MPDO	2.1 Prepare the Development Permit for Subdivision	Based on HLURB 2013 Revised Schedule of Fees	15 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I/ John Paul Manalo - Admin Aide IV/ Nino Cunanan – Statistician II
	2.2 Sign the Development Permit for Subdivision		15 minutes	Ma. Socorro S. Padlan – Municipal Planning and Development Coordinator Atty. Angelica D. Amurao – Zoning Officer
3. Receive the Development Permit for Subdivision	Release the Development Permit for Subdivision		5 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I/



				John Paul Manalo - Admin Aide IV/ Nino Cunanan - Statistician II
TOTAL			6 days, 1 hour and 3 mins	

50. ISSUANCE OF ZONING /LOCATIONAL CLEARANCE FOR BUSINESS PERMIT RENEWAL

(except for renewals of Piggery, Poultry and other critical Businesses)

Office or Division:		Office of the Municipal Planning & Dev't. Office		
Classification:		Simple		
Type of Transaction:		G2B- Government to Business		
Who may avail:		Person who's applying for Zoning/ Locational Clearance for Business Permit Renewal or Authorized Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Updated Tax Clearance or Contract of Lease or Affidavit of Authorization if expired whichever is applicable		Municipal Assessor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement for renewal	1.1 Check in the data base of last year's applicant and business renewal		10 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu - Admin Aide I/ John Paul Manalo - Admin Aide IV/ Glyka Aivee G. Biag - Planning Assistant/ Hazel May Pablo - Project Development Officer I/ Nino Cunanan - Statistician II
	1.2 Review the submitted document		10 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu - Admin Aide I/ John Paul Manalo - Admin Aide IV/



				Glyka Aivee G. Biag – Planning Assistant/ Hazel May Pablo - Project Development Officer I/ Nino Cunanan – Statistician II
	1.3 Issue order of payment		2 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I/ John Paul Manalo - Admin Aide IV/ Glyka Aivee G. Biag – Planning Assistant/ Hazel May Pablo - Project Development Officer I/ Nino Cunanan – Statistician II
2. Pay to the Cashier and Present Official Receipt to MPDO	2.1 Prepare the Zoning/Locational Clearance for Business Permit Renewal	P100.00	15 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I/ John Paul Manalo - Admin Aide IV/ Glyka Aivee G. Biag – Planning Assistant/ Hazel May Pablo - Project Development Officer I/ Nino Cunanan – Statistician II
	2.2 Sign the Zoning/Locational Clearance for Business Renewal Permit		15 minutes	Ma. Socorro S. Padlan – Municipal Planning and Development Coordinator Atty. Angelica D. Amurao – Zoning Officer



3. Receive the Zoning/Locational Clearance for Business Renewal Permit	Release the Zoning/Locational Clearance for Business Renewal Permit		5 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I/ John Paul Manalo - Admin Aide IV/ Glyka Aivee G. Biag – Planning Assistant/ Hazel May Pablo - Project Development Officer I/ Nino Cunanan – Statistician II
TOTAL			57 ins	

51. ISSUANCE OF ZONING /LOCATIONAL CLEARANCE FOR BUSINESS (NEW APPLICATIONS)

Office or Division:	Office of the Municipal Planning & Dev't. Office
Classification:	Complex
Type of Transaction:	G2B - Government to Business
Who may avail:	Person who's applying for Zoning /Locational Clearance or Authorized representative.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original copy of duly accomplished and notarized application form	Municipal Planning and Development Office
2. Photocopy of any valid I.D. with three specimen signatures If SPA/Authorization of authorized representative	Applicant
3. Original copy of Vicinity Map "Drawn to scale of 1: 1,000 showing the exact location of the proposed project, major land marks and existing land uses within the prescribed radius from the lot boundary of the project."	Contractor/Architect/Engineer/Applicant
4. Original copy of Site Development Plan a. Layout of proposed project showing all structure; and b. Area and boundaries of lot (property line) and dimensions of proposed improvements within the project site."	Contractor/Architect/Engineer/Applicant
5. Photocopy of any of the following requirements, whichever is applicable: a. Copy of the Original or Transfer Certificate Title (OTC/TCT) in the applicant's name;	Applicant/ Land Owner/Lessor



b. In case the priority is not registered in the name of the applicant, submit DULY NOTARIZED Deed of Sale or Deed of Donation, or Contract of Lease or Affidavit of Authorization/Consent to the applicant's use of the land/property as site for project."				
6. Photocopy of Bill of Materials (if applicable)		Contractor/Architect/Engineer/Applicant		
7. Photocopy of Barangay Resolution (interposing no objection) (if applicable)		Barangay		
8. Original copy of Waiver (Salaysay ng Walang Pagtutol) (if applicable)		Applicant		
9. Photocopy of Environmental Compliance Certificate (ECC)/ Certificate of Non-coverage (CNC) (if applicable)		Department of Environmental and Natural Resources (DENR)		
10. Photocopy of any Valid ID with three (3) specimen signature		Applicant		
11. Photocopy of DTI/ SEC/ CDA		Applicant		
12. Photocopy of Tax Clearance (Land, Building, Machinery, etc)		Municipal Assessor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit notarized application with complete requirements	1.1 Check and review the application form and submitted requirements		10 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I/ John Paul Manalo - Admin Aide IV/ Glyka Aivee G. Biag – Planning Assistant/ Hazel May Pablo - Project Development Officer I/ Nino Cunanan – Statistician II
	1.2 Schedule for inspection (complete requirements only)		3 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I/ John Paul Manalo - Admin Aide IV/ Glyka Aivee G. Biag – Planning Assistant/



				Hazel May Pablo - Project Development Officer I/ Nino Cunanan – Statistician II
	1.3 Inspection (Every Tuesday and Thursday / as the need arises)		5 days	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I// Engr. Bryan Julius Lacsamana – Project Development Officer III
	1.4 Preparation of Inspection Report		½ day	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I// Engr. Bryan Julius Lacsamana – Project Development Officer III
	1.5 Evaluation and assessment of the Project / Business		½ day	Engr. Bryan Julius Lacsamana – Project Development Officer III/ Ma. Socorro S. Padlan – Municipal Planning and Development Coordinator Atty. Angelica D. Amurao – Zoning Officer
	1.6 Inform client on assessment and issue order of payment		10 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I/ John Paul Manalo - Admin Aide IV/ Glyka Aivee G. Biag – Planning Assistant/



				Hazel May Pablo - Project Development Officer I/ Nino Cunanan – Statistician II
2. Pay to the Cashier and Present Official Receipt to MPDO	2.1 Prepare the Zoning/Locational Clearance	Based on HLURB 2013 Revised Schedule of Fees	15 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I/ John Paul Manalo - Admin Aide IV/ Glyka Aivee G. Biag – Planning Assistant/ Hazel May Pablo - Project Development Officer I/ Nino Cunanan – Statistician II
	2.2 Sign the Zoning/Locational Clearance		15 minutes	Ma. Socorro S. Padlan – Municipal Planning and Development Coordinator Atty. Angelica D. Amurao – Zoning Officer
3. Receive the Zoning/Locational Clearance	Release the Zoning/Locational Clearance		5 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I/ John Paul Manalo - Admin Aide IV/ Glyka Aivee G. Biag – Planning Assistant/ Hazel May Pablo - Project Development Officer I/ Nino Cunanan – Statistician II
TOTAL			6 days and 58 mins	



52. REQUEST COPY OF MAPS, MUNICIPAL PROFILES AND DEVELOPMENT PLANS

Office or Division:		Office of the Municipal Planning & Dev't. Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Any person requesting the document		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Letter of Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the request to the frontline personnel	Check and prepare the requested document		20 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I/ John Paul Manalo - Admin Aide IV / Engr. Nino Cunanan – Statistician II Glyka Aivee G. Biag – Planning Assistant/ Hazel May Pablo - Project Development I
Receive requested document	Release the requested document		5 minutes	Richard Baluyut - Admin Assistant I/ Aries Bucu – Admin Aide I/ John Paul Manalo - Admin Aide IV / Engr. Nino Cunanan – Statistician II Glyka Aivee G. Biag – Planning Assistant/ Hazel May Pablo - Project Development I
TOTAL			25 minutes	



OFFICE OF THE MUNICIPAL ENGINEER'S EXTERNAL SERVICES

53. ISSUANCE OF BARANGAY PROGRAM OF WORKS



The issuance of barangay program of works refers to preparing and officially releasing the detailed plan of a project, which includes the scope of work, cost estimates, and technical specifications.

Office or Division:		Municipal Engineer's Office		
Classification:		Highly Technical		
Type of Transaction:		G2G - Government to Government		
Who may avail:		Barangay Officials in Concepcion, Tarlac		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Request Letter (1 original)		Requesting Barangay		
B. Barangay Resolution (required only if project is funded under the 20% Economic Development Fund; 1 original)		Requesting Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Sign in the Client Log Book at the office.	1.0 Give the log book to the client.	None	20 days	Municipal Engineer, Engineer I, Draftsman III, Administrative Aide Municipal Engineer's Office
1.1 Submit the request letter.	1.1 Receive the letter.	None		
1.2 Coordinate with the technical team to schedule an inspection.	1.2 Arrange and conduct a project inspection.	None		
	1.3 Prepare program of works and needed plans.	None		
	1.4 To be reviewed and approved by the Municipal Engineer.	None		
2. Receive the barangay program of works.	2. Log and release the barangay program of works.	None	30 minutes	Draftsman III, Engineering Aide, Administrative Aide Municipal Engineer's Office
TOTAL		None	20 days and 30 minutes	

54. ISSUANCE OF LOCAL SCHOOL BOARD PROGRAM OF WORKS



The issuance of Local School Board program of works refers to preparing and officially releasing the detailed plan of a project, which includes the scope of work, cost estimates, and technical specifications.

Office or Division:	Municipal Engineer's Office			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Barangay Officials in Concepcion, Tarlac			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. Request Letter (1 original)			Requesting School	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Sign in the Client Log Book at the office.	1.0 Give the log book to the client.	None	20 days	Municipal Engineer, Engineer I, Draftsman III, Administrative Aide Municipal Engineer's Office
1.1 Submit the request letter.	1.1 Receive the letter.	None		
1.2 Coordinate with the technical team to schedule an inspection.	1.2 Arrange and conduct a project inspection.	None		
	1.3 Prepare program of works and needed plans.	None		
	1.4 To be reviewed and approved by the Municipal Engineer.	None		
2. Receive the barangay program of works.	2. Log and release the barangay program of works.	None	30 minutes	Draftsman III, Engineering Aide, Administrative Aide Municipal Engineer's Office
TOTAL		None	20 days and 30 minutes	

55. ISSUANCE OF BUILDING PERMIT

The issuance of a building permit is a crucial step in the construction process, granting legal authorization to begin construction or renovation projects.



Office or Division:	Municipal Engineer's Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Building Owner/Applicant in Concepcion, Tarlac			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Zoning Permit/Clearance (1 photocopy)		Municipal Planning and Development Office		
B. Application Forms (To be signed and sealed by the professional engineers, architect, and owner; 3 original copies each)		Municipal Engineer's Office		
C. Sets of Plans (Signed and sealed by the professional engineers & architect; A3 size recommended; 5 original sets each)		Contractor/Architect/Engineer		
D. Land Title/Deed of Sale or Deed of Donations (Certified True Copy; 1 original)		Registry of Deeds		
E. Vicinity Map/Location Plan (Signed and sealed by Geodetic Engineer; 1 original)		Geodetic Engineer		
F. Bill of Materials/Estimates (Signed and sealed by the professional engineer/architect; 3 original)		Contractor/Architect/Engineer		
G. Material Specifications (Signed and sealed by the professional engineer/architect; 2 original)		Contractor/Architect/Engineer		
H. Structural Analysis (Signed and sealed by the professional Civil Engineer; 1 original)		Contractor/Civil Engineer		
I. Barangay Certificate ("For building permit purposes"; 1 original)		Barangay Hall		
J. DOLE - Construction Safety and Health Program (1 photocopy)		Department of Labor and Employment		
K. Fire Safety Evaluation Certificate (FSEC; OBO's Copy)		Bureau of Fire Protection		
L. Special Power of Attorney (SPA) , if filed by a representative (1 original)		Notary Public		
FEES:		Building permit and the Ancillary Permit Fees based on NBDCO (P.D. 1096), DPWH Memorandum Circular No. 1 Series of 2004, Item No. 1-7 and Fire Code of the Philippines.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Sign in the Client Log Book at the office.	1.0 Give the log book to the client.	None	7 days	Municipal Engineer, Engineer I, Draftsman III, Engineering Assistant Municipal Engineer's Office
	1.1 Receive the complete documents.	None		
	1.2 Check and review submitted documents.	None		
	1.3 Conduct an actual site inspection.	None		
	1.4 Evaluate the building plans	None		



<p>1.1 Submit the complete documentary requirements for verification and evaluation.</p>	<p>and specifications for approval.</p> <p>1.5 Assess building permit fees.</p> <p>1.6 Endorse to the Bureau of Fire Protection (BFP) with an attached endorsement letter.</p> <p>1.7 Advise the client to settle the building permit fees at the Treasury Office.</p>	<p>None</p> <p>None</p> <p>None</p>		<p>Bureau of Fire Protection</p>
<p>2. Pay the required fees at the Municipal Treasury Office.</p>	<p>2. Receive the payment, issue the official receipt, and advise the client to return to the Municipal Engineering Office.</p>	<p>Building Permit Fee *NBCP</p>	<p>30 minutes</p>	<p><i>Administrative Aide I, Administrative Aide III</i> Municipal Treasury Office</p>
<p>3.0 Present official receipt of payment and wait for the document to be release.</p> <p>3.1 Receive the building permit.</p>	<p>3.0 Photocopy the official receipt.</p> <p>3.1 Secure FSEC from client.</p> <p>3.2 Print three sets of the building permit with the client's details of the proposed construction.</p> <p>3.3 Forward the building permit to the Municipal Engineer for final evaluation, review of documents, and signature.</p> <p>3.4 Check, log, and release the</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>1 hour</p>	<p><i>Municipal Engineer, Administrative Officer III, Engineering Assistant</i> Municipal Engineer's Office</p>



	signed building permit.			
TOTAL:		Building Permit Fee *NBCP	7 days, 1 hour and 30 minutes	

56. ISSUANCE OF OCCUPANCY PERMIT

The issuance of an occupancy permit is a crucial step in the process of establishing legal occupancy of a newly constructed or renovated building.

Office or Division:	Municipal Engineer's Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Building Owner/Applicant in Concepcion, Tarlac			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. As-Built Plan (<i>Signed and sealed by the professional engineers and architect; 3 original sets each</i>)			Contractor/Architect/Engineer	
B. Construction Logbook (<i>Signed and sealed by the professional engineers and architect; 1 original</i>)			Contractor/Architect/Engineer	
C. Certificate of Completion Form (<i>To be signed and sealed by the professional engineers and architect; 4 original</i>)			Municipal Engineer's Office	
D. Certificate of Supervision Form (<i>To be signed and sealed by the Professional Engineers/Architect; 4 original</i>)			Municipal Engineer's Office	
E. Certificate of Final Electrical Inspection/Completion Form (<i>To be signed and sealed by the Professional Electrical Engineer; 4 original</i>)			Municipal Engineer's Office	
F. Fire Safety Inspection Certificate (FSIC; OBO's Copy)			Bureau of Fire Protection	
G. Special Power of Attorney (SPA) , if filed by a representative (<i>1 original</i>)			Notary Public	
FEES:			P.D. 1096 (National Building Code) and DPWH Memorandum Circular No. 1, Series of 2004, Item 8.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Sign in the Client Log Book at the office.	1.0 Give the log book to the client.	None	7 days	Municipal Engineer, Administrative Officer III, Engineer I, Draftsman III,
	1.1 Receive the complete documents.	None		
1.1 Submit the complete documentary	1.2 Check and review the accomplished occupancy permit	None		



<p>requirements for verification and evaluation.</p>	<p>forms and the as-built plans.</p> <p>1.3 Conduct an actual site inspection.</p> <p>1.4 Assess the as-built plans and specifications for approval.</p> <p>1.5 Endorse to the Bureau of Fire Protection (BFP) with an attached endorsement letter.</p> <p>1.6 Advise the client to settle the occupancy permit fees at the Treasury Office.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>		<p><i>Engineering Assistant Municipal Engineer's Office</i></p> <p><i>Bureau of Fire Protection</i></p>
<p>2. Pay the required fees at the Municipal Treasury Office.</p>	<p>2. Receive the payment, issue the official receipt, and advise the client to return to the Municipal Engineering Office.</p>	<p>Occupancy Permit Fee *NBCP</p>	<p>30 minutes</p>	<p><i>Administrative Aide I, Administrative Aide III Municipal Treasury Office</i></p>
<p>3.0 Present official receipt of payment and wait for the document to be release.</p> <p>3.1 Receive the occupancy permit</p>	<p>3.0 Photocopy the official receipt</p> <p>3.1 Secure FSIC from client.</p> <p>3.2 Print three copies of the occupancy permit with the client's details of final completion.</p> <p>3.3 Forward the occupancy permit to the Municipal Engineer for final evaluation, review of documents, and signature.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>30 minutes</p>	<p><i>Municipal Engineer, Administrative Officer III, Engineering Assistant Municipal Engineer's Office</i></p>



	3.4 Check, log, and release the signed building permit.	None		
TOTAL	Occupancy Permit Fee *NBCP		7 days and 1 hour	

57. ISSUANCE OF SERVICE CONNECTION PERMIT

The issuance of a service connection refers to the process by which an authorized body grants permission to individuals or entities to carry out electrical work within a specific jurisdiction.

Office or Division:	Municipal Engineer's Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Building Owner / Applicant in Concepcion, Tarlac			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Zoning Permit/Clearance (1 photocopy)		Municipal Planning and Development Office		
B. Barangay Certificate (1 original)		Barangay Hall		
C. Barangay Clearance (1 original)		Barangay Hall		
D. Service Connection Permit Form (1 original)		Municipal Engineer's Office		
E. Electrical Plan Layout (Signed and sealed by the Professional Electrical Engineer; 1 original)		Professional Electrical Engineer		
F. Land Title/Deed of Sale or Deed of Donations (Certified True Copy; 1 original)		Registry of Deeds		
FEES:		Municipal Revenue Code of Concepcion, Tarlac and applicable Referral Codes of the National Building Code.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Sign in the Client Log Book at the office.	1.0 Give the log book to the client.	None	3 days	Municipal Engineer, Administrative Officer III, Engineer I, Engineering Assistant Municipal Engineer's Office
1.1 Submit the complete documentary requirements for verification and evaluation.	1.1 Receive the complete documents.	None		
	1.2 Check and review the documents.	None		
	1.3 Conduct an actual site inspection.	None		
	1.4 Advise the client to settle the			



	service connection permit fees at the Municipal Treasury Office.	None		
2. Pay the required fees at the Municipal Treasury Office.	2. Receive the payment, issue the official receipt, and advise the client to return to the Municipal Engineering Office.	*NBCP	30 minutes	<i>Administrative Aide I, Administrative Aide III Municipal Treasury Office</i>
3.0 Present official receipt of payment and wait for the document to be release.	3.0 Record the official receipt number, client's name, and address on the log book. 3.1 Process the request permit.	None		
3.1 Receive the service connection permit.	3.2 Forward the service connection permit to the Municipal Engineer for final evaluation, review of documents, and signature. 3.3 Check, log and release service connection permit	None	30 minutes	<i>Municipal Engineer, Administrative Officer III, Engineering Assistant Municipal Engineer's Office</i>
TOTAL		Service Connection Permit *NBCP	3 days and 1 hour	

58. ISSUANCE OF OCCUPANCY PERMIT (BUSINESS)

The issuance of business occupancy permit refers to the evaluation, inspection, and approval process to ensure that a building or establishment complies with applicable building, safety, and zoning requirements. The permit authorizes the use or occupancy of the structure for business operations.

Office or Division:	Municipal Engineer's Office
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Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Business Owner/Applicant in Concepcion, Tarlac		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Building Permit (1 photocopy) B. Occupancy Permit (building; 1 photocopy)		Owner (of the building)		
FEES:		Building permit and the Ancillary Permit Fees based on NBDKO (P.D. 1096), DPWH Memorandum Circular No. 1 Series of 2004, Item No. 1-7.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Sign in the Client Log Book at the office. 1.1 Submit the duly accomplished business permit application form together with the required supporting documents.	1.0 Give the log book to the client. 1.1 Receive the complete documents.	None None	20 minutes	<i>Administrative Officer III, Engineering Assistant, Engineering Aide</i> Municipal Engineer's Office
2.0 Inform the office whether the business location is leased or owned. 2.1 If <i>leased</i> , provide a copy of the lease contract and ensure that the building has valid Building and Occupancy Permits. 2.2 If <i>owned</i> , present proof of ownership and ensure that the building has valid Building and Occupancy Permits. 2.3 If the building has been <i>renovated</i> , secure the required	2.0 Ask the client if the business location is leased or owned. 2.1 If <i>leased/owned</i> , verify if the building has valid Building and Occupancy Permits. If not, require the building owner to secure the necessary permits. 2.2 If the building is <i>renovated</i> , require the owner to secure Building	None None None	1 hour	<i>Municipal Engineer, Administrative Officer III, Engineer I, Draftsman III, Engineering Assistant, Engineering Aide</i> Municipal Engineer's Office



Building and Occupancy Permits prior to application. 2.4 Proceed to assessment of occupancy and inspection fees for the business permit.	and Occupancy Permits. 2.3 Assess occupancy and inspection fees (Business Permit).	None		
3. Pay the required fees at the Municipal Treasury Office.	3. Receive the payment, issue the official receipt, and advise the client to return to the Municipal Engineering Office.	*NBCP	30 minutes	<i>Administrative Aide I, Administrative Aide III Municipal Treasury Office</i>
4. Wait for the application form to be reviewed and signed by the designated personnel.	4.0 Record the official receipt number, client's/corporation name, business name, and address on the log book. 4.1 Sign the business application form by the designated personnel.	None None	10 minutes	<i>Municipal Engineer, Administrative Officer III, Engineering Assistant, Engineering Aide Municipal Engineer's Office</i>
TOTAL		*NBCP	2 hours	



OFFICE OF THE MUNICIPAL SOCIAL WELFARE & DEV'T. EXTERNAL SERVICES

59. ISSUANCE OF SOCIAL CASE STUDY REPORT



The issuance of a social case study report involves a comprehensive assessment and analysis of an individual or a family's social and economic situation. Social workers or case managers gather relevant information through interviews, observations, and document reviews to understand the client's background, living conditions, and support systems.

Office or Division:		Office of the Municipal Social Welfare and Development Officer		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All residents of Concepcion, Tarlac		
CHECKLIST OF REQUIREMENTS				
1. Personal Appearance of Immediate Family of client				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask and request for the Social Case Study Report	1.1 Review the requirements	None	10 minutes	Social Welfare Officer I MSWDO
	1.2 Prepare the Social Case Study Report	None		
	1.3 Review and sign the Social Case Study Report	None		
2. Receive the Social Case Study Report	2. Release the Social Case Study Report	None	1 minute	Social Welfare Officer I MSWDO
TOTAL		None	11 inutes	

60. ISSUANCE OF CERTIFICATE OF INDIGENCY

The issuance of a certificate of indigency is a process designed to identify individuals who are economically disadvantaged and unable to afford basic necessities. This document serves as an official proof of their financial status and is typically issued by government agencies or social welfare departments.

Office or Division:		Office of the Municipal Social Welfare and Development Officer		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Indigent Families of Concepcion, Tarlac		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Indigency (1 Original)		Barangay Hall where the client resides		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present the requirement for the Certificate of Indigency	1.1 Check for the requirement and interview the client	None	7 minutes	Social Welfare Officer I MSWDO
	1.2 Prepare the Certificate of Indigency	None		
	1.3 Review and sign the Certificate of Indigency	None		
2. Receive the Certificate of Indigency	2. Log and release the Certificate of Indigency	None	1 minute	Social Welfare Officer I MSWDO
TOTAL		None		

61. ISSUANCE OF PWD ID

An essential document not only certifies an individual's legal rights but also grants them access to a diverse array of benefits and privileges. The nation's commitment to the inclusion and support of its people with disabilities (PWD) citizens is illustrated by this identification card. It provides an extensive range of benefits, including health care benefits, as outlined in Republic Act 11228.

Office or Division:	Office of the Municipal Social Welfare and Development Officer
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Residents of Concepcion, Tarlac with a permanent disability. Republic Act 10754 defines persons with disability as those with "long-term physical, mental, intellectual, or sensory impairments" that interfere with their interactions in society
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Certificate with recommendation for PWD and type of disability (1 Original)	Hospital/Clinic of Attending Physician *Ophthalmologist if Visual Disability
2. Certificate of Disability (1 Original)	Rural Health Unit
3. 2x2 picture with white background (1 Original)	Photo Studio



4. Any Valid Government Issued Identification Card (1 Photocopy) *Birth Certificate if minor (1 Photocopy)		See Annex A Philippine Statistics Authority, Municipal Civil Registrar		
5. If the claimant is an Immediate Family: Any Valid Government Issued Identification Card (1 Photocopy) Birth Certificate/Marriage Certificate (1 Photocopy)		See Annex A Philippine Statistics Authority, Municipal Civil Registrar		
6. If the claimant is not an Immediate Family: Any Valid Government Issued Identification Card (1 Photocopy) Certificate of Guardianship (1 Original)		See Annex A Barangay Hall where the client resides		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for assessment and verification	1.1 Receive and assess submitted documents	None	5 minutes	Social Welfare Aide MSWDO
	1.2 Issue Application Form to the client	None		
2. Submit duly accomplished Application Form	2.1 Review the accomplished Application Form	None	13 minutes	Disability Affairs Officer III Social Welfare Aide MSWDO
	2.2 Prepare the Identification Card of the client	None		
3. Receive the I.D.	3. Record and Release the PWD I.D.	None	2 minutes	Social Welfare Aide MSWDO
TOTAL		None	20 minutes	

62. ISSUANCE OF PHILHEALTH POINT OF SERVICE (POS)

The issuance of PhilHealth POS to Filipino citizens will be covered under the PHILHEALTH CIRCULAR NO. 2018-0008, through a Point of Service (POS) Program, must be classified as financially incapable to pay his/her PhilHealth membership according to the DOH classification on indigency. Members availing of this Program



shall be included in the PhilHealth membership database for possible inclusion in the list of beneficiaries whose premiums are to be shouldered by the National Government. Filipino citizens who are financially capable shall be assessed and shall be enrolled based on their financial capability at the Point of Service to be covered as regular contributing PhilHealth member. They shall be included in the PhilHealth membership database and shall be billed annually.

Office or Division:		Office of the Municipal Social Welfare and Development Officer		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Residents of Concepcion, Tarlac in need of hospitalization and medication		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificate of patient (1 Photocopy)		Hospital/Clinic of Attending Physician		
2. Barangay Certificate of Indigency (1 Original)		Barangay Hall where the client resides		
3. Any Valid Government Issued Identification Card of Member (1 Photocopy)		See Annex A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for assessment and verification	1.1 Receive and assess submitted documents	None	2 minutes	Social Welfare Assistant MSWDO
	1.2 Issue Intake Sheet to the client	None		
2. Submit duly accomplished Intake Sheet	2.1 Review the accomplished Intake Sheet	None	15 minutes	Social Welfare Assistant MSWDO, Head MSWDO
	2.2 Interview the client	None		
	2.3 Review and sign the Certificate of Financial Capable	None		
3. Receive the Certificate of Financial Capability	3. Record and release the certificate	None	1 minute	Social Welfare Assistant MSWDO
TOTAL		None	18 inutes	

63. ISSUANCE OF SOLO PARENTS I.D. (REPUBLIC ACT NO. 11861)

The Solo Parent Identification Card is being issued to any qualified individual who has the sole responsibility of caring for a child provided he/she is able to meet



the qualifications and documentary requirements. The Solo Parent ID is valid for one (1) year and shall be renewed yearly. In the event that the solo parent has changed status (married, living with partner, etc.) his/her solo parent benefits and privileges shall be terminated and the ID shall lose its validity.

Office or Division:	Office of the Municipal Social Welfare and Development Officer
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Residents of Concepcion, Tarlac who are solo parent under certain circumstances
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
*SOLO PARENT WITH CHILD OR CHILDREN AS A CONSEQUENCE OF RAPE	
1. Birth Certificate/s of the minor child or children (1 Photocopy)	Philippine Statistics Authority, Municipal Civil Registrar
2. Complaint affidavit (1 Original)	Municipal Police Station
3. Medical record on the incident of rape (1 Original)	Hospital/Clinic of the Attending Physician
4. Sworn affidavit declaring that the solo parent has the sole parental care and support of the child and children at the time of the execution of affidavit. Provided, that for purpose of issuance of subsequent Solo Parent Identification Card and booklet (1 Original)	Public Attorney's Office/ any law firm
5. Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent (1 Original)	Public Attorney's Office/ any law firm
6. For employed- Updated ITR (1 Photocopy) For Unemployed- Certificate of Unemployment (1 Original)	Bureau of Internal Revenue (BIR) Barangay Hall where the client resides
*SOLO PARENT ON ACCOUNT OF THE DEATH OF THE SPOUSE	
1. Birth Certificate/s of the minor child or children (1 Photocopy)	Philippine Statistics Authority, Municipal Civil Registrar
2. Marriage Certificate (1 Photocopy)	Philippine Statistics Authority, Municipal Civil Registrar
3. Death Certificate of the spouse (1 Photocopy)	Philippine Statistics Authority, Municipal Civil Registrar
4. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child or children: Provided, that for purpose of issuance of subsequent Solo	Public Attorney's Office/ any law firm



Parent Identification and booklet (1 Original)	
5. Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent (1 Original)	Public Attorney's Office/ any law firm
6. For employed- Updated ITR (1 Photocopy) For Unemployed- Certificate of Unemployment (1 Original)	Bureau of Internal Revenue (BIR) Barangay Hall where the client resides
*SOLO PARENT ON ACCOUNT OF THE DETENTION OR CRIMINAL CONVICTION OF THE SPOUSE	
1. Birth Certificate/s of the minor child or children (1 Photocopy)	Philippine Statistics Authority, Municipal Civil Registrar
2. Marriage Certificate (1 Photocopy)	Philippine Statistics Authority, Municipal Civil Registrar
3. Certificate of detention or a certification that the spouse is serving sentence for at least three (3) months issued by the law-enforcement agency having actual custody of the detained spouse or commitment order by the court pursuant to a conviction of the spouse (1 Original)	Bureau of Jail Management and Penology (BJMP) / Regional Trial Court / Municipal Police Station
4. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children: <i>Provided</i> , that for purposes of issuance of subsequent SPIC and booklet (1 Original)	Public Attorney's Office/ any law firm
5. Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent (1 Original)	Public Attorney's Office/ any law firm
6. For employed- Updated ITR (1 Photocopy) For Unemployed- Certificate of Unemployment (1 Original)	Bureau of Internal Revenue (BIR) Barangay Hall where the client resides
* SOLO PARENT ON ACCOUNT OF LEGAL OR DE FACTO SEPARATION OF SPOUSE	
1. Birth Certificate/s of the minor child or children (1 Photocopy)	Philippine Statistics Authority, Municipal Civil Registrar
2. Marriage Certificate (1 Photocopy)	Philippine Statistics Authority, Municipal Civil Registrar
3. Judicial decree of legal separation of the spouses or,	Regional Trial Court Public Attorney's Office/ any law firm



in the case of de facto separation, an affidavit of two (2) disinterested persons attesting to the fact of separation of the spouses	
4. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children: <i>Provided</i> , that for purposes of issuance of subsequent SPIC and booklet (1 Original)	Public Attorney's Office/ any law firm
5. Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent (1 Original)	Public Attorney's Office/ any law firm
6. For employed- Updated ITR (1 Photocopy) For Unemployed- Certificate of Unemployment (1 Original)	Bureau of Internal Revenue (BIR) Barangay Hall where the client resides
*SOLO PARENT ON ACCOUNT OF DECLARATION OF NULLITY OR ANNULMENT OF MARRIAGE OR DIVORCE	
1. Birth Certificate/s of the minor child or children (1 Photocopy)	Philippine Statistics Authority, Municipal Civil Registrar
2. Marriage Certificate annotated with the fact of declaration of nullity of marriage or annulment of marriage (1 Photocopy)	Philippine Statistics Authority, Municipal Civil Registrar
3. Judicial decree of nullity or annulment of marriage or judicial recognition of foreign divorce	Regional Trial Court
4. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children: <i>Provided</i> , that for purposes of issuance of subsequent SPIC and booklet (1 Original)	Public Attorney's Office/ any law firm
5. Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent (1 Original)	Public Attorney's Office/ any law firm
6. For employed- Updated ITR (1 Photocopy) For Unemployed- Certificate of Unemployment (1 Original)	Bureau of Internal Revenue (BIR) Barangay Hall where the client resides
*SOLO PARENT ON ACCOUNT OF ABANDONMENT BY THE SPOUSE	
1. Birth Certificate/s of the minor child or children (1 Photocopy)	Philippine Statistics Authority, Municipal Civil Registrar



2. Marriage Certificate (1 Photocopy)	Philippine Statistics Authority, Municipal Civil Registrar
3. Affidavit of two (2) disinterested persons attesting to the fact to abandonment of the spouse	Public Attorney's Office/ any law firm
4. Police or barangay record of the fact of abandonment	Municipal Police Station/Barangay Hall
5. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children: <i>Provided</i> , that for purposes of issuance of subsequent SPIC and booklet (1 Original)	Public Attorney's Office/ any law firm
6. Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent (1 Original)	Public Attorney's Office/ any law firm
7. For employed- Updated ITR (1 Photocopy) For Unemployed- Certificate of Unemployment (1 Original)	Bureau of Internal Revenue (BIR) Barangay Hall where the client resides
*SPOUSE OR ANY FAMILY MEMBER OF AN OFW	
1. Birth Certificate/s of the minor child or children (1 Photocopy)	Philippine Statistics Authority, Municipal Civil Registrar
2. Marriage certificate, if the applicant is the spouse of the OFW, or birth certificate or other competent proof of the relationship between the applicant and the OFW, if the applicant is a family member of the OFW	Philippine Statistics Authority, Municipal Civil Registrar
3. Philippine Overseas Employment Administration Standard Employment Contract (POEA-SEC) or its equivalent document (1 Photocopy)	Department of Migrant Workers
4. OFW's passport with stamps showing continuous twelve (12) months of overseas work, or a certification	Bureau of Immigration
5. Proof of income of the OFW's spouse or family member	
6. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children: <i>Provided</i> , that for purposes of issuance of subsequent SPIC and booklet (1 Original)	Public Attorney's Office/ any law firm
7. Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the	Public Attorney's Office/ any law firm



parental care and support of the solo parent (1 Original)	
8. For employed- Updated ITR (1 Photocopy) For Unemployed- Certificate of Unemployment (1 Original)	Bureau of Internal Revenue (BIR) Barangay Hall where the client resides
*UNMARRIED FATHER OR MOTHER WHO KEEPS AND REARS THE CHILD OR CHILDREN	
1. Birth Certificate/s of the minor child or children (1 Photocopy)	Philippine Statistics Authority, Municipal Civil Registrar
2. Certificate of No Marriage (CENOMAR) (1 Photocopy)	Philippine Statistics Authority, Municipal Civil Registrar
3. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children: <i>Provided</i> , that for purposes of issuance of subsequent SPIC and booklet (1 Original)	Public Attorney's Office/ any law firm
4. Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent (1 Original)	Public Attorney's Office/ any law firm
5. For employed- Updated ITR (1 Photocopy) For Unemployed- Certificate of Unemployment (1 Original)	Bureau of Internal Revenue (BIR) Barangay Hall where the client resides
*SOLO PARENT WHO IS A LEGAL GUARDIAN, ADOPTIVE OR FOSTER PARENT	
1. Birth Certificate/s of the minor child or children (1 Photocopy)	Philippine Statistics Authority, Municipal Civil Registrar
2. Proof of guardianship, such as the decision granting legal guardianship issued by a court; proof of adoption, such as the decree of adoption issued by a court, or order of Adoption; proof of foster care such as the Foster Parent License (1 Photocopy)	Department of Social Welfare and Development (DSWD) National Authority on Child Care (NACC)
3. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children: <i>Provided</i> , that for purposes of issuance of subsequent SPIC and booklet (1 Original)	Public Attorney's Office/ any law firm
4. Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent (1 Original)	Public Attorney's Office/ any law firm



5. For employed- Updated ITR (1 Photocopy) For Unemployed- Certificate of Unemployment (1 Original)	Bureau of Internal Revenue (BIR) Barangay Hall where the client resides
*ANY RELATIVE WITHIN THE FOURTH (4th) CIVIL DEGREE OF CONSANGUINITY OR AFFINITY OF THE PARENT OR LEGAL GUARDIAN WHO ASSUMES PARENTAL CARE AND SUPPORT OF THE CHILD OR CHILDREN	
1. Birth Certificate/s of the minor child or children (1 Photocopy)	Philippine Statistics Authority, Municipal Civil Registrar
2. Death certificate, certificate of incapacity, or judicial declaration of absence or presumptive death of the parents or legal guardian; Police or barangay records evidencing the fact of disappearance or absence of the parent or legal guardian for at least six (6) months (1 Photocopy)	Philippine Statistics Authority/Municipal Civil Registrar Municipal Police Station/ Barangay Hall
3. Proof of relationship of the relative to the parent or legal guardian, such as birth certificate, marriage certificate, family records, or other similar or analogous proof of relationship	Philippine Statistics Authority, Municipal Civil Registrar
4. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children: <i>Provided</i> , that for purposes of issuance of subsequent SPIC and booklet (1 Original)	Public Attorney's Office/ any law firm
5. Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent (1 Original)	Public Attorney's Office/ any law firm
6. For employed- Updated ITR (1 Photocopy) For Unemployed- Certificate of Unemployment (1 Original)	Bureau of Internal Revenue (BIR) Barangay Hall where the client resides
*SOLO PARENT WHO IS A PREGNANT WOMAN	
1. Medical record of pregnancy	Hospital/Clinic of Obstetrician-Gynecologist (OB-GYN)
2. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children: <i>Provided</i> , that for purposes of issuance of subsequent SPIC and booklet (1 Original)	Public Attorney's Office/ any law firm
3. Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the	Public Attorney's Office/ any law firm



child or children is/are under the parental care and support of the solo parent (1 Original)				
4. For employed- Updated ITR (1 Photocopy) For Unemployed- Certificate of Unemployment (1 Original)	Bureau of Internal Revenue (BIR) Barangay Hall where the client resides			
*SOLO PARENT AVAILING SUBSIDY AND DISCOUNTS PROVIDED FOR UNDER SECTION 15				
1. Affidavit of no employment (1 Original)	Public Attorney's Office/ any law firm			
2. Income Tax Return (ITR) or similar tax returns (1 Photocopy)	Bureau of Internal Revenue (BIR)			
3. Social Case Study Report (1 Original)	Municipal Social Welfare and Development Office (MSWDO)			
4. Any verifiable proof of income or Certificate of Indigency (1 Original)	Barangay Hall where the client resides			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for assessment and verification	1. Check and review the requirements presented and interview the client	None	12 minutes	Social Welfare Officer I MSWDO
2.Wait for the validation	2. Conduct validation thru home visits and gather collateral information from the community	None	14 days	Social Welfare Officer I MSWDO
3.Attend solo parent seminar regarding RA 8972 and RA 11861	3. Conduct seminar orientation	None	2 hours	Social Welfare Officer I MSWDO, Head MSWDO
4.Receive the Solo parent ID	4. Record and release the Solo parent ID	None	1 minute	Social Welfare Officer I MSWDO
TOTAL		None	14 days and 2 hours and 13 minutes	

64. ISSUANCE OF ASSISTIVE DEVICES

Any device that is designed, made, or adapted to assist a person to perform a particular task or activity for daily living. For examples, hearing aids, electronic voice products, talking watches and related talking electronic equipment, canes, crutches, walkers, wheel chairs, and shower chairs are all assistive devices.



Office or Division:		Office of the Municipal Social Welfare and Development Officer		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Residents of Concepcion, Tarlac with a permanent disability or a senior citizen can avail the assistive devices to aid their mobility		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency		Barangay Hall where the client resides		
2. Printed Whole body picture of patient		Printing Services		
3. Any Valid Government Issued Identification Card of patient (1 Photocopy)		See Annex A		
4. Any Valid Government Issued Identification Card of claimant (Claimant; must be immediate family) (1 Photocopy)		See Annex A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	1. Check the requirements presented	None	2 minutes	Social Welfare Aide MSWDO
2. Sign the Requisition and Issue Slip	2.1 Record the request	None	5 minutes	Disability Affairs Officer III MSWDO
	2.2 Review and sign the RIS	None		
3. Receive the Assistive Device	3. Release the Assistive Devices	None	5 minutes	Social Welfare Aide MSWDO
TOTAL		None	12 minutes	



**OFFICE OF THE MUNICIPAL RURAL
HEALTH UNIT
EXTERNAL SERVICES**



65. OUT PATIENT CONSULTATION

An outpatient consultation is a medical appointment that takes place in a healthcare facility where patients receive specialized care without requiring an overnight stay. During an outpatient consultation, patients meet with healthcare professionals, such as doctors, nurses, or specialists, to discuss their medical concerns, review test results, and receive diagnoses or treatment plans. These consultations often involve a comprehensive examination of the patient's medical history, symptoms, and current condition to determine the most appropriate course of action. Outpatient consultations offer convenient and efficient healthcare options, allowing patients to access expert medical advice and treatment while maintaining their regular daily activities.

Office or Division:		Office of the Municipal Rural Health Unit		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Resident of Concepcion, Tarlac		
CHECKLIST OF REQUIREMENTS		Where to secure		
Appearance of Applicant/Client		Client		
Government Issued Identification card		See Annex A		
1 photocopy For PhilHealth registration/updating		PhilHealth		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure number for registration	1. Register the Patients initial treatment record and Take note of the vital signs	None	5 minutes	Encoder/ Barangay Health Worker Municipal Health Office
2. Approach the Municipal Health Officer and seek medical advice	2. Examine, manage & treat the patient with proper medical advice	None	15 minutes	Rural Health Physician Municipal Health Office
3. Receive prescribe medicine	3. Dispense prescribe medicine	None	2 minutes	Pharmacist Municipal Health Office
TOTAL		None	22 minutes	

66. CHILD IMMUNIZATION SERVICES



Immunization services are essential healthcare programs that aim to protect individuals from infectious diseases. These services encompass a range of activities, including vaccine administration, education, and surveillance. Immunization services play a crucial role in preventing the spread of diseases and reducing the burden on healthcare systems. They involve the administration of vaccines to individuals of all ages, from infants to older adults, following established vaccination schedules and guidelines. By providing widespread access to immunization services, communities can achieve higher levels of immunity and improve overall public health.

Office or Division:		Office of the Municipal Rural Health Unit		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Newborn child up to 1 year old		
CHECKLIST OF REQUIREMENTS		Where to secure		
Appearance of Applicant/Client		Client		
Government Issued Identification card		See Annex A		
1 photocopy For PhilHealth registration/updating		PhilHealth		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure number for registration	1. Register the Patients initial treatment record and take vital signs	None	5 minutes	Encoder/ Barangay Health Worker Municipal Health Office
2. Present Child Immunization Card	2.0 Interview mother for new clients, check & update child immunization card Vaccine Offered: -BCG -Penta 1,2,3 -Oral polio 1,2,3 -Measles -MMR -IPV -PCV 1,2,3 - Hepatitis B - Tetanus Diphtheria (TD) 2.1 Advice mother for next check-up	None	15 minutes	Rural Health Midwife Municipal Health Office
TOTAL		None	20 minutes	



67. DENTAL SERVICES

Dental services encompass a wide range of oral healthcare treatments and procedures aimed at maintaining optimal dental health. Dentists and dental professionals offer comprehensive examinations, diagnosis, and treatment of various dental conditions. These services include routine cleanings, preventive care such as fluoride treatments and sealants, as well as restorative treatments like fillings. Additionally, dental services may involve specialized treatments such as orthodontics, endodontics (root canal therapy), and oral surgery. With the primary goal of promoting dental wellness and preserving the natural teeth, dental services play a crucial role in ensuring overall oral health and a confident smile.

Office or Division:		Office of the Municipal Rural Health Unit		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Resident of Concepcion, Tarlac		
CHECKLIST OF REQUIREMENTS		Where to secure		
Appearance of Applicant/Client		Client		
Government Issued Identification card		See Annex A		
1 photocopy For PhilHealth registration/updating		PhilHealth		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure number for registration	1.0 Register the patient information	None	5 minutes	Encoder/ Barangay Health Worker Municipal Health Office
	1.1 Taking vital signs	None		
2. Receive Dental Treatment	2 Extract & post-op advices	None	Simple-10 minutes Complicated-40 minutes	Dentist Municipal Health Office
3. Receive prescribe medicine	3 Dispense prescribe medicine	None	2 minutes	Pharmacist Municipal Health Office
TOTAL		None	47 minutes	

68. ISSUANCE OF SANITARY PERMIT AND HEALTH CERTIFICATE

The issuance of a sanitary permit and health certificate involves a formal process designed to ensure public health and safety standards are met. These documents are typically required for businesses or individuals involved in food handling, healthcare



services, or other activities that directly impact public well-being. The process usually involves an inspection by health authorities to evaluate compliance with hygiene, sanitation, and safety regulations. Once the inspection is successfully completed, the permit and certificate are issued, indicating that the entity or individual has met the necessary requirements and can operate in a manner that upholds public health standards.

Office or Division:	Office of the Municipal Rural Health Unit
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Any client applying for Sanitary permit & Health Certificate, Resident of Concepcion, Tarlac
CHECKLIST OF REQUIREMENTS	Where to secure
Appearance of Applicant/Client	Client
Government Issued Identification card	See Annex A
1 photocopy For PhilHealth registration/updating	PhilHealth
1. Store, Hardware, glass supply, dry goods, gift shop, photo house, poultry feed and farm supply & others for none food establishments.	<ul style="list-style-type: none"> ● Chest x-ray, urine, stool ● Application for Mayor's permit O.R. # _____ date _____
2. Bakeries, groceries, Restaurants, Canteens, Carinderias, Meat shop, Meat store, Snack house, Coffee shop, Barber shop & the like.	<ul style="list-style-type: none"> ● Chest x-ray, urine, stool ● Application for Mayor's permit O.R. # _____ date _____
3. For establishment with food processing (any kind like suka, patis, toyo, longganisa, and others).	<ul style="list-style-type: none"> ● Chest x-ray, urine, stool ● Application for Mayor's permit O.R. # _____ date _____
4. For poultry farms, Piggery farm, Cemeteries	<ul style="list-style-type: none"> ● Chest x-ray, urine, stool ● Application for Mayor's permit O.R. # _____ date _____ ● Barangay Resolution from Barangay officials concerned.
5. For establishment with GRO's or Guest Relation Officers: Videoke bar	<ul style="list-style-type: none"> ● Chest x-ray, urine, stool, Hepa B result ● Pap smear ● Application for Mayor's permit O.R. # _____ date _____ ● Barangay Clearance, 1x1 picture ● Occupational tax
6. For Water Re fillers (water refilling station)	<ul style="list-style-type: none"> ● Chest x-ray, urine, stool ● Application for Mayor's permit O.R. # _____ date _____ ● Water site clearance ● Certificate of water portability from MHO <p>a. Physical & chemical analysis (every 6 months)</p> <p>b. Bacteriological test (every month)</p> <ul style="list-style-type: none"> ● Isometric Plan with Engineer's report signed by private sanitary ● Operational permit from region 3



7. Public Places eg. Hospitals, Gasoline Station, Hotel, Schools etc. <ul style="list-style-type: none"> • Chest x-ray, urine, stool • Application for Mayor's permit O.R. # ____ date ____ 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements for permit or health certificate at the (Rural Sanitary Inspector) RSI office	1.0 Receive and review all the submitted requirements Ocular Inspection: 1.1 Food establishment 1.2 Industrial, poultries, piggeries, cemeteries 1.3 Issue order of payment	None None None None	1 Day	Sanitation Inspector Municipal Health Office
2. Pay at Municipal Treasury Office	2. Receive payment and issuance of Official Receipt	PHP 50.00	5 minutes	Revenue Collection Clerk Municipal Treasury Office
3. Present OR and claim Permit/Certificate	3.0 Fill up permit/certificate 3.1 Signing of permit/ certificate by the Rural Health Physician	None None	15 minutes	Encoder Municipal Health Office Rural Health Physician Municipal Health Office
4. Receive Certificate	4. Release Certificate	None	2 minutes	Sanitary Inspector Municipal Health Office
TOTAL		PHP 50.00	1 Day and 22 minutes	



69. TUBERCULOSIS DIRECTLY OBSERVED TREATMENT, SHORT-COURSE (TBDOTS) SERVICES

TB DOTS treatment involves a healthcare worker or designated individual supervising the patient to take their anti-tuberculosis medication to ensure adherence and completion of the full treatment course, which typically lasts at least 6-8 months. This strategy, known as Directly Observed Treatment, Short-course (DOTS), is the most effective way to cure TB, prevent the spread of the disease, and minimize the risk of drug-resistance.

Office or Division:		Office of the Municipal Rural Health Unit		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Resident of Concepcion, Tarlac		
CHECKLIST OF REQUIREMENTS		Where to secure		
Appearance of Applicant/Client		Client		
Government Issued Identification card		See Annex A		
1 photocopy For PhilHealth registration/updating		PhilHealth		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the registration area	1. Register the Patients for initial treatment record and take vital sign	None	5 minutes	Encoder/ Barangay Health Worker Municipal Health Office
2. Approach the Public Health Nurse	2.1 Take note of the medical history, laboratory result and Doctor's referral notes 2.2 Examine patient, give/instruct medicine prescribe and follow up checkup schedule	None None	30 minutes	Public Health Nurse Municipal Health Office
TOTAL		None	35 minutes	



70. PRENATAL CARE AND FAMILY PLANNING SERVICES

Prenatal care and family planning are crucial for individual and public health. Family planning reduces unintended pregnancies and maternal deaths by enabling couples to decide when and how many children to have, while prenatal care ensures a healthy pregnancy for both mother and baby through monitoring, guidance on diet and exercise, and managing existing conditions. Together, they lead to better health outcomes, increased opportunities for women, improved child well-being, and benefits for families and communities.

		Office of the Municipal Rural Health Unit		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Pregnant women resident of Concepcion, Tarlac		
CHECKLIST OF REQUIREMENTS		Where to secure		
Appearance of Applicant/Client		Client		
Government Issued Identification card		See Annex A		
1 photocopy For PhilHealth registration/updating		PhilHealth		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the registration area	1. Register the Patients for initial treatment record and take vital sign	None	5 minutes	Encoder/ Barangay Health Worker Municipal Health Office
2. Approach the Rural Health Midwife	2.0 Examine patient and medical history 2.1 Discuss Family planning method, instruct/give the chosen method and follow up checkup schedule	None None	15 minutes	Rural Health Midwife Municipal Health Office



TOTAL		None	20 minutes	

71. ANIMAL BITE TREATMENT CENTER (ABTC)

ANIMAL BITE TREATMENT CENTER (ABTC) is a clinic, often public, that provides immediate and free care after an animal bite, including wound cleaning, anti-rabies vaccination, and other post-exposure prophylaxis (PEP) services.

Office or Division:		Office of the Municipal Rural Health Unit		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Resident of Concepcion, Tarlac		
CHECKLIST OF REQUIREMENTS		Where to secure		
Appearance of Applicant/Client		Client		
Government Issued Identification card		See Annex A		
1 photocopy For PhilHealth registration/updating		PhilHealth		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure number for registration	1.0 Register the Patients initial treatment record and Take note of the vital signs	None	5 minutes	Encoder/ Barangay Health Worker Municipal Health Office
2. Proceed to Vaccination area	2.0 Categorized, assessed and determined patient animal bite status	None	10 minutes	Public Health Nurse Animal Bite treatment Center Municipal Health Office
	2.1 Signing of waiver form for Vaccination completion	None		
	2.3 Administer Anti- Rabies Vaccine.	None		
	2.4 Advised follow up schedule	None		
TOTAL		None	15 minutes	



72. MATERNAL CARE BY NORMAL SPONTANEOUS DELIVERY (NSD) SERVICES

A vaginal delivery, also known as a normal delivery or a spontaneous delivery, is a natural birthing process in which the baby is born through the mother's birth canal. It is the most common and preferred method for childbirth, as it offers numerous benefits for both the mother and the baby. During a vaginal delivery, the mother's body goes through a series of remarkable changes, including the dilation and effacement of the cervix, the descent of the baby through the birth canal, and the stretching and opening of the vagina to allow the baby to be born. This incredible process is facilitated by the rhythmic contractions of the uterus and the coordinated efforts of the mother's muscles. Normal spontaneous delivery is generally considered safe for most pregnancies and offers advantages such as a shorter recovery time, less risk of infection, and a reduced likelihood of certain complications.

Office or Division:	Office of the Municipal Rural Health Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Pregnant women, Resident of Concepcion, Tarlac			
CHECKLIST OF REQUIREMENTS				
Appearance of Applicant/Client	Where to secure Client			
Government Issued Identification card	See Annex A			
1 photocopy For PhilHealth registration/updating	PhilHealth			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide necessary information	1.0 Take personal information and medical history.	None	30 minutes	Rural Health Midwife Municipal Health Office
	1.1 Assess patient for labor and delivery	None		
	1.2 Signing consent for admission and management	None		
2. Go to Delivery Room	2.0 Monitor patient for birth delivery and child care	None	23 hours	Rural Health Midwife Municipal Health Office



3. Secure document	3.0 Child Birth Certificate information and signing	None	30 minutes	Encoder Municipal Health Office
	3.0 Secure proper document for PhilHealth registration/updating	None		
4. Discharge of patient (May go home)	4.0 Newborn Screening test for baby	None	20 minutes	Rural Health Midwife Municipal Health Office
	4.1 Instructed Home medication/proper hygiene and fellow up checkup schedule	None		
TOTAL		None	1 day	

73. DIAGNOSTIC LABORATORY SERVICES

Diagnostic laboratory tests analyze patient samples to help diagnose, monitor, and treat medical conditions by identifying markers of disease. These tests involve analyzing samples like blood, urine, and tissue using methods such as blood counts, chemical analysis, and microbiology to provide information for healthcare professionals to plan effective treatment.

Office or Division:		Office of the Municipal Rural Health Unit		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Resident of Concepcion, Tarlac		
CHECKLIST OF REQUIREMENTS		Where to secure		
Appearance of Applicant/Client		Client		
Government Issued Identification card		See Annex A		
1 photocopy For PhilHealth registration/updating		PhilHealth		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the registration area	1.0 Register the Patients initial treatment record	None	5 minutes	Encoder Municipal Health Office
2. Present Valid ID	2.1 Provide information about the laboratory request and procedure	None	5 minutes	Medical Technologist Diagnostic Center Office



	2.2 Issue order of payment	None		Municipal Health Office
3. Pay at Municipal Treasury Office	3. Receive payment and issuance of Official Receipt	PHP 50.00	5 minutes	Revenue Collection Clerk Municipal Treasury Office
4. Present Official Receipt and receive result	4.0 Received Specimen and Do blood extraction procedure (depending on the laboratory request)	None	2 hours	Medical Technologist Diagnostic Center Office Municipal Health Office
	4.1 Conduct laboratory examination	None		
	4.2 Release the Laboratory Result	None		
TOTAL		Fees are depended on the Laboratory Procedure	2 Hours and 15 minutes	

74. HEMODIALYSIS SERVICES

The Concepcion Dialysis Center is an outpatient/ free standing healthcare facility that provides Renal Replacement Therapy to patient with Chronic Kidney Disease Stage 5 or End Stage Renal Disease who require maintenance dialysis. It consists of ten (10) dialysis machines to cater indigent patients.

Office or Division:	Office of the Municipal Rural Health Unit
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Concepcion, Tarlac indigent residents with Chronic Kidney Disease Stage 5 who undergo Hemodialysis Treatment
CHECKLIST OF REQUIREMENTS	Where to secure



Appearance of Applicant/Client	Client			
Government Issued Identification card	See Annex A			
1 photocopy For PhilHealth registration/updating	PhilHealth			
<ul style="list-style-type: none"> - Hemodialysis Prescription from Nephrologist/ Endorsement Letter - Latest Hepatitis Profile (Anti-HCV, Anti-HBS, HbsAg) - Latest Laboratory (CBC, Creatinine, Potassium) within a month - Chest XRAY within a month - Last 3 Treatment Sheets from previous Hemodialysis Unit - Medical Abstract with List of Medications - Philhealth Dialysis Database (PDD) and MDR - Certificate of Confinement/ Philhealth Availment or Certification 	Doctor's Referral Letter / Laboratory Result			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the registration area	1. Register the Patients initial treatment record	None	30 minutes	Encoder Concepcion Dialysis Center Municipal Health Office
2. For assessment	2. Dialysis Assessment	None	2 hours	Public Health Nurse Concepcion Dialysis Center Municipal Health Office
3. Receive treatment	4. Dialysis Treatment	None	4 hours	Public Health Nurse/ Dialysis Technician Concepcion Dialysis Center Municipal Health Office
TOTAL		None	6 hours	



**OFFICE OF THE MUNICIPAL
AGRICULTURE
EXTERNAL SERVICES**



75. ISSUANCE OF REGISTERED FARMERS CERTIFICATION

The issuance of registered farmers certification is a service through which farmers request for a certification which can be used in agricultural loans and other legal purposes it may serve. It involves verifying the registration of farmers through the Farmers Fisherfolk Registry System (FFRS). The certification provides several benefits, including access to government subsidies, agricultural loans, and market opportunities.

Office or Division:	Office of the Municipal Agriculture			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Individuals who have farm lot/s located in Concepcion and are registered farmers under Registry System for Basic Sectors in Agriculture (RSBSA) Program			
CHECKLIST OF REQUIREMENTS				
1. Personal appearance of client/farmer or authorization letter from the registered farmer (if representative)				
2. RSBSA registration				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	Give the Log Book to the client	None	3 minutes	Agriculturist assigned
2. Request for Farmer's Certificate	Review, Assess and prepare Farmers Certification	None	7 minutes	Agriculturist assigned
3. Receive Certificate	Release Signed Farmers certificate	None	3 minutes	Agriculturist assigned
TOTAL		None	13 minutes	

76. APPLICATION FOR CROP INSURANCE (RICE, CORN.HVC, LIVESTOCK AND FISHERIES INSURANCE)

The Application for Crop Insurance is a comprehensive tool designed to assist farmers and agricultural businesses in managing the risks associated with crop production. It covers a wide range of crops including rice, corn, high-value crops (HVC), as well as livestock and fisheries insurance. With this application, farmers can easily apply for insurance coverage tailored to their specific needs, protecting them against unpredictable events such as natural disasters, pests, and diseases. The application streamlines the insurance process, providing a user-friendly interface for farmers to input their crop and livestock information, assess potential risks, and obtain quotes from insurance providers. By utilizing this application, farmers can secure their livelihoods and mitigate financial losses.



caused by unforeseen circumstances, fostering a more resilient and sustainable agricultural sector.

Office or Division:		Office of the Municipal Agriculture		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Individuals with farm lot/s located in Concepcion and are registered farmers under Registry System for Basic Sectors in Agriculture (RSBSA) Program		
CHECKLIST OF REQUIREMENTS				
1. Personal appearance of client/farmer or immediate family of client.				
2. RSBSA registration				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	Give the Log Book to the client	None	3 minutes	Agriculturist assigned
2. Request for Crop Insurance Form	Prepare Application Form (Crop Insurance)	None	2 minutes	Agriculturist assigned
3. Accomplish the application form	Review application form	None	5 minutes	Agriculturist assigned
4. Submit the accomplished application form for Crop Insurance	Receive accomplished application form	None	1 minute	Agriculturist assigned
-	Submit accomplished application form to PCIC staff assigned in the municipality	None	2 minutes	Agriculturist assigned
TOTAL		None	13 minutes	

77. DISTRIBUTION OF SEEDS SUBSIDY

The distribution of seeds subsidy is a government program aimed at supporting agricultural development and ensuring food security. Under this initiative, eligible farmers and growers receive subsidized seeds to enhance their crop production. The subsidy is typically provided based on specific criteria such as land size, crop type, and economic need. By facilitating access to high-quality seeds at reduced costs, the program aims to empower farmers, promote sustainable farming practices, and contribute to overall agricultural productivity and stability.

Office or Division:	Office of the Municipal Agriculture
Classification:	Simple



Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Individuals with farm lot/s located in Concepcion and are registered farmers under Registry System for Basic Sectors in Agriculture (RSBSA) Program		
CHECKLIST OF REQUIREMENTS				
1. Personal appearance of client.				
2. RSBSA registration				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal appearance	Verify farmer registration in Farmer Fisherfolk Registry System and prepare receiving form	None	5 minutes	Agriculturist assigned
2. Fill-out and sign receiving form	Check and review accomplished receiving form	None	5 minutes	Agriculturist assigned
3. Receive Rice Seeds Subsidy	Release Rice Seeds Subsidy	None	3 minutes	Agriculturist assigned
TOTAL		None	13 minutes	

78. DISTRIBUTION OF FERTILIZER VOUCHER

A distribution of fertilizer vouchers is a targeted program designed to provide farmers with access to fertilizers for their agricultural needs. These vouchers are typically issued by agricultural agencies or organizations and can be redeemed by farmers at authorized fertilizer retailers. The distribution process involves identifying eligible farmers based on predefined criteria, such as land size or income level, and issuing vouchers accordingly. This approach aims to improve farmers' access to fertilizers, promote sustainable agricultural practices, and enhance crop yields while ensuring the efficient and equitable allocation of resources within the farming community.

Office or Division:		Office of the Municipal Agriculture		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Individuals with farm lot/s located in Concepcion and are registered farmers under Registry System for Basic Sectors in Agriculture (RSBSA) Program		
CHECKLIST OF REQUIREMENTS				
1. Personal appearance.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Received the fertilizer voucher	Releasing of fertilizer voucher	None	3 minutes	Agriculturist assigned
TOTAL		None	3 minutes	

79. MONITORING OF PEST AND DISEASES

Monitoring of pests and diseases involves systematic surveillance and assessment of various organisms and pathogens that can harm plants, crops, or ecosystems. It employs a combination of observation, data collection, and analysis to detect and track the presence, abundance, and impact of these harmful agents. This proactive approach helps farmers, researchers, and authorities identify potential threats early on, enabling them to implement appropriate control measures and minimize damage. By monitoring pests and diseases, stakeholders can make informed decisions, develop targeted interventions, and promote sustainable practices to protect agricultural yields and maintain ecological balance.

Office or Division:		Office of the Municipal Agriculture		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Individuals with farm lot/s located in Concepcion		
CHECKLIST OF REQUIREMENTS				
- Personal appearance of farmer or Immediate Family of client (if representative)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Pest and Disease Monitoring	Conduct Field and Plant Examination	None	2 hours	Agri Tech on duty
2. Receive Result of field physical check up	Assessment of Farmland/Field Status	None	1 hour	Agri Tech on duty
-	Treatment through distribution of pesticides and insecticides	None	5 hours	Agri Tech on duty
TOTAL		None	8 hours	

80. RSBSA REGISTRATION

The Registry System for the Basic Sectors in Agriculture (RSBSA) is a registry of farmers, fisherfolk, and farm laborers that serves as a targeting mechanism for the identification of beneficiaries for different agriculture-related programs and services of the government.

Office or Division:		Office of the Municipal Agriculture		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		



Who may avail:		Individuals who are residents and farmers residing outside Concepcion, but with farm area located in the municipality.		
CHECKLIST OF REQUIREMENTS				
1. Accomplished RSBSA form.				
2. Barangay certification or land title				
3. One (1) piece 2x2 picture				
4. Photocopy of one (1) valid ID.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	Give the Log Book to the client	None	3 minutes	Agriculturist assigned
2. Request for REGISTRY SYSTEM FOR BASIC SECTOR IN AGRICULTURE (RSBSA) Application form	Prepare RSBSA application form and conduct interview	None	10 minutes	RSBSA coordinator and Agriculturist assigned
3. Accomplish RSBSA form and submit requirements	Review accomplished RSBSA form and requirements submitted by the farmers	None	5 minutes	RSBSA coordinator and Agriculturist assigned
4. Received the application for RSBSA	Encode and submit farmer's RSBSA application to provincial office.	None	10 minutes	RSBSA coordinator
TOTAL		None	25 hours	

81. ISSUANCE OF ENDORSEMENT LETTER TO COOPERATIVES AND/OR ASSOCIATION

The issuance of an endorsement letter to cooperatives and/or associations involves the formal approval and support provided by a recognized authority or organization. These letters serve as official documentation confirming the credibility, reliability, and integrity of the cooperative or association. Endorsement letters are typically granted after a thorough evaluation of the entity's operations, financial stability, and adherence to established guidelines and regulations. Such endorsements can significantly enhance the reputation, credibility, and potential partnerships of the cooperatives and associations, thereby fostering trust and facilitating growth within their respective industries.

Office or Division:	Office of the Municipal Agriculture
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen



Who may avail:	Cooperatives/Association			
CHECKLIST OF REQUIREMENTS				
FOR FARM MECHANIZATION:				
1. Letter of Intent				
2. Board Resolution				
3. SEC/CDA/DOLE Certificate of Registration				
4. Good Standing				
5. FA/FO/IA/RBO Profiles				
6. Signed Business Plan for Processing Equipment				
7. MAO/CAO/PAO Endorsement				
FOR DA ACCREDITATION:				
1. Farmer Association Profile				
2. Omnibus Sworn Certification				
3. Endorsement Letter				
4. Letter of Intent				
5. Board Resolution				
6. Transmittal for Accreditation for RCEF				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	Give the Log Book to the client	None	3 minutes	Agriculturist assigned
2. Submission of documents to be endorsed	Review the completeness of documents	None	7 minutes	Municipal Agriculturist
-	Prepare the Endorsement Letter	None	4 minutes	Municipal Report Officer or Agriculturist on duty
-	Release of Endorsement Letter	None	1 minute	Municipal Report Officer or Agriculturist on duty
TOTAL		None	15 minutes	

82. ISSUANCE OF CERTIFICATION OF CURRENT STATUS OF FARM AREA

The issuance of a Certificate of Current Status of Farm Area is a process that confirms the present condition (if planted or not planted with agricultural crops) of a farm property. This certificate provides comprehensive information regarding the land's current status, including its ownership details and agricultural crops planted if there's any. It serves as an official document to validate if there's any agricultural crops planted in the farm area, allowing potential buyers, lenders,



or government agencies to assess the property's suitability for various purposes such as agricultural activities, development projects, or financial transactions. By obtaining this certificate, stakeholders can make informed decisions based on the accurate and up-to-date information about the farm area's current status and potential limitations.

Office or Division:		Office of the Municipal Agriculture		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Individuals with farm area located in Concepcion		
CHECKLIST OF REQUIREMENTS				
<ul style="list-style-type: none"> - Field inspection - Land title of farm lot to be inspected 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of area subject for inspection	Field visitation/ inspection in the barangay	None	30 minutes	Agriculturist assigned in the barangay
2.Wait for the issuance of certification	Prepare the certification	None	5 minutes	Agriculturist assigned in the barangay
-	Release of certification	None	3 minutes	Agriculturist assigned in the barangay
TOTAL		None	38 minutes	

83. DISTRIBUTION OF VEGETABLE SEEDS

The distribution of vegetable seeds is a program which helps ensure food availability and sustain food security amidst poverty. Under this initiative, vegetable farmers receive assorted vegetable seeds to provide households the opportunity to produce fresh and healthy food from their backyard for their tables.

Office or Division:		Office of the Municipal Agriculture		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Individuals with farm area located in Concepcion		
CHECKLIST OF REQUIREMENTS				
<ul style="list-style-type: none"> - Personal Appearance 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	Give the Log Book to the client	None	3 minutes	Agriculturist on duty
2.Fill-out receiving form	Prepare receiving form	None	5 minutes	Agriculturist on duty
3. Receive assorted vegetable seeds	Release assorted vegetable seeds	None	3 minutes	Agriculturist on duty



TOTAL	None	11 minutes	
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**OFFICE OF THE MUNICIPAL
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84. ISSUANCE OF CERTIFICATION FOR FLOODING/NON-FLOODING, HAZARD DAMAGE TO PROPERTY AND HAZARD OCCURRENCE

The Issuance of Certification for Flooding/Non-Flooding, Hazard Damage to Property and Hazard Occurrence is a comprehensive process aimed at providing official documentation regarding the vulnerability of a property to flooding and other hazards. This certification involves assessment and evaluation of the area or property's susceptibility and exposure to various hazards.

This certification serves as a valuable tool for property owners, insurers, and government agencies to make informed decisions regarding property development, insurance coverage, and emergency planning in areas prone to flooding and other hazards.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction	G2C - Government to Client			
Who may avail:	Individuals who are residents of Concepcion or have or planning business in Concepcion			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Hazard Damage to Property / Hazard Occurrence:				
- Request Letter / Damage Insurance Form Office		- PCIC through Municipal Agriculture Office		
- Images of location		- Farmer/Location		
- Barangay Certification for Occurrence		- Barangay of Affected Individual		
For Flooding/Non-Flooding Certification:				
- Request Letter		-		
Establishment/Organization/Agency Requesting		-		
- Image of Location		-		
Establishment/Organization/Agency Requesting				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Request for Certification	Review and Assess Request	None	1/2 day	MDRRMO Admin Staff
2. Payment of Fee	Receive payment for Certification	100.00 Php - For Flooding/Non-Flooding None - For Hazard Damage/Occurrence	1/2 day	Municipal Treasury Office: Joan A. Caguiat, Admin Aide III Ma. Kathrina D. Macalino, Admin Aide I
	Field Validation	None	1 Day	MDRRMO Staff: Micah Nieves G. Lacsamana, LDRRMO I
3. Receive Certificate	Release Signed Certification	None	1 Day	MDRRMO Staff: Micah Nieves G. Lacsamana, LDRRMO I Charlie Magne O. Mercado, LDRRMA
TOTAL		100.00 Php - For Flooding/Non-Flooding None - For Hazard Damage/Occurrence	3 Days	

85. CONDUCT OF DRILLS AND SIMULATION EXERCISES

The conduct of drills and simulation exercises involves the systematic practice and simulation of various scenarios to enhance preparedness and response capabilities. These exercises aim to assess and improve the effectiveness of emergency procedures, coordination among stakeholders, and communication channels. Participants engage in simulated scenarios to test their decision-making skills, evaluate response protocols, and identify areas for improvement. By simulating real-world situations in a controlled environment, drills and exercises play a crucial role in strengthening emergency preparedness, promoting collaboration, and ensuring swift and effective responses during actual crises.

Office or Division:	Municipal Disaster Risk Reduction and Management Office
Classification:	Simple
Type of Transaction	G2C - Government to Client
Who may avail:	Individuals who are residents of Concepcion or Concepcion-based Establishments
CHECKLIST OF REQUIREMENTS	
Request Letter from requesting establishment/organization/individual addressed to: HON. NOEL L. VILLANUEVA Municipal Mayor Concepcion Tarlac	
Through: Mr. Ronald M. Bautista , MDRRMO	



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Request Letter for Required Activity	For Approval from LCE on Date, Time and Venue	None	1 Day	MDRRMO Staff: Charlie Magne O. Mercado, LDRRMA Zairal Christian D. Madayag, LDRRMA
	Preparation of Materials for Drill/SimEx	None	1 Day	Zairal Christian D. Madayag, LDRRMA
	Conduct of requested Drill/SimEx	None	1 Day	Zairal Christian D. Madayag, LDRRMA
TOTAL		None	3 Days	

86. ORIENTATION/SEMINAR ON DISASTER PREPAREDNESS OR ANY DRR RELATED TOPICS

The Orientation/Seminar on Disaster Preparedness or any DRR Related Topics is designed to equip participants with the knowledge and skills necessary to effectively respond to and mitigate the impact of hazards in their respective communities. Through engaging presentations, practical workshops, and interactive simulations, attendees will gain a deep understanding of disaster risks, emergency response protocols and preventive measures. These activities aim to empower individuals, organizations, and communities to be resilient in the face of adversity and contribute to building a safer, more prepared society.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction	G2C - Government to Client			
Who may avail:	Individuals who are residents of Concepcion or Concepcion-based Establishments			
CHECKLIST OF REQUIREMENTS				
Request Letter from requesting establishment/organization/individual addressed to: HON. NOEL L. VILLANUEVA Municipal Mayor Concepcion Tarlac				
Through: Mr. Ronald M. Bautista , MDRRMO				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Request Letter for Required Activity	For Approval from LCE on Date, Time and Venue	None	1 Day	MDRRMO Staff: Charlie Magne O. Mercado, LDRRMA Zairal Christian D.



				Madayag, LDRRMA
	Preparation of Materials for Orientation / Seminar	None	1 Day	Zairel Christian D. Madayag, LDRRMA
	Conduct of requested Orientation / Seminar	None	1 Day	Zairel Christian D. Madayag, LDRRMA
TOTAL		None	3 days	

87. DISINFECTION/STERILIZATION OF ESTABLISHMENT/HOMES

Disinfection and sterilization are essential processes for maintaining a safe environment in establishments and homes. Disinfection typically involves the use of chemical to disinfectants to kills germs on surfaces, while sterilization goes a step further by destroying all forms of microbial life through methods like heat, pressure or chemical treatments. These processes are particularly crucial in high-traffic areas, healthcare facilities, food establishments, and places where the vulnerable populations reside, as they help prevent the spread of infectious diseases and promote overall health and well-being.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction	G2C - Government to Client			
Who may avail:	Individuals who are residents of Concepcion or Concepcion-based Establishments			
CHECKLIST OF REQUIREMENTS				
Request Letter from requesting establishment/organization/individual containing location and preferred date, addressed to: HON. NOEL L. VILLANUEVA Municipal Mayor Concepcion Tarlac				
Through: Mr. Ronald M. Bautista , MDRRMO				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Request Letter for Disinfection / Sterilization	For Approval from LCE on Date and Time	None	1 Day	MDRRMO Staff: Charlie Magne O. Mercado, LDRRMA Chester Paul S. Cunanan, LDRRMO III



	Preparation of Equipment and Materials for Disinfection / Sterilization	None	1 Day	Chester Paul S. Cunanan, LDRRMO III Alvin V. Brutas, Admin Aide III Jerome H. Nuguid, Admin Asst III Godwin R. Gueco, Admin Aide III
	Conduct of requested Disinfection / Sterilization	None	1 Day	Chester Paul S. Cunanan, LDRRMO III Alvin V. Brutas, Admin Aide III Jerome H. Nuguid, Admin Asst III Godwin R. Gueco, Admin Aide III
TOTAL		None	3 Days	

88. MEDICAL AND TRAUMA EMERGENCY RESPONSE

The Medical and Trauma Emergency Response focuses on the provision of timely emergency response, conducted by our highly trained and compassionate team. Emergency Response includes the delivery of immediate care and appropriate management of victims and patients and subsequently their careful and swift transport to the nearest or most appropriate medical facility and hospital.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction	G2C - Government to Client			
Who may avail:	Individuals who are residents of Concepcion, Concepcion-based Establishments			
CHECKLIST OF REQUIREMENTS				
- Written or verbal exact location, nature of incident, number of patients/victims				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Contact Emergency Services	Receive and interview client	None	2 minutes	Chester Paul S. Cunanan, LDRRMO III Alvin V. Brutas, Admin Aide III Jerome H. Nuguid, Admin Asst III Godwin R. Gueco, Admin Aide III



	Dispatch of Emergence Response Team	None	2 minutes	Chester Paul S. Cunanan, LDRRMO III Alvin V. Brutas, Admin Aide III Jerome H. Nuguid, Admin Asst III Godwin R. Gueco, Admin Aide III
	Conduct of Emergency Response	None	2-7 minutes	Chester Paul S. Cunanan, LDRRMO III Alvin V. Brutas, Admin Aide III Jerome H. Nuguid, Admin Asst III Godwin R. Gueco, Admin Aide III
TOTAL		None	11 minutes	

89. AMBULANCE/MEDICAL STANDBY DURING EVENTS

The presence of the ambulance team for medical standby during events ensure the safety and well-being of event attendees. Our standby medical team is equipped to handle medical emergencies, providing immediate on-site medical assistance. From large-scale concerts and sport events to corporate functions and festivals, our ambulances and medical personnel may be requested to be stationed strategically to swiftly respond to any medical incidents.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction	G2C - Government to Client			
Who may avail:	Concepcion-based Establishments, Agencies, Institutions, Organizations, or other			
CHECKLIST OF REQUIREMENTS				
Request Letter from requesting establishment/organization/individual with Date, Time and Duration of Event and Number of Requested Resources, addressed to: HON. NOEL L. VILLANUEVA Municipal Mayor Concepcion Tarlac				
Through: Mr. Ronald M. Bautista , MDRRMO				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Request Letter for Medical Standby	For Approval from LCE on Date and Time	None	1 Day	MDRRMO Staff: Charlie Magne O. Mercado, LDRRMA Chester Paul S. Cunanan, LDRRMO III



	Dispatch of Ambulance / Medical Standby Team	None	30 minutes	Chester Paul S. Cunanan, LDRRMO III Alvin V. Brutas, Admin Aide III Jerome H. Nuguid, Admin Asst III Godwin R. Gueco, Admin Aide III
	Conduct of Medical Standby	None	Varies	Chester Paul S. Cunanan, LDRRMO III Alvin V. Brutas, Admin Aide III Jerome H. Nuguid, Admin Asst III Godwin R. Gueco, Admin Aide III
TOTAL		None	< 2 days	



**OFFICE OF THE MUNICIPAL
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EXTERNAL SERVICES**



90. APPLICANT'S REGISTRATION

Applicants, through registration, gain streamlined access to a wide range of employment opportunities and, enhancing their chances of finding suitable employment.

Schedule of Availability of Service: Monday to Friday, 8:00 am - 5:00 pm

Office or Division:		Office of the Municipal Public Employment Service		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		All qualified jobseekers/ applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Original copy of Curriculum Vitae/Resume with 2" x 2" picture Photocopy of Transcript of Records/ Diploma, if any Photocopy of Certificate of Trainings, if any Photocopy of Certificate of Employment, if any Photocopy of Pre-employment Requirements, if any National Skills Registration Program (NSRP) form 1 		<ul style="list-style-type: none"> Jobseeker/ Applicant High School/ University/ College/ Vocational School Training institution provider/ Company/ Agency Current/ Previous Employer SSS, PhilHealth, PAG-IBIG, PNP, NBI, Any Government Office (Valid ID) Office of the Municipal Public Employment Service 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and submit the applicable requirements	1.0 Provide logbook for registration	None	5 minutes	Administrative Aide III - PESO or Administrative Aide VI - PESO
	1.1 Receive and review the submitted documents	None	5 minutes	
2. Initial Interview	2 Interview the jobseeker for job application	None	15 minutes	Administrative Aide III - PESO or Administrative Aide VI - PESO
3. Receive referral letter	3 Print and sign the referral letter	None	5 minutes	PESO Manager
TOTAL		None	30 Minutes	

91. ASSISTANCE TO OFWs AND FAMILIES



OWWA provides welfare assistance, social benefits, education and training, and reintegration services to Overseas Filipino Workers (OFWs) and their qualified dependents.

Schedule of Availability of Service: Monday to Friday, 8:00 am - 5:00 pm

Office or Division:		Office of the Municipal Public Employment Service		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		All OFW Members and Families in Concepcion, Tarlac		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Passport/Visa 2. Photocopy of Proof of OWWA Membership 3. Photocopy of Employment Contract 4. Photocopy of Other Documents related to OFW Member		- OFW Member/ Family Member - OFW Member/ Family Member - OFW Member/ Family Member - OFW Member/ Family Member		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and submit the required documents	1.0 Provide logbook for registration	None	5 minutes	Administrative Aide III - PESO or Administrative Aide VI - PESO
	1.0 Evaluate the submitted documents	None	15 minutes	
2. For Initial Interview	2 Interview the beneficiary for any assistance	None	20 minutes	PESO Manager
3. Receive referral letter to proceed in OWWA Desk Office/ Regional Office	3 Print and sign the referral letter	None	5 minutes	PESO Manager
TOTAL		None	45 minutes	

92. DOLE EMERGENCY EMPLOYMENT PROGRAM

The *Tulong Panghanapbuhay Para Sa Ating Disadvantage Workers (TUPAD) Program* is a community-based package of short-term employment assistance for displaced workers, underemployed, and seasonal workers. Beneficiaries are employed in short-term emergency or community projects.

Schedule of Availability of Service: Depends on Funds allocated by DOLE

Office or Division:	Office of the Municipal Public Employment Service
Classification:	Simple to Complex



Type of Transaction:		G2C- Government to Client		
Who may avail:		<ul style="list-style-type: none"> - All disadvantaged workers aged 18 years old and above; - Physically Fit to work; - Displaced workers; - Seasonal workers; - Informal sector workers (including vendors, transport workers, etc.) 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Beneficiary Profile Form 2. Photocopy of Valid ID with 3 specimen signatures 3. Original and photocopy of Medical Certificate "FIT TO WORK" for Senior Citizen (60 y/o above) 		<ul style="list-style-type: none"> - Office of the Municipal Public Employment Service - Beneficiary - Municipal Rural Health Unit; Gov't Hospital 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and submit the required documents	1.0 Provide logbook for registration	None	5 minutes	Administrative Aide III - PESO or Administrative Aide VI - PESO
	1.1 Evaluate the submitted documents	None	15 minutes	
2. For Initial Interview	2 Interview the beneficiary	None	1 day	DOLE Personnel PESO Manager
3. Attend TUPAD Orientation and contract signing	3.0 Facilitate the TUPAD Orientation	None	1 day	DOLE Personnel PESO Manager
	3.1 Contract signing of TUPAD beneficiary	None		
4. Deployment of work	4 Monitoring of work in various work areas	None	1 day	Administrative Aide III - PESO or Administrative Aide VI - PESO PESO Manager DOLE Personnel
TOTAL		None	3 days 20 minutes, it depends on processing of documents from Regional Office and volume of beneficiaries.	

93. DOLE INTEGRATED LIVELIHOOD PROGRAM (DILP)

Provide sustainable livelihood assistance to vulnerable and marginalized workers by enabling them to start or enhance livelihood projects. The program seeks to reduce poverty and promote self-employment through capacity-building, provision of starter kits or tools, and continuous support to ensure income generation and economic resilience.



Schedule of Availability of Service: Depends on Funds allocated by DOLE

Office or Division:		Office of the Municipal Public Employment Service		
Classification:		Complex to Highly Technical		
Type of Transaction:		G2C- Government to Client		
Who may avail:		<ul style="list-style-type: none"> - All disadvantaged workers aged 18 years old and above from Concepcion, Tarlac; - Displaced workers (including OFWs); - Persons with disability (PWDs) 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Letter of Intent addressed to Municipal Mayor, thru PESO Manager 2. Initial Project Proposal 3. Photocopy of Valid ID 4. 2 pcs. 2x2 ID photo 5. Duly accomplished DILP Application Form 6. Beneficiary profile form 		<ul style="list-style-type: none"> - Beneficiary - Beneficiary - Government Offices; beneficiary - Beneficiary - DOLE - DOLE 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and submit the required documents	1.0 Provide logbook for registration	None	5 minutes	Administrative Aide III - PESO <i>or</i> Administrative Aide VI - PESO
	1.1 Evaluate the submitted documents	None	15 minutes	
2. For Interview	2 Interview the beneficiary on initial project proposal	None	1 day	DOLE Personnel PESO Manager
3. Attend Livelihood orientation and consultation	3 Facilitate the livelihood orientation and consultation	None	1 day	DOLE Personnel PESO Manager
4. Waiting for advice to proceed the project	4 Review the project proposal by the Technical Working Group (TWG)	None	> 5 days	DOLE Personnel



TOTAL	None	> 7 days and 20 minutes, it depends on processing of documents and recommendation from Regional and Field Office.
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94. LOCAL EMPLOYER'S REGISTRATION

By registering, employers gain access to a streamlined, organized system that enhances their ability to find qualified candidates while improving the efficiency of the hiring process.

Schedule of Availability of Service: Monday to Friday, 8:00 am - 5:00 pm

Office or Division:		Office of the Municipal Public Employment Service		
Classification:		Simple		
Type of Transaction:		G2B- Government to Business		
Who may avail:		All Accredited Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent, addressed to Municipal Mayor, thru the PESO Manager		- Company/ Agency		
2. Photocopy of Company Profile		- Company/ Agency		
3. Photocopy of Supporting Documents		- BIR (2303), DOLE, SEC, and Other Government Regulatory Agencies		
4. Photocopy of Proof of Accreditation		- PhilJobNet Website (Portal Account)		
5. National Skills Registration Program (NSRP) form 2		- Office of the Municipal Public Employment Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and submit the required documents	1.0 Provide logbook for registration	None	5 minutes	Administrative Aide III - PESO or Administrative Aide VI - PESO
	1.1 Receive and verify the submitted documents	None	10 minutes	
2. Initial Interview	2 Interview the employer or company representative regarding their request/s	None	15 minutes	PESO Manager
3. Receive confirmation with link and/or	3.0 Post the job vacancies, schedule for local	None	1 day	Administrative Aide III - PESO or Administrative Aide VI - PESO



attached document/s	recruitment activity or Job Fair, if requested, through social media 3.1 Release the qualified applicants through referral	None		
TOTAL		None	1 day and 30 minutes	

95. OVERSEAS MANPOWER AGENCY'S REGISTRATION

By registering, manpower agencies/ employers gain access to a streamlined, organized system that enhances their ability to find qualified candidates for overseas employment with compliance of both national and international labor laws.

Schedule of Availability of Service: Monday to Friday, 8:00 am - 5:00 pm

Office or Division:	Office of the Municipal Public Employment Service			
Classification:	Complex			
Type of Transaction:	G2B- Government to Business			
Who may avail:	All Accredited Manpower Agencies			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Letter of Intent, addressed to Municipal Mayor, thru the PESO Manager	- Company/ Manpower Agency			
2. Photocopy of Certificate of license to operate/ Certificate of renewal	- DMW Central Office/ POEA Central Office			
3. Photocopy of Approved Job Orders and Foreign Principal accreditation	- DMW; Company/ Manpower Agency			
4. Photocopy of Affidavit of Undertaking duly notarized that the agency will take full responsibility	- Public Notary; Company/ Manpower Agency			
5. Photocopy of Company Profile	- Company/ Manpower Agency			
6. Photocopy of Supporting Documents	- BIR (2303), DOLE, SEC, and Other Government Regulatory Agencies			
7. Photocopy of Proof of Accreditation	- PhilJobNet Website (Portal Account)			
8. National Skills Registration Program (NSRP) form 2	- Office of the Municipal Public Employment Service			
9. Original and photocopy of SRA or Job Fair Authority, if available to submit	- DMW Central Office; DMW Region 3			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Register and submit the required documents	1.0 Provide logbook for registration 1.1 Receive, review, and verify the submitted documents	None None	5 minutes 20 minutes	Administrative Aide III - PESO or Administrative Aide VI - PESO
2. Initial Interview	2 Interview the employer or company representative regarding their request/s	None	15 minutes	PESO Manager
3. Receive No Objection Certificate as a requirement to secure SRA or Job Fair Authority	3 Print and sign the No Objection Certificate with documents as attachment	None	1 day	PESO Manager
4. Submit the SRA or Job Fair Authority	4 Receive and verify the submitted SRA or Job Fair Authority	None	1 day	Administrative Aide III - PESO or Administrative Aide VI - PESO
5. Receive confirmation with link and/or attached document/s	5 Post the schedule for overseas recruitment activity or Job Fair, if requested, through social media	None	1 day	Administrative Aide III - PESO or Administrative Aide VI - PESO
TOTAL		None	3 days and 40 minutes, it depends on the application process of manpower agencies in DMW	

96. REGISTRATION FOR GOVERNMENT INTERNSHIP PROGRAM

Government Internship Program (GIP) provides three to six (3-6) month's internship opportunity for high school, technical-vocational, or college graduates who wants to pursue a career in public service in government

Schedule of Availability of Service: Depends on Funds allocated by DOLE



Office or Division:		Office of the Municipal Public Employment Service		
Classification:		Complex		
Type of Transaction:		G2C- Government to Client		
Who may avail:		<ul style="list-style-type: none"> - At least High School Graduate or Voc-Tech Graduate between 18-30 years old - No work experience - Not a beneficiary of other government internship or employment programs 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Photocopy of Birth Certificate 2. Photocopy of Valid ID 3. Photocopy of Transcript of Records (TOR)/ Diploma/ Certificate of Graduation 4. Photocopy of Certificate of Indigency 5. 2 pcs. 2x2 recently taken picture 6. Duly accomplished GIP Application Form 		<ul style="list-style-type: none"> - PSA; beneficiary - Government Offices; beneficiary - High school/ university/ college/ vocational school - Barangay Hall - Beneficiary - DOLE thru Office of the Municipal Public Employment Service 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and submit the original and photocopy of required documents	1.0 Provide logbook for registration	None	5 minutes	Administrative Aide III - PESO or Administrative Aide VI - PESO
	1.1 Evaluate the submitted documents	None	15 minutes	
2. Interview the beneficiary	2 Interview the beneficiary and determine if it is qualified	None	1 day	DOLE Personnel
3. Attend GIP Orientation and sign the internship agreement	3.0 Facilitate the GIP Orientation	None	1 day	DOLE Personnel PESO Manager
	3.1 Internship agreement signing of GIP beneficiary	None		
4. Receive notice for placement and designation to assigned office	4 Issue deployment letter and monitor attendance	None	> 5 days	DOLE Personnel PESO Manager
TOTAL		None	7 days and 20 minutes, it depends on processing of documents from Regional Office and volume of applicants.	



97. REGISTRATION FOR SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS

It aims to provide employment opportunities to students who want to experience working environment during their school break or vacation.

Schedule of Availability of Service: During school/ academic year break/ vacation

Office or Division:		Office of the Municipal Public Employment Service		
Classification:		Complex		
Type of Transaction:		G2C- Government to Client		
Who may avail:		All Qualified Senior High School and College Students residing in Concepcion, Tarlac		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Birth Certificate		- PSA; student beneficiary		
2. Photocopy of Form 138/ Report of Grades (Recent School/ Academic Year)		- High school/ university/ college/ vocational school		
3. Photocopy of Certificate of Registration/ Enrolment (Recent Semester/ School year)		- High school/ university/ college/ vocational school		
4. Photocopy of Student ID				
5. 3 pcs. Recent Passport-size Picture				
6. Original and photocopy of Guardianship Certificate, for guardian		- High school/ university/ college/ vocational school		
7. Original and photocopy of Affidavit of Low Income, for both parents/ guardian		- Student beneficiary - Barangay Hall		
8. Original and photocopy of Barangay Indigency, for both parents/ guardian		- Public Notary		
9. Photocopy of Annual Income Tax Return, for both parents/ guardian, if employed		- Barangay Hall		
10. Original and photocopy of Certificate of Tax Exempt, if any		- Company/ Employer/ BIR		
11. Photocopy of Valid ID, for both parents/ guardian		- BIR - Government Offices; parents/ guardian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and submit the original and photocopy of applicable requirements	1.0 Provide logbook for registration	None	5 minutes	Administrative Aide III - PESO or Administrative Aide VI - PESO
	1.1 Receive and review the submitted documents	None	10 minutes	
2. Interview the student	2 Interview the beneficiary regarding the	None	10 minutes	Administrative Aide III - PESO or



	submitted requirements			Administrative Aide VI - PESO
3. Attend SPES Orientation, fill up forms and contract signing	3.0 Facilitate the SPES Orientation 3.1 Provide SPES forms to fill up 3.2 Contract Signing of SPES beneficiary with parent/ guardian	None None None	4 hours	DOLE Personnel PESO Manager Administrative Aide III - PESO or Administrative Aide VI - PESO DOLE Personnel PESO Manager
4. Receive notice of deployment in designated office	4 Endorse the beneficiary to the assigned office with notice of deployment	None	> 5 days	DOLE Personnel PESO Manager
TOTAL		None	5 days, 4 hours, and 25 minutes; it depends on processing of documents from DOLE Field and Regional Offices; and volume of beneficiaries	



OFFICE OF THE MUNICIPAL ENVIRONMENT & NATURAL RESOURCES

EXTERNAL SERVICES

98. ASSIST IN TREE PLANTING ACTIVITY

Assist in Tree Planting Activity is an engaging and impactful initiative that aims to combat deforestation and promote environmental sustainability.

Office or Division:	Office of the Municipal Environment & Natural Resources
Classification:	Simple
Type of Transaction:	G2C- Government to Client
Who may avail:	All residents of Concepcion, Tarlac
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Request Letter – <i>addressed to Local Chief Executive (LCE), thru Municipal Environment and Natural Resources Officer (MENRO)</i>	Client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1.1 Review and receive request letter	None	5 minutes	Admin Aide III MENRO
	1.2 Brief discussion regarding the arrangements and schedules	None	30 minutes	Admin Aide III MENRO Admin Aide III MENRO
2. Conduct tree planting activity	2. Conduct/assist tree planting	None	8 hours	Admin Officer II MENRO Admin Officer II MENRO Admin Officer II MENRO Admin Officer II MENRO Admin Officer II MENRO
TOTAL		None	8 hours & 35 minutes	

99. ENDORSEMENT LETTER FOR CUTTING TREES TO MENRO

To acquire an endorsement letter is a formal document issued by an authorized office and official recommending approval of a request to cut trees. It confirms that the activity has been reviewed, is justified, and will follow proper environmental guidelines and regulations.

Office or Division:	Office of the Municipal Environment & Natural Resources
Classification:	Simple
Type of Transaction:	G2C- Government to Client
Who may avail:	All residents of Concepcion, Tarlac
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Certificate of Imposing No Objection (2 copies)	Barangay hall
2. Picture of tree/s (2 copies)	Client
3. Land title (2 copies)	Client



4. Request Letter – <i>addressed to Mayor; Thru: MENRO (2 copies)</i>	Client			
5. License of tree cutter (2 copies)	Client			
6. Registration of chainsaw (2 copies)	Client			
7. Identification of tree cutter (2 copies with 3 specimen signature)	See Annex A			
If government project - ECC or CNC (2 copies)	Environmental Management Bureau (online)			
If school property - PTA President Request Letter – <i>addressed to Mayor; Thru: MENRO (2 copies)</i>	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Review and verify the complete submitted documents	None	5 minutes	Admin Aide III MENRO
	1.2 Validate the documents	None	10 minutes	Admin Aide III MENRO
	1.3 Prepare endorsement letter	None	15 minutes	Admin Aide III MENRO
	1.4 For signature and approval to the concern personnel	None	1 day/upon availability of the signatory	Local Chief Executive/Municipal Environment and Natural Resources Officer
3. Pay the corresponding fee to Treasury Office	2. Receive the payment and issue the Official Receipt	PHP. 75.00	5 minutes	Admin Aide I MTO Admin Aide I MTO Admin Aide I MTO



4. Present the official receipt and receive endorsement letter signed by MENRO and LCE	3. Photocopy the O.R. and release endorsement letter	None	15 minutes	Admin Officer II MENRO Admin Officer II MENRO Admin Officer II MENRO Admin Officer II MENRO Admin Officer II MENRO
TOTAL		PHP. 75.00	1 day & 50 minutes	

100. ISSUANCE OF ENVIRONMENTAL CLEARANCE TO ALL KINDS OF BUSINESS ESTABLISHMENTS WHETHER ITS NEW OR FOR RENEWAL

The issuance of environmental clearance is for any establishment such as factories, commercial and industries. These clearances serve as official recognition of adherence to specific regulations and standards in their respective business. The certification process involves thorough assessments of safety protocols, environmental practices, and compliance with local and national regulations. This clearance confirms that the establishment's operations/activities will not cause significant harm to the environment and that they meet all required environmental standards.

Office or Division:		Office of the Municipal Environment & Natural Resources		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		All business owners in Concepcion, Tarlac		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For critical project and critical area - Environment Compliance Certificate • see Annex C		Environmental Management Bureau (online)		
All establishments - Certificate of Non-Coverage • see Annex C		Environmental Management Bureau (online)		
All commercial establishments, residentials, and institutions - Certificate of treatment (Siphoning)		E.C. Soliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the business application from BPLO	1. Review and verify the application and give the	None	10 minutes	Admin Assistant II MENRO Admin Assistant II



	requirements based on their business application			MENRO Admin Assistant II MENRO Admin Assistant II MENRO Admin Assistant II MENRO Admin Assistant II MENRO
2. Submit required complete documents	2. Review and verify the complete submitted documents	None	1 hour	Admin Assistant II MENRO Admin Assistant II MENRO Admin Assistant II MENRO Admin Assistant II MENRO
3. Receive environmental clearance	3. Prepare and issue the environmental clearance	None	5 minutes	Admin Assistant II MENRO Admin Assistant II MENRO Admin Assistant II MENRO Admin Assistant II MENRO
4. Pay the corresponding fee to Treasury Office	4. Receive the payment and issue the Official Receipt	PHP. 75.00	5 minutes	Admin Aide I MTO Admin Aide I MTO Admin Aide I MTO
TOTAL		PHP. 75.00	1 hour & 20 minutes	

101. SEEDLING ASSISTANCE

Seedling assistance for tree planting aims to support environmental conservation, climate resilience, and community well-being by providing quality tree seedlings for sustainable reforestation, biodiversity restoration, and greening initiatives. It builds unity-people work together for a common good. Many people are empowered to take part, maintain the trees, and take the initiative with this



collaborative effort can make the project more sustainable, long-lasting, and impactful.

Office or Division:		Office of the Municipal Environment & Natural Resources		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		All residents of Concepcion, Tarlac		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Request Letter		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1.1 Receive and review request letter	None	30 minutes	Admin Officer II MENRO
	1.2 Brief discussion regarding the seedlings	None		Admin Officer II MENRO Admin Officer II MENRO Admin Officer II MENRO
2. Go to Municipal Ecological Nursery to receive seedlings	2. Turnover of the requested seedlings	None	4 hours	Admin Assistant III MENRO Admin Assistant III MENRO Admin Assistant III MENRO Admin Assistant III MENRO Admin Assistant III MENRO Admin Assistant III MENRO Admin Assistant III MENRO
TOTAL		None	4 hours & 30 minutes	



**OFFICE OF THE MUNICIPAL
VETERINARIAN
EXTERNAL SERVICES**



102. ISSUANCE OF REGISTERED FARMERS CERTIFICATION

The issuance of registered livestock raiser certification is a service through which livestock raiser request for a certification which can be used in agricultural loans and other legal purposes it may serve. It involves verifying the registration of farmers through the Farmers Fishers Registry System (FFRS). The certification provides several benefits, including access to government subsidies, agricultural loans, and market opportunities.

Office or Division:		Office of the Municipal Veterinary		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Individuals who have livestock/poultry farm located in Concepcion and are registered farmers under Registry System for Basic Sectors in Agriculture (RSBSA) Program		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Personal appearance of client/farmer or authorization letter from the registered farmer (if representative)		Livestock/ Poultry Raiser		
4. RSBSA registration		MUNICIPAL AGRICULTRE OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the Log Book to the client	None	5 minutes	Livestock Inspector assigned <i>Municipal Veterinary Office</i>
2. Request for Farmer's Certificate	2. Review, Assess and prepare Farmers Certification	None	15 minutes	Livestock Inspector assigned <i>Municipal Veterinary Office</i>
3. Receive Certificate	3. Release Signed Farmers certificate	PHP 100.00	5 minutes	Livestock Inspector assigned <i>Municipal Veterinary Office</i>
TOTAL		PHP 100.00	25 minutes	

103. APPLICATION FOR CROP INSURANCE (LIVESTOCK AND POULTRY INSURANCE)

The Application for Livestock/ Poultry Insurance is a comprehensive tool designed to assist small hold livestock/poultry raiser in managing the risks associated with animal production. It covers the livestock and poultry insurance. With this application, farmers can easily apply for insurance coverage tailored to their specific needs, protecting them against unpredictable events such as natural disasters, and diseases.



Office or Division:		Office of the Municipal Veterinary		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Individuals with farm livestock/poultry farm located in Concepcion and are registered farmers under Registry System for Basic Sectors in Agriculture (RSBSA) Program		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Personal appearance of client/farmer or immediate family of client.		Livestock/ Poultry Raiser		
4. RSBSA registration		MUNICIPAL AGRICULTURE OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the Log Book to the client	None	5 minutes	Livestock Inspector assigned <i>Municipal Veterinary Office</i>
2. Request for Livestock Insurance Form	2. Prepare Application Form (Crop Insurance)	None	5 minutes	Livestock Inspector assigned <i>Municipal Veterinary Office</i>
3. Accomplish the application form	3. Review application form	None	5 minutes	Livestock Inspector assigned <i>Municipal Veterinary Office</i>
4. Submit the accomplished application form for Livestock Insurance	4.0 Receive accomplished application form	None	3 minutes	Livestock Inspector assigned <i>Municipal Veterinary Office</i>
	4.1 Submit accomplished application form to PCIC staff assigned in the municipality	None	2 minutes	Livestock Inspector assigned <i>Municipal Veterinary Office</i>
TOTAL		None	20 minutes	

104. RSBSA REGISTRATION

The Registry System for the Basic Sectors in Agriculture (RSBSA) is a registry of farmers, fisherfolk, and farm laborers that serves as a targeting mechanism for the identification of beneficiaries for different agriculture-related programs and services of the government.

Office or Division:	Office of the Municipal Veterinary
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Individuals who are residents and farmers residing outside Concepcion, but with farm area located in the municipality.



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
5. Accomplished RSBSA form.		MUNICIPAL AGRICULTURE OFFICE		
6. Barangay certification or land title		BARANGAY HALL		
7. One (1) piece 2x2 picture		FARMER		
8. Photocopy of one (1) valid ID.		FARMER		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the Log Book to the client	None	3 minutes	RSBSA Coordinator assigned <i>Municipal Agriculture Office</i>
2. Request for REGISTRY SYSTEM FOR BASIC SECTOR IN AGRICULTURE (RSBSA) Application form	2. Prepare RSBSA application form and conduct interview	None	10 minutes	RSBSA Coordinator assigned <i>Municipal Agriculture Office</i>
3. Accomplish RSBSA form and submit requirements	3. Review accomplished RSBSA form and requirements submitted by the farmers	None	5 minutes	RSBSA Coordinator assigned <i>Municipal Agriculture Office</i>
4. Received the application for RSBSA	4. Encode and submit farmer's RSBSA application to provincial office.	None	10 minutes	RSBSA Coordinator assigned <i>Municipal Agriculture Office</i>
TOTAL		None	28 minutes	

105. ISSUANCE OF ENDORSEMENT LETTER TO COOPERATIVES AND/OR ASSOCIATION AND INDIVIDUAL LIVESTOCK/POULTRY RAISER

The issuance of an endorsement letter to cooperatives and/or individual livestock/poultry raiser involves the formal approval and support provided by a recognized authority or organization. These letters serve as official documentation confirming the credibility, reliability, and integrity of the cooperative or association. Endorsement letters are typically granted after a thorough evaluation of the entity's operations, financial stability, and adherence to established guidelines and regulations. Such endorsements can significantly enhance the reputation, credibility, and potential partnerships of the cooperatives and associations, thereby foster trust and facilitate growth within their respective industries.

Office or Division:	Office of the Municipal Veterinary
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen



Who may avail:		Cooperatives/Association		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOR FARM MECHANIZATION:				
8. Letter of Intent- 2 copies		COOPERATIVE/ASSOCIATION/INDIVIDUAL RAISER		
9. Board Resolution-Original		COOPERATIVE/ASSOCIATION/INDIVIDUAL RAISER		
10. SEC/CDA/DOLE Certificate of Registration		COOPERATIVE DEVELOPMENT AUTHORITY		
11. Good Standing		MUNICIPAL VETERINARY OFFICE		
12. FA/FO/IA/RBO Profiles		COOPERATIVE/ASSOCIATION		
13. Signed Business Plan for Processing Equipment		COOPERATIVE/ASSOCIATION		
14. MAO/CAO/PAO Endorsement		MUNICIPAL AGRICULTURE OFFICE		
FOR DA ACCREDITATION:				
7. Farmer Association Profile		COOPERATIVE/ASSOCIATION		
8. Omnibus Sworn Certification		LEGAL OFFICE		
9. Endorsement Letter		MUNICIPAL VETERINARY OFFICE		
10. Letter of Intent		COOPERATIVE/ASSOCIATION/INDIVIDUAL RAISER		
11. Board Resolution		COOPERATIVE/ASSOCIATION		
12. Transmittal for Accreditation for RCEF		COOPERATIVE/ASSOCIATION		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the Log Book to the client	None	5 minutes	Livestock Inspector assigned <i>Municipal Veterinary Office</i>
2. Submission of documents to be endorsed	2.0 Review the completeness of documents	None	10 minutes	Municipal Veterinarian <i>Municipal Veterinary Office</i>
	2.1 Prepare the Endorsement Letter	None	15 minutes	Municipal Report Officer or Livestock Inspector on duty <i>Municipal Veterinary Office</i>
3. Receive documents	Release of Endorsement Letter	₱ 100.00	5 minutes	Municipal Report Officer or Livestock Inspector on duty <i>Municipal Veterinary Office</i>
TOTAL		₱ 100.00	35 minutes	



106. ANTI-RABIES VACCINATION FOR ANIMALS

The anti-rabies vaccination for animals is a vaccine given to pets (like dogs and cats) to protect them from rabies, a deadly viral disease that affects the brain and nervous system.

Office or Division:		Office of the Municipal Veterinary		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Individuals who are residents of Concepcion, Tarlac.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pet Owners		MUNICIPAL VETERINARY OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Anti-Rabies Vaccination	1. Interview the pet owner	None	5 minutes	Livestock Inspector on duty <i>Municipal Veterinary Office</i>
2. Vaccine Administration	2. Vaccination	None	2 minutes	Livestock Inspector on duty <i>Municipal Veterinary Office</i>
TOTAL		None	7 minutes	

107. CONSULTATION AND MEDICATION (Small Animals)

Consultation and administration of medication from small animals such as dogs and cats, is to ensure proper diagnosis, treatment, and prevention of diseases to promote animal health and public safety.

Office or Division:		Office of the Municipal Veterinary		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Individuals who are residents of Concepcion, Tarlac.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client/ Farm with Dogs/Cats/Small Animals		MUNICIPAL VETERINARY OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the Log Book to the client	None	5 minutes	Livestock Inspector on duty <i>Municipal Veterinary Office</i>



2. Present the patient for consultation and treatment	2.0 Physical Assessment of Patient	None	15 minutes	Veterinarian on duty <i>Municipal Veterinary Office</i>
	2.1 Ask the client for physical observation of his/her animal/patient	None		
3. Recieve the take home medicine for his/her animal.	3. Dispense take home medication of Pets Administration Parenteral medication if any.	None	10 minutes	Veterinarian on duty <i>Municipal Veterinary Office</i>
TOTAL		None	30 minutes	

108. CONSULTATION AND MEDICATION (Large Animals)

Consultation, diagnosis, and treatment of large animals including cattle, carabao., goats, and swine. The objective is to ensure health, prevent diseases outbreaks, and support livestock productivity in the community.

Office or Division:		Office of the Municipal Veterinary		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Individuals who are residents of Concepcion, Tarlac.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Client/ Farmer/Livestock raiser		MUNICIPAL VETERINARY OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the Log Book to the client	None	5 minutes	Livestock Inspector on duty <i>Municipal Veterinary Office</i>
2. Field visit where animal is located	2. Physical Assessment of animal.	None	15 minutes	Veterinarian on duty/Livestock Inspector on duty <i>Municipal Veterinary Office</i>
3. Observe and receive the medication for his/her animal	3. Administration of parenteral medication and oral medication if any.	None	30 minutes	Veterinarian on duty/Livestock Inspector on duty <i>Municipal Veterinary Office</i>



TOTAL	None	50 minutes	
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**OFFICE OF THE MUNICIPAL
ACCOUNTANT
EXTERNAL SERVICES**



109. REVIEW AND VERIFICATION OF ASSISTANCE TO INDIVIDUALS IN CRISIS (AICS)

Verifying the supporting documents if all the required forms and attachments are complete, accurate, valid, and consistent.

Office or Division:		Office of the Municipal Accountant		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Citizen in Concepcion Tarlac		
CHECKLIST OF REQUIREMENTS		Where to secure		
<p>1. Supporting Documents</p> <p>AICS</p> <ul style="list-style-type: none"> ● 1 Barangay Indigency of patient ● 1 Original Medical Bill / Receipt ● 1 Photocopy valid I.D of Claimant ● 1 Photocopy valid I.D of Patient ● 1 Original Medical Certificate <p>BURIAL</p> <ul style="list-style-type: none"> ● 1 Original Death Certificate ● 1 Original Funeral Contract ● 1 Original Barangay Indigency of Claimant ● 1 photocopy valid I.D. of the deceased person ● 1 photocopy valid I.D of the Claimant ● 1 Original Social Case Study ● 1 Original or photocopy of Birth Certificate ● 1 Original Marriage Contract (<i>if married</i>) ● 1 Original Certificate of Guardianship 		<ul style="list-style-type: none"> ● Barangay hall where the claimant resides ● Hospital, clinic or pharmacy where the patient received services ● Any valid ID (Driver's License, Passport, etc.) ● Issued by the attending physician or hospital where the patient is situated. ● From Local Civil Registrar ● From the funeral home handling services ● Barangay Hall where the deceased or claimant resides ● Any valid government-issued ID ● From the Municipal Social Welfare and Development Office (MSWD) ● From PSA or Local Civil Registrar ● From PSA or Local Civil Registrar ● From PSA or Local Civil Registrar ● From the Municipal Social Welfare and Development Office (MSWD) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submission of complete requirements. (e.g. valid I.D, Medical Certificate.)	1.1 Receive, check, and verify completeness, legitimate, and accuracy of documents.	None	5 minutes	Admin Aide. IV <i>Municipal Accounting Office</i>
	1.2 Review case and determine the type of amount of assistance.		5 minutes	
	1.3 Encode client's details.		5 minutes	
	1.4 Approve, and sign.		3 minutes	
	TOTAL		None	



**OFFICE OF THE MUNICIPAL
GENERAL SERVICES OFFICER
EXTERNAL SERVICES**



110. PREPARATION AND ISSUANCE OF TRIP TICKET TO AUTHORIZED DRIVER OF GOVERNMENT- OWNED VEHICLE IF AUTHORIZED DRIVER IS FROM ANOTHER GOVERNMENT AGENCY

Office or Division:		Municipal General Services Office		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		Various Offices of the LGU of Concepcion, Tarlac		
CHECKLIST OF REQUIREMENTS				
1. Original Duly Signed Travel Order		Office of the Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly signed Travel Order.	1. Receive the requirement, and prepare the Trip Ticket.	None	4 minutes	<i>Admin. Officer III - MGSO</i> <i>Admin. Officer IV - MGSO</i> <i>Admin. Officer V - MGSO</i> MGSO Department Head
1. Receive the Trip Ticket.	2. Issue the duly signed Trip Ticket.	None	1 minute	<i>Admin. Officer III - MGSO</i> <i>Admin. Officer IV - MGSO</i> <i>Admin. Officer V - MGSO</i>
TOTAL		None	5 minutes	



**OFFICE OF THE MUNICIPAL
ACCOUNTANT
INTERNAL SERVICES**



111. PROCESSING OF DISBURSEMENT VOUCHERS FOR PAYMENT OF SALARIES, TRAVEL, SUPPLIES, BILLS, CASH ADVANCES AND OTHER EXPENSES

To ensure that Government Funds are safeguarded all government disbursements must pass through the Accounting Office to check on the completeness and propriety of supporting documents before payment.

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	Municipal Government Employees and Suppliers in Concepcion Tarlac
CHECKLIST OF REQUIREMENTS	Where to secure
1. Obligation Request & Disbursement Voucher	Municipal Budget Office / Municipal Accounting Office
2. Payment of salaries - 1 duplicate copy of Appointment - 1 duplicate copy of Certification of Assumption - 1 duplicate copy of Oath of Office - 1 original DTR - 1 original of SALN (if regular employee)	Municipal Human Resource Management Office Prepared by the employee
3. Payment/Reimbursement of travel expenses - 3 copies of Itinerary of travel - 3 copies Certificate of Travel Completed - 1 copy of Tickets/RER/Certification of expenses not requiring receipts - 3 copies of Travel Order - 3 copies Certificate of Appearance	Municipal Administrator
4. Payment of supplies & Catering Services - 2 original copies of Purchase Request - 2 original copies of Purchase Order - 2 original copies Inspection Report - 2 original Canvass & Abstract of Canvass/Bids - 2 original copies BAC Resolutions - 1 original copy of Official Receipt - 1 original copy of Mayor's Permit & DTI (for initial payment)	Municipal General Services Office and Bids and Award Committee



- 1 original copy of Attendance Sheet (Catering) - 1 original copy of Communication/Memo (Catering)				
5. Payment of bills - Copy of bill				
6. Cash Advances ❖ Travel - 3 original copies of Itinerary of Travel - 3 original Travel Order - 1 original Communication/Memo ❖ Salaries & Other Benefits - 4 original copies of Payroll		Human Resources / Municipal Administrator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of OBr, DV, & Supporting Documents from Municipal Budget Office	1.0 Receive from the Municipal Budget Office	None	10 minutes	Tourism Operations Officer <i>Municipal Accounting Office</i>
	1.1 Check completeness of supporting documents	None	15 minutes	
	1.3 If documents are incomplete shall be returned to concerned office/person	None	5 minutes	
2. Comply lacking supporting documents – if any	2.0 Preparation of Journal Entry Voucher	None	10 minutes	Tourism Operations Officer <i>Municipal Accounting Office</i>
	2.1 Verify and sign Disbursement Voucher	None	3 minutes	
	2.3 Transmit signed DVs to the Office of the Municipal Treasurer	None	5 minutes	
TOTAL		None	48 minutes	



112. ISSUANCE OF CERTIFICATIONS

Government employees' income taxes are withheld pursuant to the National Internal Revenue Code. A copy of the Certification of Taxes Withheld must be given to the employees for information of the total taxes withheld and for submission to the Bureau of Internal Revenue.

Office or Division:		Office of the Municipal Accountant		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Municipal Government Employees		
CHECKLIST OF REQUIREMENTS				
NONE				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File request if needed within the year	1.0 Preparation Certification of taxes withheld for the year and other certifications requested by the client	None	30 minutes	Admin. Aide VI <i>Municipal Accounting Office</i>
2. Sign in the logbook upon receipt	1.0 Sign the certification of taxes withheld and other certifications requested by employees	None	3 minutes	Admin. Aide VI <i>Municipal Accounting Office</i>
TOTAL		None	33 minutes	

113. PROCESSING OF LIQUIDATION REPORTS

After the travel is completed or cash advances have been disbursed a liquidation report must be submitted to the Accounting Office for checking of documents and proper recording in the books.

Office or Division:		Office of the Municipal Accountant	
Classification:		Simple	
Type of Transaction:		G2G- Government to Government	
Who may avail:		Municipal Government Employees	
CHECKLIST OF REQUIREMENTS		Where to Secure	
1. TRAVEL - 2 original copies of Liquidation Report Form - 3 original copies of Itinerary of Travel - 3 Original copies Certificate of travel completed - 3 Original copies Certificate of appearance		Municipal Treasury Office Human Resources / Municipal Administrator Prepared by the employee	



- 1 Original copy of Tickets/RER/Cert. of expenses not requiring receipt	
2. PAYROLLS - 3 Original copies Report of Disbursement signed payrolls	Municipal Accounting Office
3. PETTY CASH FUND/CURRENT OPERATING EXPENSES - 1 Original copy Petty Cash Voucher - 1 Original copy Official Receipts/Acknowledgement Receipt - 1 Original copy pictures – if any	Municipal Accounting Office Depending on the document and issuing office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit liquidation report form and supporting documents	1.0 Record in the logbook the liquidation reports received	None	15 minutes	Administrative Officer II
	1.1 Check completeness of supporting documents	None	15 minutes	
2. Comply lacking documents if any	2.0 Verify and sign liquidation report	None	15 minutes	Administrative Officer II
	2.1 Prepare Journal Entry and Voucher and record in the journal	None	20 minutes	
TOTAL		None	1 hour and 5 minutes	



**OFFICE OF THE MUNICIPAL HUMAN
RESOURCE MANAGEMENT
INTERNAL SERVICES**



114. ISSUANCE OF CERTIFICATE AND OTHER PERSONNEL RECORDS

The issuance of certificates and other personnel records is a crucial administrative process that ensures the documentation and verification of an individual's professional qualifications and employment history. These records typically include certificates of completion, diplomas, transcripts, and employment verification letters. The process involves verifying the authenticity of the documents, cross-referencing them with relevant databases, and ensuring compliance with organizational policies and legal requirements. Once verified, the certificates and records are officially issued to the individual, providing a comprehensive and reliable account of their educational and professional background.

Office or Division:	Office of the Municipal Human Resource and Management			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Government personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request		Client		
2. Personal appearance				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log the needed information in the Report Card Survey and submit request for certification or of personal records	1. Encode information of employee requesting certification or retrieve personal records	None	20 minutes	Administrative Aide IV MHRMO
	1.2 Print certification or Photocopy requested personal records	None	5 minutes	
2. Receive requested certification or copy of records	2.1 Sign requested certification or copy of personal records	None	1 day	MHRMO Department Head
	2.2 Release requested certification or copy of personal records	None	2 minutes	Administrative Aide IV MHRMO
TOTAL		None	1 day and 27 minutes	



115. APPROVAL OF LOANS

Approval of loans refers to the process by which financial institutions evaluate and grant borrowers the necessary funds to meet their financial needs. This evaluation involves a comprehensive assessment of the borrower's creditworthiness, income stability, and ability to repay the loan. Lenders carefully review the applicant's credit history, employment status, debt-to-income ratio, and other factors to determine the risk involved in lending. Once the evaluation is complete, the lender decides whether to approve the loan, specifying the loan amount, interest rate, repayment terms, and any additional conditions. The approval of loans plays a crucial role in facilitating personal and business financial goals by providing individuals and organizations with access to the necessary capital for various purposes.

Office or Division:		Office of the Municipal Human Resource and Management		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Government personnel		
CHECKLIST OF REQUIREMENTS				
1. Pay slip with net pay at least 5,000 after deduction 2.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log the needed information in the Report Card Survey and submit requirements for assessment	1. Receive requirements and check if complete	None	2 minutes	Administrative Aide IV <i>MHRMO</i>
	1.2 Assess if employee is eligible for a loan	None	15 minutes	Administrative Officer V <i>MHRMO</i>
2. Wait for the notification of loan is approved or not	2. Approve loan if employee is eligible and disapprove if not.	None	5 minutes	<i>MHRMO Department Head</i>
	2.1 Notify the employee of the loan is approved or disapproved.	None	2 minutes	Administrative Aide IV <i>MHRMO</i>
TOTAL		None	22 minutes	



OFFICE OF THE MUNICIPAL BUDGET INTERNAL SERVICES



116. CERTIFICATION OF AVAILABILITY OF APPROPRIATION

Certification of availability of appropriation is a financial document that verifies the existence of funds for a particular government project or expenditure. It is a requirement in many government agencies and departments to ensure that spending is supported by available funds. The certification is typically prepared by a designated official who examines the budget and financial records to confirm the availability and adequacy of funds. This process helps promote transparency, accountability, and responsible financial management within the government.

Office or Division:	Office of the Municipal Budget			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Employees in the LGU and other government agencies			
CHECKLIST OF REQUIREMENTS				
- Ordinance approving the availability of appropriation/funds				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certificate of Availability of Appropriation Submit Requirements: Ordinance approving the availability of appropriation	Review, Assess and prepare clients Certification	None	5 minutes	MBO staff
2. Receive Certificate	Release Signed client's certificate	None	5 minutes	MBO staff
TOTAL		None	10 minutes	

117. AVAILMENT OF ANNUAL BUDGET, SUPPLEMENTAL BUDGETS AND AUGMENTATION OF APPROPRIATION

The availment of annual budgets, supplemental budgets, and augmentation of appropriation refers to the process by which organizations secure and utilize additional financial resources to meet their evolving needs. Annual budgets are the primary financial plans prepared for a fiscal year, outlining the projected income and expenditure. However, if unforeseen circumstances or new requirements arise during the year, supplemental budgets may be requested to allocate additional funds to specific areas. Similarly, the augmentation of appropriation allows organizations to increase their budgeted amounts by redirecting funds from existing allocations to address emerging



priorities. These mechanisms provide flexibility and adaptability for organizations to effectively manage their finances and ensure optimal utilization of resources.

Office or Division:		Office of the Municipal Budget		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		LGU Department Heads and Employees		
CHECKLIST OF REQUIREMENTS				
- Request letters				
- Project Procurement Management Plan (PPMP) and				
- Annual Procurement Plan (APP)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and Submit Requirements: PPMO and APP	Review, Assess and prepare client's request	None	7 minutes	MBO staff
2. Received request	Release Signed client's request	None	8 minutes	MBO staff
TOTAL		None	15 minutes	

118. REVIEW OF BARANGAY BUDGET AND SANGGUNIANG KABATAAN BUDGET

The Review of Barangay Budget and Sangguniang Kabataan (SK) Budget is a crucial process undertaken to ensure transparency and accountability in local governance. It involves a thorough examination and assessment of the proposed budgets for both the barangay (village) and SK, which are the smallest units of local government in the Philippines. The review includes scrutinizing income sources, expenditures, and allocations to different programs and services. By conducting this review, the authorities aim to uphold good governance, prioritize community needs, and promote effective utilization of resources for the betterment of the barangay and the youth sector.

Office or Division:		Office of the Municipal Budget		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Barangay Captains, Barangay Treasurers, Barangay Secretaries, SK Chairman and other barangay officials concerned		
CHECKLIST OF REQUIREMENTS				
- Ordinances, Resolutions				
- Barangay Budget Preparation Forms				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Present requirements: -Barangay Budget Preparation Forms -New ordinances of resolutions if any	Received and review submitted requirements	None	5 minutes	MBO staff
-	Assess and Prepare the Barangay Budget	None	15 minutes	MBO staff
TOTAL		None	15 minutes	

119. OBLIGATION REQUEST (CHECKING THE EXISTENCE OF APPROPRIATION)

Obligation request, specifically focused on checking the existence of appropriation, refers to a formal process employed by organizations to ensure that funds have been allocated for a particular expenditure. It involves verifying whether there is a valid and available budgetary allocation for a proposed obligation or expenditure. This process typically involves cross-referencing the proposed obligation with the organization's budget records or financial systems to confirm the presence of sufficient funds. By conducting this check, organizations can ensure that they do not exceed their allocated budget and avoid financial mismanagement or unauthorized expenditures.

Office or Division:	Office of the Municipal Budget			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	LGU Department Heads and Employees			
CHECKLIST OF REQUIREMENTS				
- Necessary documents to be served as attachments for the Obligation Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Work and Financial Plan to the frontline personnel for review	Receive and Review requirements	None	4 minutes	MBO staff
2. Received Request	Assess and Released obligation request	None	15 minutes	MBO staff
TOTAL		None	19 minutes	





**OFFICE OF THE MUNICIPAL
GENERAL SERVICES OFFICER
INTERNAL SERVICES**



120. PREPARATION AND ISSUANCE OF CERTIFICATION OF NECESSITY FOR REPAIR AND/OR MAINTENANCE OF GOVERNMENT PROPERTY

Office or Division:		Municipal General Services Office		
Classification		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		Various Offices of the LGU of Concepcion, Tarlac		
CHECKLIST OF REQUIREMENTS				
1. Two (2) original copies of Local Chief Executive (LCE) - approved letter-request for repair and/or maintenance of government property if end-user comes from another government agency		Office of the Mayor		
2. Two (2) original copies of letter-request from LGU Department availing for repair and/or maintenance of LGU property		Various Offices of the LGU Concepcion, Tarlac		
3. Two (2) original copies of Estimate Cost of Repair and/or Maintenance (itemized/detailed) secured from a supplier		Various Offices of the LGU Concepcion, Tarlac		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements.	1. Receive complete requirements, and prepare the Certification.	None	10 minutes	<i>Admin. Officer III - MGSO</i> <i>Admin. Officer IV - MGSO</i> <i>Admin. Officer V - MGSO</i> MGSO Department Head
2. Receive the Certification.	2. Issue the duly signed Certification.	None	5 minutes	<i>Admin. Officer III - MGSO</i> <i>Admin. Officer IV - MGSO</i> <i>Admin. Officer V - MGSO</i>



TOTAL	None	15 minutes	
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121. PREPARATION OF PURCHASE ORDER

Office or Division:		Municipal General Services Office		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		Various Offices of the LGU of Concepcion, Tarlac		
CHECKLIST OF REQUIREMENTS				
1. Complete Original Documents from Purchase Request (PR), Obligation Request (OBR), Request for Quotation's (RFQ's), Abstract of Quotation and Notice of Award (at least 2 original copies)		BAC Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Receive complete requirements, and prepare the Purchase Order.	None	40 minutes	<i>Admin. Officer III - MGSO</i>
2. Wait for 1-7 days	2. 1. Transmit the Purchase Order to the Office of the Mayor or the Office of the Vice Mayor, as the case maybe, for the Purchase Order to be signed. 2.2. Notify the supplier about the Purchase Order that she/he needs to sign.	None	1-4 days	<i>Admin. Officer III - MGSO</i>



3. Accept notification about the approval and release of Purchase Order.	3. Inform concerned office/end-user about the completely signed and released Purchase Order.	None	1 day	<i>Admin. Officer III - MGSO</i>
TOTAL		None	5 days and 40 minutes	

122. PREPARATION OF ACCEPTANCE AND INSPECTION REPORT (AIR)

Office or Division:		Municipal General Services Office		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		Various Offices of the LGU of Concepcion, Tarlac		
CHECKLIST OF REQUIREMENTS				
1. Complete Original Documents from Purchase Request (PR), Obligation Request (OBR), Request for Quotation's (RFQ's), Abstract of Quotation, Notice of Award and Duly Signed Purchase Order (PO)		Office of the Mayor or Office of the Vice Mayor, as the case maybe		
CLIENT STEPS AGENCY ACTION FEES TO BE PAID PROCESSING TIME PERSON RESPONSIBLE				
1. Transmit the complete requirements.	1. Receive the complete requirements, and prepare the Acceptance and Inspection Report (AIR).	None	25 minutes	<i>Admin. Officer III - MGSO</i> <i>Admin. Officer IV - MGSO</i> <i>Admin. Officer V - MGSO</i>



2. Wait for 1-3 days.	2. Attach the duly signed Acceptance and Inspection Report (AIR) to the documents transmitted.	None	1-3 days	Admin. Officer III - MGSO Admin. Officer IV – MGSO Admin. Officer V - MGSO
2. Accept notification about the release of Acceptance and Inspection Report (AIR).	3. Inform concerned office/end-user about the completely signed and transmitted Acceptance and Inspection Report (AIR) (attached to the voucher) to the Municipal Accounting Office.	None	1 day	Admin. Officer III - MGSO Admin. Officer IV – MGSO Admin. Officer V - MGSO
TOTAL		None	4 days and 25 minutes	

123. PREPARATION OF CERTIFICATION OF ISSUANCE AND ACKNOWLEDGMENT RECEIPT OF PROCURED GOODS AND/OR SERVICES

Office or Division:	Municipal General Services Office
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	Various Offices of the LGU of Concepcion, Tarlac
CHECKLIST OF REQUIREMENTS	
1. Complete Original Documents from Purchase Request (PR), Obligation Request (OBR), Request for Quotation's (RFQ's), Abstract of Quotation, Notice of Award, Duly Signed Purchase Order (PO) and Duly	MGSO



Signed Acceptance and Inspection Report (AIR)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements.	1. Receive complete requirements, and prepare the Certification and Acknowledgment Receipt.	None	25 minutes	Admin. Officer III - MGSO Admin. Officer IV - MGSO Admin. Officer V - MGSO MGSO Department Head
2. Wait for 1-3 days.	2. Attach the duly signed Certification and Acknowledgment Receipt to the submitted documents.	None	1-3 days.	Admin. Officer III - MGSO Admin. Officer IV - MGSO Admin. Officer V - MGSO
3. Accept notification about the release of Certification and Acknowledgment Receipt.	3. Inform concerned office/end-user about the completely signed and transmitted Certification and Acknowledgment Receipt (attached to the voucher) to the Municipal Accounting Office.	None	1 day	Admin. Officer III - MGSO Admin. Officer IV - MGSO Admin. Officer V - MGSO

124. PREPARATION OF PROPERTY ACKNOWLEDGMENT RECEIPT (PAR)

Office or Division:	Municipal General Services Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government



Who may avail:		Various Offices of the LGU of Concepcion, Tarlac		
CHECKLIST OF REQUIREMENTS				
1. Complete Original Documents from Purchase Request (PR), Obligation Request (OBR), Request for Quotation's (RFQ's), Abstract of Quotation, Notice of Award, Duly Signed Purchase Order (PO) and Duly Signed Acceptance and Inspection Report (AIR)		MGSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements.	1. Receive the complete requirements, and prepare the Property Acknowledgment Receipt (PAR).	None	25 minutes	Admin. Officer III - MGSO Admin. Officer IV - MGSO Admin. Officer V - MGSO MGSO Department Head and End-user
2. Wait 1-3 days.	2. Attach the duly signed PAR to the documents submitted.	None	1-3 days	Admin. Officer III - MGSO Admin. Officer IV - MGSO Admin. Officer V - MGSO
3. Accept notification about the release of Property Acknowledgment Receipt (PAR)	3. Inform concerned office/end-user about the completely signed and transmitted Property Acknowledgment Receipt (PAR)	None	1 day	Admin. Officer III - MGSO Admin. Officer IV - MGSO Admin. Officer V - MGSO



	nt Receipt (PAR) (attached to the voucher) to the Municipal Accounting Office.			
TOTAL		None	4 days and 25 minutes	

125. PREPARATION AND ISSUANCE OF TRIP TICKET TO AUTHORIZED DRIVER OF LGU- OWNED VEHICLE, IF AUTHORIZED DRIVER IS AN LGU OFFICIAL/EMPLOYEE

Office or Division:		Municipal General Services Office		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		Various Offices of the LGU of Concepcion, Tarlac		
CHECKLIST OF REQUIREMENTS				
2. Original Duly Signed Travel Order		Office of the Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit the duly signed Travel Order.	1. Receive the requirement, and prepare the Trip Ticket.	None	4 minutes	Admin. Officer III - MGSO Admin. Officer IV - MGSO Admin. Officer V - MGSO MGSO Department Head
2. Receive the Trip Ticket.	2. Issue the duly signed Trip Ticket.	None	1 minute	Admin. Officer III - MGSO Admin. Officer IV - MGSO



				Admin. Officer V - MGSO
TOTAL		None	5 minutes	



SANGGUNIANG BAYAN RESOLUTION ADOPTING CITIZEN'S CHARTER



Republic of the Philippines
Province of Tarlac
Municipality of Concepcion



OFFICE OF THE SANGGUNIANG BAYAN

EXCERPT FROM THE MINUTES OF THE **REGULAR SESSION** OF THE SANGGUNIANG BAYAN OF CONCEPCION HELD ON **DECEMBER 19, 2022** AT SUBIC, ZAMBALES.

PRESENT:

HON. JOAN CARLA P. BAUTISTA	... Vice Mayor/Presiding Officer
HON. MARY KRISSEIN M. GOMEZ	... Member, Sangguniang Bayan
HON. ERWIN JAMES S. VILLANUEVA	... Member, Sangguniang Bayan
HON. ERROLL JOHN STEPHEN C. BUCU	... Member, Sangguniang Bayan
HON. JAYSON E. LAGMAN	... Member, Sangguniang Bayan
HON. JOHN CALVIN C. SARDIA	... Member, Sangguniang Bayan
HON. NICOLE JANE D. SANTOS	... Member, Sangguniang Bayan
HON. JOSE CARLO M. AVENA	... Member, Sangguniang Bayan
HON. SATURNINO B. MANDAL	... Member, Sangguniang Bayan
HON. CHRISTIAN LLOYD O. LAYUG	... President, Pambayang Pederasyon ng mga SK <i>Ex-Officio Member, Sangguniang Bayan</i>

ABSENT:

HON. NORMAN T. VILLANUEVA	... President, Liga ng mga Barangay/ <i>Ex-Officio Member, Sangguniang Bayan</i>
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RESOLUTION NO. 113-2022

A RESOLUTION ADOPTING THE CITIZEN'S CHARTER OF 2022, WITH ITS RE-ENGINEERED PROCEDURES ON BUSINESS AND NON-BUSINESS RELATED SERVICES OF THE MUNICIPAL GOVERNMENT OF CONCEPCION, TARLAC AND PROMULGATING THE IMPLEMENTATION THEREOF

WHEREAS, Article II, Section 27 of the Constitution provides that the State shall maintain honesty and integrity in the public service and shall take positive and effective measures against graft and corruption;

WHEREAS, Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007





Republic of the Philippines
Province of Tarlac
Municipality of Concepcion



OFFICE OF THE SANGGUNIANG BAYAN

WHEREAS, there is a need to adopt the LGU Concepcion's Citizen's Charter of 2022, with its re-engineered procedures for business and non-business related services and promulgate its implementation within the LGU Concepcion's jurisdiction;

NOW THEREFORE, on motion of Hon. MARY KRISSEIN M. GOMEZ, and duly seconded be it...

RESOLVED, AS IT IS HEREBY RESOLVED, that the CITIZEN'S CHARTER OF 2022 of the Municipal Government of Concepcion, Tarlac be duly adopted and promulgated for implementation within the latter's jurisdiction;

RESOLVED FURTHER, that a copy of this Resolution No. 113-2022 be forwarded to the Office of the Municipal Mayor, MLGOO, Municipal Human Resource Management Office, Civil Service Commission Field Office -Tarlac and other concerned agencies for their information and appropriate action.

ADOPTED.

x-----x
I hereby certify to the correctness of the foregoing **Resolution No. 113-2022** which was duly adopted by the Sangguniang Bayan of Concepcion during its Regular Session on December 19, 2022.

ATTY. ARVIN L. DANTIS
Secretary to the Sangguniang Bayan

Hon. MARY KRISSEIN M. GOMEZ
Member, Sangguniang Bayan

Hon. ERWIN JAMES S. VILLANUEVA
Member, Sangguniang Bayan

Hon. ERROLL JOHN STEPHEN C. BUCU
Member, Sangguniang Bayan

Hon. JAYSON E. LAGMAN
Member, Sangguniang Bayan

Hon. JOHN CALVIN C. SARDIA
Member, Sangguniang Bayan

Hon. NICOLE JANE D. SANTOS
Member, Sangguniang Bayan

Hon. JOSE CARLO M. AVENA
Member, Sangguniang Bayan

Hon. SATURNINO B. MANDAL
Member, Sangguniang Bayan

Hon. CHRISTIAN LLOYD O. LAYUG
Ex-Officio Member, Sangguniang Bayan



Republic of the Philippines
Province of Tarlac
Municipality of Concepcion



OFFICE OF THE SANGGUNIANG BAYAN

ATTESTED:


Hon. JOAN CARLA P. BAUTISTA
Municipal Vice Mayor/Presiding Officer

APPROVED:

DEC 28 2022

Date


Hon. NOEL L. VILLANUEVA
Municipal Mayor



ANNEXES



ANNEX A

List of Acceptable Government Valid Identification Card (IDs)

Identification Card	Where to Secure
Philippine Identification (PhilID) / ePhilID	Philippine Statistics Authority (PSA)
Passport	Department of Foreign Affairs (DFA)
Driver's License	Land Transportation Office (LTO)
Unified Multi-Purpose ID (UMID)	Government Service Insurance System (GSIS)/ Social Security System (SSS)
SSS (Social Security System) ID	Social Security System (SSS)
GSIS e-Card	Government Service Insurance System (GSIS)
Professional Regulation Commission (PRC) ID	Professional Regulation Commission (PRC)
Integrated Bar of the Philippines (IBP) ID	Integrated Bar of the Philippines (IBP)
Voter's ID	Commission on Elections (COMELEC)
Postal ID	Post Office
Senior Citizen ID	Office of the Senior Citizens (OSCA)
Persons with Disability (PWD) ID	MSWDO
OWWA (Overseas Workers Welfare Administration) E-Card/ID	Overseas Workers Welfare Administration (OWWA)
Seaman's Book	Maritime Industry Authority (MARINA)
Company ID	Company Employed with
NBI Clearance	National Bureau of Investigation (NBI)
Police Clearance	Philippine National Police (PNP)



ANNEX B

In the absence of PSA or Certified True Copy of Birth Certificate of Senior Citizen may submit any of the following documents:

- Philippine Statistic Authority (PSA) or Certified True Copy of the Marriage Contract of the applicant stating there the age at the time of contracting and said marriage; or
- Philippine Statistic Authority (PSA) or Certified True Copy of the Birth Certificate of the child of the applicant Senior Citizen stating the age of the parent/s at the time of birth of the said child; or
- Medical or Dental records (at least six (6) months before the approval of this Ordinance)
- Baptismal Certificate
- Old ID and Affidavit of two disinterested person at least seventy (70) years of age.



ANNEX C

Certificate of Non-Coverage Requirements as per type of establishment

Requirements for food chain establishments:

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Contract of Lease (if necessary) – <i>notarized</i>	Lessor
Grease Trap – <i>picture</i>	Client
Materials Recovery Facility (MRF)/Color coded trash bin – <i>picture</i>	Client
Multi-chamber Septic Tank Plan	Client
Sanitary Permit to Operate – <i>photocopy</i>	RHU I/Sanidad
Siphoning/Desludging	E.C. Soliman
Solid Waste Hauler – <i>(MOA-notarized/Certification)</i>	Private Hauler/Barangay
Waste Water Treatment Facility – <i>picture</i>	Client
Water Analysis Result/Test	Private Company

Requirements for LPG Trading/Water Refilling Station/Pharmacy/Carwash:

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Non-Coverage (CNC)	Environmental Management Bureau (EMB) - online
Contract of Lease (if necessary) – <i>notarized</i>	Lessor
Waste Water Discharge Permit (WWDP) – <i>it depends on what your EMB certificates requires</i>	Environmental Management Bureau (EMB) - online
Siphoning/Desludging	E.C. Soliman

Requirements for Resorts:

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Environmental Compliance Certificate (ECC) – notarized Certificate of Non-Coverage (CNC) • to be determined by the EMB	Environmental Management Bureau (EMB) - online
Compliance Monitoring Report (CMR) Semi-annually – it depends on what your EMB certificates requires	Environmental Management Bureau (EMB) - online
Waste Water Discharge Permit (WWDP) – it depends on what your EMB certificates requires	Environmental Management Bureau (EMB) - online
Permit to Operate (PTO) – it depends on what your EMB certificates requires	Environmental Management Bureau (EMB) - online
Pollution Control Officer (PCO) – it depends on what your EMB certificates requires	Environmental Management Bureau (EMB) - online
Self-Monitoring Report (SMR) Quarterly – it depends on what your EMB certificates requires	Environmental Management Bureau (EMB) - online
Materials Recovery Facility (MRF)/Color coded trash bin – picture	Client
Multi-chamber Septic Tank Plan	Client
Siphoning/Desludging	E.C. Soliman
Solid Waste Hauler – (MOA-notarized/Certification)	Private Hauler/Barangay

Requirements for Schools/Commercial buildings/Subdivisions:

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Environmental Compliance Certificate (ECC) – notarized Certificate of Non-Coverage (CNC) • to be determined by the EMB	Environmental Management Bureau (EMB) - online
Compliance Monitoring Report (CMR) Semi-annually – it depends on what your EMB certificates requires	Environmental Management Bureau (EMB) - online
Hazardous Waste Registration (HWG) ID Registration Certificate – it depends on what your EMB certificates requires	Environmental Management Bureau (EMB) - online
Permit to Operate (PTO) – it depends on what your EMB certificates requires	Environmental Management Bureau (EMB) - online
Pollution Control Officer (PCO) – it depends on what your EMB certificates requires	Environmental Management Bureau (EMB) - online



Self-Monitoring Report (SMR) Quarterly – <i>it depends on what your EMB certificates requires</i>	Environmental Management Bureau (EMB) - online
Contract of Lease (if necessary) – <i>notarized</i>	Lessor
Grease Trap – <i>picture</i>	Client
Materials Recovery Facility (MRF)/Color coded trash bin – <i>picture</i>	Client
Multi-chamber Septic Tank Plan	Client
Sanitary Permit to Operate – <i>photocopy</i>	RHU I/Sanidad
Siphoning/Desludging	E.C. Soliman
Solid Waste Hauler – (MOA-notarized/Certification)	Private Hauler/Barangay
Waste Water Treatment Facility – <i>picture</i>	Client

Requirements for Hospitals/Clinics/Cemetery:

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Environmental Compliance Certificate (ECC) – notarized Certificate of Non-Coverage (CNC) • <i>to be determined by the EMB</i>	Environmental Management Bureau (EMB) - online
Compliance Monitoring Report (CMR) Semi-annually – <i>it depends on what your EMB certificates requires</i>	Environmental Management Bureau (EMB) - online
Hazardous Waste Registration (HWG) ID Registration Certificate – <i>it depends on what your EMB certificates requires</i>	Environmental Management Bureau (EMB) - online
Permit to Operate (PTO) – <i>it depends on what your EMB certificates requires</i>	Environmental Management Bureau (EMB) - online
Pollution Control Officer (PCO) – <i>it depends on what your EMB certificates requires</i>	Environmental Management Bureau (EMB) - online
Self-Monitoring Report (SMR) Quarterly – <i>it depends on what your EMB certificates requires</i>	Environmental Management Bureau (EMB) - online
Hazardous/Infectious Waste Hauler – (MOA/Certificate)	Private Hauler



Materials Recovery Facility (MRF)/Color coded trash bin – picture	Client
Multi-chamber Septic Tank Plan	Client
Siphoning/Desludging	E.C. Soliman
Solid Waste Hauler (MOA-notarized/Certification)	Private Hauler/Barangay

Requirements for Poultry/Piggery/Livestock Farms:

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Environmental Compliance Certificate (ECC) – notarization and 1 photocopy are required or Certificate of Non-Coverage (CNC) • <i>to be determined by the EMB</i>	Environmental Management Bureau (EMB) - online
Compliance Monitoring Report (CMR) Semi-annually – <i>it depends on what your EMB certificates requires</i>	Environmental Management Bureau (EMB) - online
Hazardous Waste Registration (HWG) ID Registration Certificate – <i>it depends on what your EMB certificates requires</i>	Environmental Management Bureau (EMB) - online
Permit to Operate (PTO) – <i>it depends on what your EMB certificates requires</i>	Environmental Management Bureau (EMB) - online
Pollution Control Officer (PCO) – <i>it depends on what your EMB certificates requires</i>	Environmental Management Bureau (EMB) - online
Self-Monitoring Report (SMR) Quarterly – <i>it depends on what your EMB certificates requires</i>	Environmental Management Bureau (EMB) - online
Waste Water Discharge Permit (WWDP) – <i>it depends on what your EMB certificates requires</i>	Environmental Management Bureau (EMB) - online
Emission Test Result for Bio Gas Chamber/Gen. Set – <i>it depends on what your EMB certificates requires</i>	Environmental Management Bureau (EMB) - online
Contract of Lease (if necessary) – <i>notarized</i>	Lessor
Hazardous/Infectious Waste Hauler – <i>(MOA-notarized/Certification)</i>	Private Hauler



Hazardous Waste Generator Registration Certificate – <i>it depends on what your EMB certificates requires</i>	Environmental Management Bureau (EMB) - online
Hazardous Waste Transporter Registration Certificate – <i>it depends on what your EMB certificates requires</i>	Environmental Management Bureau (EMB) - online
Materials Recovery Facility (MRF)/Color coded trash bin – <i>picture</i>	Client
Mortality Pit – <i>picture</i>	Client
Multi-chamber Septic Tank Plan	Client
Siphoning/Desludging	E.C. Soliman
Solid Waste Hauler – <i>(MOA-notarized/Certification)</i>	Private Hauler/Barangay
TSD Registration Certificate – <i>it depends on what your EMB certificates requires</i>	Environmental Management Bureau (EMB) - online
Waste Water Treatment Facility – <i>picture</i>	Client
Water Analysis Result/Test	Private Company



FEEDBACK AND COMPLAINTS MECHANISM



<p>How to send feedback?</p>	<p>Fill out the client satisfaction/ client feedback form and drop it in the Suggestion Box installed in every Municipal Offices.</p>
<p>How feedback is processed?</p>	<ul style="list-style-type: none"> ● All feedback forms will be collected by the MHRMO once a month for consolidation and validation. Feedback requiring answers are forwarded to the office concerned. ● The head of office will call the concerned staff and discuss the matter in the presence of the applicant/client. ● If the applicant/client is not satisfied, he/she can raise the matter directly to the Human Resource Management Officer for proper settlement. <p>For follow-ups or queries, the contact information are as follows: MHRMO Contact Number- 0954 445 0989 ARTA Email Address- lgucpncitizenscharterhotline@gmail.com</p>
<p>How to file a complaint?</p>	<ul style="list-style-type: none"> ● Personal Filing of Complaint <ol style="list-style-type: none"> 1. Secure a complaint form at the Public Assistance Complaint Desk (PACD) located in the lobby of the Municipal Building. 2. Accomplish the form completely such as: <ul style="list-style-type: none"> - Full name and contact information of the complainant - Narrative of the complain - Evidences - Name of the person being complained 3. Drop the same with supporting document if any, to the Suggestion Box installed in the Public Assistance Complaint Desk (PACD). <ul style="list-style-type: none"> ● Via Email <p>To file a complaint, provide the following details via e-mail:</p> <ul style="list-style-type: none"> - Full name and contact information of the complainant - Narrative of the complain - Evidences - Name of the person being complained <p>Send all complaints against the Authority to lgucpncitizenscharterhotline@gmail.com</p> <p>For follow-ups or queries, the contact information are as follows: MHRMO Contact Number- 0954 445 0989 ARTA Email Address-lgucpncitizenscharterhotline@gmail.com</p>



How complaints are processed?	<ol style="list-style-type: none">1. Upon receipt of the complaint, this will be forwarded to the Office of the Local Chief Executive for proper endorsement to the Committee on Anti-Red Tape.2. The Committee on Anti-Red Tape will investigate the complaint prior to calling the attention of both complainant and complainees involved through written communication.3. The complainees shall be then issued a Notice to Explain to be submitted within 72 hours upon receipt of the notice to the Committee on Anti-Red Tape.4. All concerned parties (Local Chief Executive, Complainant, and Complainees) will be furnished a copy of the reply of the complainees. <p>OR</p> <p>With the presence of the complainant, the committee together with the complainees can discuss the problem for amicable settlement.</p>
Contact Information of ARTA, PCC, and CCB	<p>Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph 0908-881-6565</p>

Control No: _____

(Bersyon para sa On-site Sarbey)

(Ilagay ang logo at pangalan ng ahensya dito)

ANTI-RED TAPE AUTHORITY
CLIENT SATISFACTION FORM
PSA Approval No.: ARTA-2331-3
Expires on 30 June 2024

TULUNGAN MO KAMI MAS MAPABUTI ANG AMING MGA PROSESO AT SERBISYO!

Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikitransaksyon sa mga tanggapan ng gobyerno. Makatutulong ang inyong kasagutan ukol sa inyong naging karanasan sa kakatapos lamang na transaksyon, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Ang personal na impormasyon na iyong ibabahagi ay mananatiling kumpidensyal. Maaari ring piliin na hindi sagutan ang sarbey na ito.

Uri ng Kliyente: Mamamayan Negosyo Gobyerno (Empleyado o Ahensya)

Petsa: _____ Kasarian: Lalaki Babae Edad: _____

Rehiyon: _____ Uri ng transaksyon o serbisyo: _____

PANUTO: Lagyan ng tsek (✓) ang iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensya/opisina ng gobyerno, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at pangkabuuang oras ng pagproseso.

CC1 Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?

- 1. Alam ko ang CC at nakita ko ito sa napuntahang opisina
- 2. Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina
- 3. Nalaman ko ang CC nang makita ko ito sa napuntahang opisina
- 4. Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina (Lagyan ng tsek ang 'N/A' sa CC2 at



Control No: ____

SQD3. Ang mga hakbang sa pagproseso, kasama na ang pagbayad ay madali at simple lamang.						
SQD4. Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito.						
SQD5. Nagbayad ako ng makatwirang halaga para sa aking transaksyon. (Kung ang serbisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.)						
SQD6. Pakiramdam ko ay patas ang opisina sa lahat, o "walang palakasan", sa aking transaksyon.						
SQD7. Magalang akong trinato ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na sila ay handang tumulong sa akin.						
SQD8. Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin.						

Mga suhestiyon kung paano pa mapapabuti pa ang aming mga serbisyo (opsyonal):

Email address (opsyonal): _____

MARAMING SALAMAT!



LIST OF OFFICES



OFFICE	ADDRESS	CONTACT INFORMATION
Office of the Municipal Mayor Hon. Noel L. Villanueva	2 nd floor, Municipal Government Center, Alfonso, Concepcion, Tarlac	concepciontarlac@gmail.com
Office of the Municipal Vice Mayor Hon. Evelyn A. Rivera	2 nd floor, Legislative Building, F. Timbol Street, San Nicolas Poblacion, Concepcion, Tarlac	Sbo.cpn@gmail.com
Office of the Treasurer Mr. Engelberto C. Macalino Municipal Treasurer	1 st floor, Municipal Government Center, Alfonso, Concepcion, Tarlac	cpnmto@gmail.com
Office of the Municipal Accountant Mr. Reggie E. Bondoc Municipal Accountant	1 st floor, Municipal Government Center, Alfonso, Concepcion, Tarlac	acctgcpn@gmail.com
Office of the Municipal Budget Officer Ms. Geraldine S. Cunanan Municipal Budget Officer	1 st floor, Municipal Government Center, Alfonso, Concepcion, Tarlac	Mboconcepcion2017@gmail.com
Office of the Municipal Assessor Mr. Michael E. Bondoc Municipal Assessor	1 st floor, Municipal Government Center, Alfonso, Concepcion, Tarlac	assessor.concepciontarlac@gmail.com
Office of the Mun. Planning & Dev't. Coordinator Ms. Ma. Socorro S. Padlan Municipal Planning & Dev't. Coordinator	1 st floor, Municipal Government Center, Alfonso, Concepcion, Tarlac	concepcion.mpdc@gmail.com
Office of the Municipal Engineer Engr. Marciano P. Santiago Municipal Engineer	1 st floor, Municipal Government Center, Alfonso, Concepcion, Tarlac	mun.engr.office.concepcion.tarlac@gmail.com
Office of the Municipal Human Resource and Management Officer Ms. Flora C. Perez Municipal Human Resource and Management Officer	2 nd floor, Municipal Government Center, Alfonso, Concepcion, Tarlac	mhrmocpntarlac@gmail.com
Office of the Municipal Social Welfare and Development Officer Ms. Jessa Mae S. Centeno Municipal Social Welfare and Development Officer	1 st floor, Municipal Government Center, Alfonso, Concepcion, Tarlac	mawdo.concepcion@gmail.com
Public Market Operations	2 nd Floor, Concepcion Public Market, San Nicolas Poblacion, Concepcion, Tarlac	pmoconcepciontarlac@gmail.com



Office of the Municipal General Services Officer Ms. Joy Anne W. Lorenzo Municipal General Services Officer	1 st floor, Municipal Government Center, Alfonso, Concepcion, Tarlac	gsocpntarlac@gmail.com
Office of the Municipal Agriculture Officer Mr. Juanito M. Lindo Jr. Municipal Agriculturist	1 st floor, Municipal Government Center, Alfonso, Concepcion, Tarlac	daconcepciontarlac@gmail.com
Office of the Municipal Civil Registrar Ms. Rhoda M. Galang Municipal Civil Registrar	1 st floor, Municipal Government Center, Alfonso, Concepcion, Tarlac	mcrconcepcion30@gmail.com
Office of the Municipal Health Officer Dr. Benjamin Q. Bengco III Municipal Health Officer	1 st floor, Old Municipal Building, F.Timbol Street, San Nicolas Poblacion, Concepcion, Tarlac	rhuconcepcion@yahoo.com
Office of the Municipal Disaster Risk Reduction Management Officer Mr. Ronald M. Bautista Municipal Disaster Risk Reduction Management Officer	1 st floor, Municipal Government Center, Alfonso, Concepcion, Tarlac	concepciontarlac.mdrmo@gmail.com
Office of the Municipal Environment and Natural Resources Officer Mr. Sonofpray F. Dantes Municipal Environment and Natural Resources Officer	1 st floor, Municipal Government Center, Alfonso, Concepcion, Tarlac	menroconcepcion@gmail.com
Public Employment Services Office Mr. Eutiquio S. Pareña Jr. Public Employment Services Officer	2 nd floor, Municipal Government Center, Alfonso, Concepcion, Tarlac	pesoconcepcion@gmail.com
Office of the Municipal Cooperative and Development Officer Atty. Angelica D. Amurao Municipal Cooperative and Development Officer	2 nd floor, Municipal Government Center, Alfonso, Concepcion, Tarlac	concepcioncoopdevtooffice@gmail.com