

Republic of the Philippines
MUNICIPALITY OF JALAJALA
Province of Rizal



MUNICIPALITY OF JALAJALA
1ST EDITION

CITIZEN'S CHARTER
2024-2025

I. MANDATE:

“To make every resident an educated and productive unit of our society in order to uplift their lot out of the bondage of poverty that helplessly deprives them of their dignity and decency as a person.”

II. VISION

“A peaceful and development town occupied by hardworking, self-reliant and decently-living populace.”

(Where there is no vision, the people perish.)

III. MISSION

“Harness all available resources from local, provincial, national and international agencies for any possible support and assistance that will achieve the best long-term results for our people.”

(Where there is no vision, the people perish.)

IV. SERVICE PLEDGE

Provide assistance to the public for proper implementation of RA 11032 and give efficient public service in order to prevent graft and corruption in all government transaction, adopting the new normal situation caused by the Pandemic of Covid-19.

V. LIST OF SERVICE

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Republic of the Philippines
Municipality of Jalajala
Province of Rizal
National Road, Barangay Special District, Jalajala, Rizal
Email: rizal_jalajala@yahoo.com.ph

CERTIFICATE OF COMPLIANCE **Year: 2025**

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **ELMER C. PILLAS**, Filipino, of legal age, **Head of Local Chief Executive** of the **LGU JALAJALA**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

- 1) The **LGU JALAJALA** including it has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen' Charter Handbook Edition: **2025, 1st Edition**

- 2) The following required forms of posting of the Citizen's Charter are present:

<input checked="" type="checkbox"/>	Citizen's Charter Information billboard <i>(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)</i>
<input checked="" type="checkbox"/>	Citizen's Charter Handbook <i>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</i>
<input checked="" type="checkbox"/>	Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;
- b. Government services offered (External and Internal Services);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total;
 - viii. Fee/s to be paid per step and total, if necessary.
- c. Procedure for filing complaints and feedback;

- d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
 - e. List of Offices
- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
 - 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
 - 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
 - 8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
 - 9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.



HON. ELMER C. PILLAS
 Municipal Mayor
 LGU Jalajala

SUBSCRIBED AND SWORN TO BEFORE ME
 IN THIS _____ DAY JAN 31 2025
 AT PANAY RIZAL
 PHILIPPINES.

JOC NO. 470
 PAGE NO. 95
 BOOK NO. LXXIV
 SERIES OF: 2025


ATTY. EMANIT T. TADILI
 NOTARY PUBLIC
 PROVINCE OF RIZAL
 Until December 31, 2025
 Roll No. 64233
 MCLE No. 0010901/04-14-2025
 IBP OR# 368699/11-17-2023/Pasig
 PTR # 23040736/01-06-25/Rizal



Republic of the Philippines
MUNICIPALITY OF JALAJALA
 Province of Rizal

OFFICE OF THE MAYOR

rizal_jalajala@yahoo.com.ph

ISSUANCE OF JOB REFERRAL /RECOMMENDATION/ENDORSEMENT FOR EMPLOYMENT

CLASSIFICATION:	SIMPLE			
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN			
WHO MAY AVAIL:	ALL			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
1. RECOMMENDATION FOR EMPLOYMENT - Bio-data/Personal Data Sheet		Applicant		
2. REFERRALS OF INDIGENT FOR HOSPITAL/MEDICAL ASSISTANCE - Certificate of Indigency (any government ID) - Hospital Bill (if patient is confined) - Social Case Study, Medical Certificate		Endorsement from Barangay Captain, MSWD Office, Hospital where the patient was confirm		
3. ISSUANCE OF ENDORSEMENT LETTER FOR PCSO ASSISTANCE		Office of the MSWD, Municipal Health Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook	Get the necessary information	None	2 minutes	RJ Anthony Galan Admin Aide II Clarissa Mae Garcia Admin.Asst. V Karen Viterbo MSWD Officer Maria Katherine Sta Ana MGDHI
2. Present the requirement	Encode the necessary information	None	5 minutes	
	Verification of documents for the Mayor's signature	None	2 minutes	
3. Receive the Documents	Record and release the Documents	None	2 minutes	
TOTAL:		Php	11 Minutes	

EDUCATIONAL/ SCHOLARSHIP ASSISTANCE

ABOUT THE SERVICES: The Municipal government recognizes the right of every child to education it provides educational assistance to poor but deserving students to continue their studies.

CLASSIFICATION:	SIMPLE			
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN			
WHO MAY AVAIL:	ALL			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
1. Registration Form		Applicant (School/ University)		
2. Barangay Indegency		Concern Barangay Hall of the Client		
3. Medical Certificate		Rural Health Unit		
4. Official Receipt		Concern School/University of the Client		
5. Report Card (at least 85% General Average)/ latest		School/University		
6. Certificate of Good Moral		School/University		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook	Get the needed	None	2 minutes	Clarissa Mae Garcia Admin.Asst. V Lillet Abordo Admin Aide II/HRMO Staff Ronald G. Miñebe HRMO/PESO Glazie Pie Rafanan Admin Assitant II
2. Present the requirement	Endorse to department	None	2 minutes	
	Verification the documents of assistance	None	2 minutes	
	Submit Scholars documents to the Accounting Office	None	2 minutes	
TOTAL:		Php	8 Minutes	

RESERVATION FOR THE USE OF MUNICIPAL FACILITY/COVERED COURT

ABOUT THE SERVICES: In the interest of public service, it is the policy of the municipal government to make its facilities available for the use of the public

CLASSIFICATION:	SIMPLE			
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN			
WHO MAY AVAIL:	ALL			

CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
1. Letter of request addressed to the Mayor				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook	Get the necessary information	None	2 minutes	Clarissa Mae Garcia Admin.Asst. V
2. Personal appearance in case of phone in request	Verification requesting party and activity	None	5 minutes	Maria Katherine Sta Ana MGDHI
	Approval of the Mayor	None	2 minutes	Maria Katherine Sta Ana MGDHI
TOTAL:		Php	9 Minutes	

REQUEST FOR MUNICIPAL VEHICLE / AMBULANCE (External Clients)

ABOUT THE SERVICES: In the interest of public service, it is the policy of the municipal government to make its facilities available for the use of the public

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	ALL

CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
1. Letter of request addressed to the Mayor				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook	Get the necessary information	None	2 minutes	Clarissa Mae Garcia Admin.Asst. V
1. Prepare the requirements	Verify availability of the requested vehicle	None	2 minutes	Clarissa Mae Garcia Admin.Asst. V
3. Prepare Travel Order	Encode the necessary information	None	5 minutes	Clarissa Mae Garcia Admin.Asst. V
4. Release Travel Order to the driver	Record and release the Documents	None	2 minutes	Maria Katherine Sta Ana MGDHI
TOTAL:		Php	11 Minutes	

ISSUANCE OF MAYOR'S CLEARANCE

ABOUT THE SERVICES: The Mayor's Clearance certifies that the individual is a resident of the municipality of good moral character and is a law-abiding citizen.

The clearance is a document usually availed of the individuals seeking employment scholarship, business and for any other purposes

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	ALL

CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
1. Community Tax Clearance 2. Barangay Clearance 3. Police Clearance 4. Judge Clearance 5. Official Receipt from Treasurer's Officer		Municipal Treasurer's Office Concern Barangay Hall of the Client Municipal Police Station Municipal Trial Court Municipal Treasurer's Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	Received and review if complete and duly signed	None	2 minutes	Clarissa Mae Garcia Admin.Asst. V
2. Present receipt at the Mayor's office	Encode and prepare the clearance	None	5 minutes	Clarissa Mae Garcia Admin.Asst. V
3. Affix signature on the clearance	Sign the clearance	None	2 minutes	Clarissa Mae Garcia Admin.Asst. V
4. Received the Mayor's Clearance	Get the duplicate copy, record and release the clearance	None	2 minutes	Maria Katherine Sta Ana MGDHI
TOTAL:		Php	11 Minutes	

APPLICATION FOR NEW MAYOR'S AND BUSINESS PERMIT	
<p>ABOUT THE SERVICES: one of the major requirements of the philippine government to fully register a company in the Philippines is to obtain a business permit. The Municipality/city or local government unit (LGU) having jurisdiction on a company or individual's principal place of business issues the permit/license on order to complete the registration process and enable the company/individual to start its business in the philippines.</p> <p>Securing a Mayor's Permit (also known as a Business Permit) is one of the requirements for every business or company to operate in the Philippines. Local Government Units (LGUs) can be cities or municipalities. Each municipality has different procedures depending on the ordinance of the city or municipality.</p>	
CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	ALL

CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
For New Business and Renewal Registration:				
1. Proof of Business Registration (DTI/SEC/CDA registration) 2. Basis of computing taxes, fees and charges 3. Zoning Permit 4. Occupancy Permit 5. Contract of Lease (if lease) 6. Barangay Clearance (for business applicants which do not need occupancy permits) 7. Police Clearance 8. Sanitary Permit 9. Fire Safety Inspection 10. Certificate		DTI / SEC / CDA Municipal Treasurer's Office Municipal Planning and Development Officer Office of the Municipal Engineer Municipal Treasurer's Office Concern Barangay Hall of the Client Municipal Police Station Municipal Health Office Bureau of Fire SSS, Philhealth, Pag-ibig and BIR		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all Requirements	Received and review if complete and duly signed	None	2 minutes	Kayle P. Bathan BPLO
2. Present Official Receipt to the Office of the Mayor	Encode and prepare the Mayor's and Business Permit	None	5 minutes	Rogel Kasilag RCCI
3. Affix signature on the clearance	Sign the Mayor's and Business Permit	None	2 minutes	Maria Katherine Sta Ana MGDHI
4. Received the Mayor's and Business Permit	Record and release the Mayor's and Business Permit	None	2 minutes	Maria Katherine Sta Ana MGDHI
TOTAL:		Php	11 Minutes	

SOLEMNIZATION OF MARRIAGE

ABOUT THE SERVICES: The Municipal Mayor has the power to solemnize marriage as provided for by R.A. 7160 otherwise known as the Local Government Code of 1990

CLASSIFICATION: SIMPLE

TYPE OF CLASSIFICATION: G2C- GOVERNMENT TO CITIZEN

WHO MAY AVAIL: ALL

CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
1. Application for Marriage		Municipal Civil Registrar Office		
2. Marriage License		Municipal Civil Registrar Office		
3. Certificate of No Marriage		Municipal Civil Registrar Office		
4. Birth Certificate		Municipal Civil Registrar Office		
5. Pre-Marriage Counseling				
6. Parent's Advice for 22-24 years old couples				
7. Parent's Consent for 18-21 years old couples				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook	Get the necessary information	None	2 minutes	Clarissa Mae Garcia Admin. Asst. V
2. Present the requirement	Verify at the Municipal Registrar's Office	None	5 minutes	Annalyn Buenas Administrative Aide IV
	Schedule date of marriage	None	2 minutes	Clarissa Mae Garcia Admin. Asst. V
TOTAL:		Php	9 Minutes	

ISSUANCE OF CERTIFICATE OF INDIGENCY

ABOUT THE SERVICES: This service is intended to help indigent families to avail of services such as medical/ hospital referral.

CLASSIFICATION: SIMPLE

TYPE OF CLASSIFICATION: G2C- GOVERNMENT TO CITIZEN

WHO MAY AVAIL: ALL

CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
1. Barangay Clearance		Concern Barangay Hall of the Client		
2. MSWD Certification		Municipal Social Welfare and Development Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	Receive and review clearance and certification.	None	2 minutes	Meredith Cabintoy Administrative Aide II
	Encode and prepare the certification ready for the signature of the Mayor	None	5 minutes	Roland E. Capellan Administrative Aide II
	Sign the Certificate	None	2 minutes	Adelfa C. Geronimo Administrative Aide II
2. Receive the Certificate	Record and release the Certificate	None	2 minutes	Meredith Cabintoy Administrative Aide II
TOTAL:		Php	11 Minutes	



Republic of the Philippines
MUNICIPALITY OF JALAJALA
 Province of Rizal

BUSINESS PERMITS AND LICENSING OFFICE

bplo.jalajala@gmail.com

APPLICATION OF MAYOR'S PERMIT FOR NEW BUSINESS ESTABLISHMENTS				
Provide assistance to new business owners to apply for Business Permit				
CLASSIFICATION:	SIMPLE			
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN			
WHO MAY AVAIL:	representatives			
NEW BUSINESS REQUIREMENTS:		WHERE TO SECURE		
Completely Filled-out Unified Form		Business Permits & Licensing Office		
DTI Business Name for Sole Proprietor		Negosyo Center - Department of Trade and Industry		
SEC Registration for Partnership and Corporation		Securities and Exchange Commission		
Occupancy Permit including Fire & Engineering Clearance		MPDC, Engineering and Fire Office		
Sanitary Clearance		Municipal Health Office - Sanitary		
Validation of Place of Business or Contract of Lease		Applicant		
Location sketch of Business & Picture of Establishment		Applicant		
Other National Agency Clearances (Depends on the nature of business)		National Agency as required		
Service Schedules:		Monday to Friday (8:00 am to 5:00 pm)		- No Noon Break
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Unified Form/Mayor's Permit application for business together with the required and complete documents	Receive Filled-out Unified Form	NONE	1 minute	BPLO Personnel: ROGEL KASILAG
	Examination and assessment of submitted requirements		10 minutes	
	Assess and encode the declaration of gross sales		5 minutes	
	Assess eligibility based on record business with occupancy permits transmitted previously by SEC/MEO/OBO		10 minutes	
	Prepare & Issue Tax Order of Payment (TOP)		3 minutes	
	Issuance of billing statement (Assess business taxes, charges, fees)		3 minutes	
2. Pay amount to the Municipal Treasurer's Office & get Official Receipts	Print and Issuance of Official Receipts	Please see Municipal Revenue Code (2013) Municipality of Jalajala, Rizal	10 minutes	MTO Department Head: MONA LIZA M. HIPOLITO
3. Claim the Business Permit and Mayor's Permit together with the business sticker	Print Mayor's Business Permit for signature and other clearances	NONE	5 minutes	BPLO Personnel: ROGEL KASILAG
	Release the Mayor's business permit with sticker and other clearances to applicant		15 minutes	
*NOTES: In the Implementation of the Single Window Transaction (SWIT), all three (3) steps are facilitated by the frontliner. This scheme limits the number of personnel or staff a taxpayer needs to transact with to just one.				
* In lieu of incomplete requirement/s the taxpayer shall execute an Affidavit of Undertaking which provides that he/she will submit within a period of thirty (30) days the lacking requirement. Otherwise, the BPLO will be constrained to revoke his/her Business License and Mayor's Permit				

PROCESSING OF MAYOR'S PERMIT FOR RENEWAL OF BUSINESS ESTABLISHMENTS	
CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	representatives
RENEWAL BUSINESS REQUIREMENTS:	WHERE TO SECURE
Completely Filled-out Unified Form	Business Permits & Licensing Office
Income Tax Returns and/or Quarterly VAT or Percentage Returns or	Bureau of Internal Revenue
Previous Years Mayor's Permit with clearances & Official Receipt	Applicant

Service Schedules:

Monday to Friday (8:00 am to 5:00 pm)

- No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Unified Form/Mayor's Permit application for business together with the required and complete documents	Receive Filled-out Unified Form	NONE	1 minute	BPLO Personnel: ROGEL KASILAG
	Examination and assessment of submitted requirements		10 minutes	
	Assess previous years clearances and ensure that applicant is not included in the negative list of Back-End Offices (Zoning, OBO, BFP, Sanitary, MENRO)		10 minutes	
	Assess and encode the declaration of gross sales		10 minutes	
	Prepare & Issue Tax Order of Payment (TOP)		3 minutes	
	Issuance of billing statement (Assess business taxes, charges , fees)		3 minutes	
2. Pay amount to the Municipal Treasurer's Office & get Official Receipts	Print and Issuance of Official Receipts	Please see Municipal Revenue Code (2013) Municipality of Jalajala, Rizal	10 minutes	MTO Department Head: MONA LIZA M. HIPOLITO
3. Claim the Business Permit and Mayor's Permit together with the business sticker	Print Mayor's Business Permit for signature and other clearances	NONE	5 minutes	BPLO Personnel: ROGEL KASILAG
	Release the Mayor's business permit with sticker and other clearances to applicant		15 minutes	

***NOTES:** In the Implementation of the Single Window Transaction (SWIT), all three (3) steps are facilitated by the frontliner. This scheme limits the number of personnel or staff a taxpayer needs to transact with to just one.

* In lieu of incomplete requirement/s the taxpayer shall execute an Affidavit of Undertaking which provides that he/she will submit within a period of thirty (30) days the lacking requirement. Otherwise, the BPLO will be constrained to revoke his/her Business License and Mayor's Permit

CLOSURE OF BUSINESS ESTABLISHMENTS CY 2024

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	representatives
CLOSURE OF BUSINESS REQUIREMENTS:	WHERE TO SECURE
Application Form for Business Retirement	Business Permit and Licensing Office
Request Letter for Closure	Applicant
Barangay Clearance for Closure of Business	Barangay Hall
Income Tax Returns and/or Quarterly VAT or Percentage Returns or	Bureau of Internal Revenue
Inspection Report	Business Permit and Licensing Office
Latest Business Permit	Applicant

Service Schedules:

Monday to Friday (8:00 am to 5:00 pm)

- No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Retirement Form together with the required and complete documents	Receive Filled-out Retirement Form	NONE	1 minute	BPLO Personnel: ROGEL KASILAG
	Examination and assessment of submitted requirements		10 minutes	
	Prepare & Issue Tax Order of Payment (TOP)		3 minutes	
2. Pay amount to the Municipal Treasurer's Office & get Official Receipts	Print and Issuance of Official Receipts	Please see Municipal Revenue Code (2013) Municipality of Jalajala, Rizal	10 minutes	MTO Department Head: MONA LIZA M. HIPOLITO
3. Sign and Claim the Certificate of Retirement, Releasing, Logbook of BPLO	Print Certificate of Retirement for signature	NONE	5 minutes	BPLO Personnel: ROGEL KASILAG
	Release the Certificate of Retirement		15 minutes	

ISSUANCE OF MAYOR'S PERMIT FOR MUNICIPAL TRICYCLE OPERATOR'S PERMIT

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	representatives
MTOP REQUIREMENTS: NEW and RENEWAL Application	
WHERE TO SECURE	
Proof of Membership in Association - Original Copy	Tricycle Operators Driver's Association
Professional Drivers License	Land Transportation Office
Barangay Clearance Original copy	Barangay Hall
Community Tax Certificate/CEDULA	Municipal Treasurer's Office
OR/CR of Vehicle	Land Transportation Office
Official Receipt from Municipal Treasurer's Office	Municipal Treasurer's Office
RENEWAL only- Certificate of Registration and Official Receipt LTO	Land Transportation Office
RENEWAL only- Previous photocopy of MTOP Franchise	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required and complete documents	Receive the complete documents	NONE	1 minute	BPLO Personnel ROGEL KASILAG
	Examination and assessment of submitted requirements		10 minutes	
	Inspect the Tricycle as per BPLO Vehicle Safety Inspection Checklist		10 minutes	
	Assess and encode the application in the system and capturing of photo of applicant		10 minutes	
	Prepare & Issue Tax Order of Payment (TOP)		3 minutes	
2. Pay amount to the Municipal Treasurer's Office & get Official Receipts	Print and Issuance of Official Receipts	Please see Municipal Revenue Code (2013) Municipality of Jalajala, Rizal	10 minutes	MTO Department Head: MONA LIZA M. HIPOLITO
3. Claim the MTOP together with the plate and sticker	Print MTOP for signature	NONE	5 minutes	BPLO Personnel: ROGEL KASILAG
	Release the MTOP, plate and sticker to the applicant		15 minutes	

ISSUANCE OF SPECIAL PERMITS

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	representatives

SPECIAL PERMITS	REQUIREMENTS
For Exhibits/Organizer: & other OUTDOOR ACTIVITIES	1. Request Letter 2. Contract for the venue of the event 3. List of Exhibitors/Certificate of Gross Rental
For MOTORCADE:	1. Request Letter 2. MTMB, ESC, PNP Clearance
For STREAMER/BANNER/POSTERS	1. Request Letter 2. Sample Layout

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application	Receive request and approval of request letter	NONE	10 minutes	BPLO Personnel: ROGEL KASILAG
	Issuance of billing statement		5 minutes	
2. Pay amount to the Municipal Treasurer's Office & get Official Receipts	Assess business taxes, charges , fees	Please see Municipal Revenue Code (2013) Municipality of Jalajala, Rizal	5 minutes	MTO Department Head: MONA LIZA M. HIPOLITO
3. For approval and signature of BPLO Head and City Mayor	Release of Special Permits	NONE	10 minutes	BPLO Personnel: ROGEL KASILAG



Republic of the Philippines
MUNICIPALITY OF JALAJALA
 Province of Rizal

MUNICIPAL CIVIL REGISTRAR OFFICE

REGISTRATION OF CIVIL EVENTS LIKE BIRTH, DEATH AND MARRIAGE	
Civil Events such as birth, deaths and marriages occurring in the locality has to be registered every single time for legal recording purposes	
CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Timely (BIRTH) 4 copies (1 set of properly accomplished Certificate of Live Birth Form) Marriage Contract of parents Government issued IDs of parents	Municipal Civil Registrar's Office PSA/Municipal Civil Registrar Office Government Agencies
2. Late Registration (BIRTH) PSA Negative Copy Baptismal Certificate Medical Certificate NBI/Police Clearance Form No. 137 Community Tax Voter's Certification Certificate of No Record Notarized Affidavit of Two Witnesses Marriage Contract of Parent and applicant 2 IDs of Parents and Applicant Brgy Certification (Proof of Residency) 1 pc 2x2 Picture with white background National ID	PSA Church Health Office NBI/PNP Schhol Municipal Treasury Department Comelec Municipal Civil Registrar Office Municipal Civil Registrar Office/Law Firm PSA/Municipal Civil Registrar Office Government Agencies Barangay Applicant PhilSys
3. Supplemental Form No. 137/ Baptismal Certificate PSA Copy of Civil Registry Document Certified Copy of Civil Registry Notarized Affidavit of Supplemental Report NBI/Police Clearance ID of Parents and Applicant	School/Church Municipal Civil Registrar Office/Hospital/Health Office/Municipal Treasury Municipal Civil Registrar Office / Law Firm NBI/PNP Government Agencies
4. Legitimation & Out of Town PSA Birth Certificate Certified Copy of Birth Certificate Marriage Contract CENOMAR Barangay Clearance Valid ID of parents Community Tax NBI/Police ID of applicant	PSA Municipal Civil Registrar Office/PSA PSA Barangay Government Issued/ Municipal Treasurer's Office NBI/PNP Government Agencies
5. Out of Town (Late Registration) PSA Negative Copy 1 set of Birth Certificate Form Baptismal Certificate or Form No. 137 Marriage Contract/Barangay Clearance/Community Tax Valid ID of client	PSA Civil Registrar Office/Church/School/COMELEC PSA/Civil Registrar Office/ Barangay Government Agencies
1. Timely (MARRIAGE) 4 copies of properly and completely filled- up Marriage Certificate (must Wedding is within the past 15 days 2 copies of Photocopy of Marriage License Photocopy of Solemnizing Authority to Solemnize from PSA	Civil Registrar Office PSA
2. Late Registration (MARRIAGE) 4 copies of properly and completely filled- up Marriage Certificate (must Certificate of No Record from PSA Certificate from church/solemnizing Officer/Clerk of Court where the wedding took place Notarized Affidavit of 2 disinterested persons Notarized Affidavit of Late Registration	Civil Registrar Office PSA Law Firm Law Firm
1. Timely (DEATH) Properly and completely filled-out (4) Death Certificate Form	Hospital, Funeral Parlor and Municipal Health Office
2. Late Registration (DEATH) Notarized (4) copies properly and completely filled-out Death Certificate PSA Negative Certification Certification from place of burial Certification Certificate from embalmer Notarized Affidavit of Two Witnesses Photocopy of ID and cedula (latest year)	Hospital, Funeral Parlor and Municipal Health Office Hospital, Funeral Parlor and Municipal Health Office/PSA Funeral Home Law Firm Applicant/Municipal Treasury Office

Service Schedules:		Monday to Friday (8:00 am to 5:00 pm)		- No Noon Break
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log personal information and purpose to client logbook for contact trace	Present the Office Logbook for proper registration	NONE	1 minute	Mary Jean Perez Admin Aide I Eden Caterine Magsalin Admin Aide I Ma. Jessa Miranda Job Order
2. Fill-up service request form and application form	Hand out the Service application form to the client for proper data recording	NONE	1 minute	Mary Jean Perez Admin Aide I Eden Caterine Magsalin Admin Aide I Ma. Jessa Miranda Job Order
3. Valid ID of client and authorization letter if demanded and if applicable	Evaluate, review submitted documents	NONE	3 minutes	Mary Jean Perez Admin Aide I Jona Dimayuga Admin Aide I Eden Caterine Magsalin Admin Aide I Annalyn Buenas Admin Aide VI
4. Wait for notification	Review and validate all information given for correctness and applicability before payment of fees	Free - (Birth, Timely, Legitimate) Php190.00 - (Birth, Timely, Illegitimate) Php140.00 - (Birth, Late, Legitimate) Php390.00 - (Birth, Late, Illegitimate) Php430.00 - (Legitimation) Php 250.00 (Out of Town) Php80.00 - (Supplemental) Php80.00 - (Death, Timely and Late)	10 minutes	Client
5. Wait for requested document	Encode the requested document	NONE	10 minutes	Mary Jean Perez Admin Aide I Jona Dimayuga Admin Aide I Eden Caterine Magsalin Admin Aide I Annalyn Buenas Admin Aide VI
6. Claim and review the requested document	Print, the requested document upon presentation of Official Receipt Ask the client to review the requested documents for their satisfaction as to accuracy and format	NONE	5 minutes	Mary Jean Perez Admin Aide I Jona Dimayuga Admin Aide I Eden Caterine Magsalin Admin Aide I Annalyn Buenas Admin Aide VI
7. Release of Original Copy of Civil Document for client	Review and sign the requested document, ensures completeness of signatories before release	NONE	Need to have document signed by officials which may take from 2 days to 15 days for late registered civil documents	Maria Katherine I. Sta Ana MCR

ISSUANCE OF CERTIFIED COPY OF CIVIL DOCUMENTS				
This section keeps the civil documents intact for issuance of certified photocopy/ies to requesting party/ies.				
CLASSIFICATION:	SIMPLE			
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN			
WHO MAY AVAIL:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid I.D. 2. Authorization letter if representative/SPA 3. Order of Payment 4. Official Receipt		Government Issued Client Civil Registrar Office Municipal Treasurer's Office		
Service Schedules:		Monday to Friday (8:00 am to 5:00 pm)	- No Noon Break	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log personal information and purpose to client logbook for contact trace	Present the Office Logbook for proper registration	NONE	1 minute	Mary Jean Perez Admin Aide I Eden Caterine Magsalin Admin Aide I Ma. Jessa Miranda Job Order
2. Fill-up service request form and application form	Hand out the Service application form to the client for proper data recording	NONE	1 minute	Mary Jean Perez Admin Aide I Eden Caterine Magsalin Admin Aide I Ma. Jessa Miranda Job Order
3. Valid ID of client and authorization letter if demanded and if applicable	Evaluate, review submitted documents	NONE	3 minutes	Mary Jean Perez Admin Aide I Jona Dimayuga Admin Aide I Eden Caterine Magsalin Admin Aide I Annalyn Buenas Admin Aide VI
4. Pay appropriate fee	Issue an Order of Payment of Fees	Php60.00/per copy (without annotation) Php80.00/per copy (with annotation)	5 minutes	Client
5. Claim and review the requested document	Mark and issue the requested document upon presentation of Official Receipt and ask the client review the requested document for their satisfaction as to accuracy and format	NONE	3 minutes	Mary Jean Perez Admin Aide I Jona Dimayuga Admin Aide I Eden Caterine Magsalin Admin Aide I Annalyn Buenas Admin Aide VI
	Review and sign the requested document	NONE	1 minute	Maria Katherine I. Sta Ana MCR
APPLICATION FOR MARRIAGE LICENSE				
Couples intending to marry has to undergo a review for their qualification and legal capacity to marry before a marriage license is approved				
CLASSIFICATION:	SIMPLE			
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN			
WHO MAY AVAIL:	Any qualified persons who intend to legally marry in the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Appearance of both parties 2. CENOMAR of both parties with receipt 3. PSA copy of Birth Certificate of both parties 4. For Civil/Church Wedding -Family Planning Certificate from DSWD or Health Officer 6. Applicant below 26 yrs. old must be accompanied by both parents & w/ 7. Foreigner must submit Legal Capacity to Marry, Passport, Divorced 9. CEDULA of both parties		PSA PSA DSWD/Health Office Philippine embassy Municipal Treasury Office		

Service Schedules:		Monday to Friday (8:00 am to 5:00 pm)	- No Noon Break	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log personal information and purpose to client logbook for contact trace	Present the Office Logbook for proper registration	NONE	1 minute	Mary Jean Perez Admin Aide I Eden Caterine Magsalin Admin Aide I Ma. Jessa Miranda Job Order
2. Fill-up service request form and application form	Hand out the Service application form to the client for proper data recording	NONE	1 minute	Mary Jean Perez Admin Aide I Eden Caterine Magsalin Admin Aide I Ma. Jessa Miranda Job Order
3. Valid ID of client	Evaluate, review submitted documents	NONE	3 minutes	Mary Jean Perez Admin Aide I
4. Fill-up Marriage License Application Form	Review and validate all information given for correctness and applicability before payment of fees	Php340.00 - Outside Php540.00 - Solemnized by Mayor	10 minutes	Client
4. Wait for the schedule of Pre-Marriage Seminar	Schedule the date of the PMS of the couple with DSWD or Health Officer	None	1 minute	Mary Jean Perez Admin Aide I
5. Issuance of Marriage License	Issue the Marriage License with appropriate annotations	NONE	Need to wait for 10 days posting requirement before the issuance of marriage license	Maria Katherine I. Sta Ana MCRO

CORRECTION OF ENTRIES IN CIVIL DOCUMENTS

Clerical errors of entries are allowed by law under RA 9048 and RA 10172 to correct specific entries in civil documents

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. RA 9048/Migrant Petition (Change of First Name) Registered Document to be corrected (PSA and Local Copy) (Updated) Marriage Cert. Doc. Owner/Parents (PSA) /School Records (Form 137) Various IDs Community Tax of owner (latest) Notarized Affidavit of publication from the publisher copy of the	Civil Registrar Office/PSA PSA/School/NBI/PNP Government Agencies Municipal Treasury Office Newspaper Publisher/Law Firm
2. RA 9048/Migrant Petition (Correction on Clerical Error) Birth Certificate (PSA & Certified Copy) Baptismal Certificate of owner Voter's Certification (owner, mother, father) Marriage Cert. Doc. Owner/Parents (PSA) Birth Cert. of children (PSA) Various IDs Community Tax of owner (latest) Notarized Affidavit of publication from the publisher copy of the	Comelec Civil Registrar Office/PSA/Church Comelec PSA/Civil Registrar Office Government Agencies Municipal Treasury Office Newspaper Publisher/Law Firm
3. RA 10172/Migrant Petition (Clerical Correction: Gender, Date & Birth Certificate (PSA & Certified Copy) Baptismal Certificate of owner Voter's Certification (owner, mother, father) Marriage Cert. Doc. Owner/Parents (PSA) Medical Records School Records (Form 137) (Elementary) NBI and Police Clearance Certificate of No Pending Case from employer (if employed) Various IDs Community Tax of owner (latest) Notarized Affidavit of publication from the publisher copy of the	Civil Registrar Office/PSA/Church Comelec PSA/Civil Registrar Office/ Municipal Health Office School/NBI/PNP Employer Government Agencies Municipal Treasury Office Newspaper Publisher/Law Firm
4. RA 9255/Migrant Petition (Use the Surname of the Father) 2 Valid ID of father 2 Valid ID of mother Birth Certificate of Child / Community Tax of mother (latest) Handwritten letter of father to used his Surname (Child 7 year old above)	Government Agencies PSA/Civil Registrar Office/Municipal Treasury Office Client

Service Schedules:		Monday to Friday (8:00 am to 5:00 pm)		- No Noon Break
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log personal information and purpose to client logbook for contact trace	Present the Office Logbook for proper registration	NONE	1 minute	Mary Jean Perez Admin Aide I Eden Caterine Magsalin Admin Aide I Ma. Jessa Miranda Job Order
2. Fill-up service request form and application form	Hand out the Service application form to the client for proper data recording	NONE	1 minute	Mary Jean Perez Admin Aide I Eden Caterine Magsalin Admin Aide I Ma. Jessa Miranda Job Order
3. Valid ID of client and authorization letter if demanded and if applicable	Evaluate, review submitted documents	NONE	3 minutes	Jona Dimayuga Admin Aide I
4. Wait for notification	Review and validate all information given for correctness and applicability before payment of fees	Php1,030.00 (CCE) Php3,030.00 (CFN) Php3,500.00 (Newspaper)	10 minutes	Client
5. Wait for requested document	Encode the requested document	NONE	10 minutes	Jona Dimayuga Admin Aide I
6. Claim and review the requested document	Print, the requested document upon presentation of Official Receipt Ask the client to review the requested documents for their satisfaction as to accuracy and format	NONE	5 minutes	Jona Dimayuga Admin Aide I
7. Issuance of approved Petition for endorsement to PSA for processing and approval	Issue the client's and the PSA's copies of petition documents	NONE	Need to wait completion of posting and publication requirements that may last for 3 to 4 weeks	Maria Katherine I. Sta Ana - MCR
8. Wait for the approval of Petition from PSA until final updated PSA Certificate of the erroneous civil document	Assist the client to follow-up the request for corrected document at PSA	Need to pay for couries services, photocopy expenses, etc to private service providers	3 months	Maria Katherine I. Sta Ana MCRO

REGISTRATION OF COURT DECREE/LEGAL INSTRUMENT

To receive, process, annotate and issue Civil Registry documents affected by legal instruments-R.A. No. 9048, R.A. No. 10172, Court Decrees (Adoption, Annulment, Correction) and other related.

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Nullity/Legal Separation/Presumptive Death 4 sets of Court Decree 4 sets of Finality/Entry of Judgement PSA/Certified copy of Marriage 4 sets of Certification of Authenticity Valid ID of client and representative/	Regional Trial Court Jurisdiction Regional Trial Court Jurisdiction/PSA Government Agencies/Client
2. Recognition of Foreign Decree 4 sets of court foreign decree (Divorce) 4 sets of Finality/Entry of 2 sets of Divorce Certificate PSA/Certified copy of Marriage Certificate 4 sets of Certification of 4 sets of Certification of Authenticity Valid ID of client and representative	Regional Trial Court Jurisdiction PSA/Civil Registrar Office PSA/Civil Registrar Office Government Agencies/Client
3. Adoption 4 sets of Court Decree 4 sets of Finality/Entry of Judgement PSA/Certified copy of Birth Certificate/Marriage Certificate 4 copies of 2x2 pictures of the child Valid ID of client and representative	Regional Trial Court Jurisdiction Regional Trial Court Jurisdiction/PSA PSA/Civil Registrar Office Applicant
4. Correction of Entry/ies 4 sets of decree of court 4 sets of Finality/Entry of Judgement 4 sets of Certification of registration Valid ID of Client and representative Authorization Letter of Client ID of Parents and Applicant	Regional Trial Court Jurisdiction Regional Trial Court Jurisdiction/PSA/Civil Registrar Office Government Agencies/Client Client

Service Schedules:		Monday to Friday (8:00 am to 5:00 pm)		- No Noon Break
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log personal information and purpose to client logbook for contact trace	Present the Office Logbook for proper registration	NONE	1 minute	Mary Jean Perez Admin Aide I Eden Caterine Magsalin Admin Aide I Ma. Jessa Miranda Job Order
2. Fill-up service request form and application form	Hand out the Service application form to the client for proper data recording	NONE	1 minute	Mary Jean Perez Admin Aide I Eden Caterine Magsalin Admin Aide I Ma. Jessa Miranda Job Order
3. Valid ID of client and authorization letter if demanded and if applicable	Evaluate, review submitted documents	NONE	3 minutes	Mary Jean Perez Admin Aide I Jona Dimayuga Admin Aide I Eden Caterine Magsalin Admin Aide I Annalyn Buenas Admin Aide VI
4. Wait for notification	Review and validate all information given for correctness and applicability before payment of fees	Php1,030.00 (Court Order) Php80.00 (Annotation of civil documents) Php230.00 (Certificate of Finality)	10 minutes	Client
5. Wait for requested document	Encode the requested document	NONE	10 minutes	Mary Jean Perez Admin Aide I Jona Dimayuga Admin Aide I Eden Caterine Magsalin Admin Aide I Annalyn Buenas Admin Aide VI
6. Claim and review the requested document	Print, the requested document upon presentation of Official Receipt Ask the client to review the requested documents for their satisfaction as to accuracy and format	NONE	5 minutes	Mary Jean Perez Admin Aide I Jona Dimayuga Admin Aide I Eden Caterine Magsalin Admin Aide I Annalyn Buenas Admin Aide VI
7. Issuance of Certificate of Registration of CDLI for endorsement to PSA for processing and approval	Issue the client's and the PSA's copies of the court order/Legal Instruments	NONE	5 working days or when notified at client's contact number	Maria Katherine I. Sta Ana MCRO
8. Wait for the approval of Petition from PSA until final updated PSA Certificate of the erroneous civil document	Assist the client to follow-up the request for corrected document at PSA	Need to pay for couries services, photocopy expenses, etc to private service providers	3 months	Maria Katherine I. Sta Ana MCRO

REGISTRATION OF FOUNDLING CERTIFICATE

A foundling is a deserted or abandoned infant/child whose relatives are unknown or a child committed in an orphanage or similar institution and whose facts of birth and parentage are unknown. The Civil registry law provides that the registration of foundling in the city/municipality where child was found shall be made by the finder/charitable institution within thirty (30) days from the date of finding/commitment of the child.

CLASSIFICATION: SIMPLE

TYPE OF CLASSIFICATION: G2C- GOVERNMENT TO CITIZEN

WHO MAY AVAIL: Finder of the deserted or abandoned child/Charitable Institution

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 4 copies of properly accomplished Foundling Certificate Form	Client
2. Case Study (stating the facts & circumstance surrounding the child's	Client
3. Child's Profile Form	Client
4. Affidavit of Finder	Client
5. Authorization from the institution handling the child	Client
6. Photocopy of ID of the representative with signature	Client
7. 3 copies of picture of child (before & after foundling)	Client
8. Certification declaring a child legally available for adoption	Client
9. Attestation Form	Law Firm
10. Valid ID of client and representative	Government Agencies

Service Schedules: Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log personal information and purpose to client logbook for contact trace	Present the Office Logbook for proper registration	NONE	1 minute	Mary Jean Perez Admin Aide I Eden Caterine Magsalin Admin Aide I Ma. Jessa Miranda Job Order
2. Fill-up service request form and application form	Hand out the Service application form to the client for proper data recording	NONE	1 minute	Mary Jean Perez Admin Aide I Eden Caterine Magsalin Admin Aide I Ma. Jessa Miranda Job Order
3. Valid ID of client and authorization letter if demanded and if applicable	Evaluate, review submitted documents	NONE	3 minutes	Jona Dimayuga Admin Aide I Annalyn Buenas Admin Aide VI
4. Wait for notification	Review and validate all information given for correctness and applicability before payment of fees	Fee	10 minutes	Client
5. Wait for requested document	Encode the requested document	NONE	10 minutes	Jona Dimayuga Admin Aide I Annalyn Buenas Admin Aide VI
6. Claim and review the requested document	Print, the requested document upon presentation of Official Receipt Ask the client to review the requested documents for their satisfaction as to accuracy and format	NONE	5 minutes	Jona Dimayuga Admin Aide I Annalyn Buenas Admin Aide VI
7. Issuance of Certificate of Foundlings	Review and sign the Certificate of Foundlings for the issuance to client	NONE	5 minutes	Maria Katherine I. Sta Ana MCRO



Republic of the Philippines
MUNICIPALITY OF JALAJALA
 Province of Rizal

MUNICIPAL AGRICULTURIST OFFICE

agri.menro@gmail.com

DISTRIBUTION OF RICE SEEDS (HYBRID AND CERTIFIED)				
To increase the production of palay in compliance to national rice self-sufficiency program distribution of rice seeds for planting is one of the programs of the Department of Agriculture in every municipality.				
CLASSIFICATION:	SIMPLE			
TYPE OF CLASSIFICATION:	G2C - GOVERNMENT TO CITIZEN			
WHO MAY AVAIL:	Rice Farmers			
REQUIREMENTS:		WHERE TO SECURE		
RSBSA rice farmers (and other requirement from NGA)		Municipal Agriculturist Office in coordination with Regional Office		
Service Schedules:		Monday to Friday (8:00 am to 5:00 pm)		- No Noon Break
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at Agriculture Office (Walk-in or thru any means of messages)	Check RSBSA masterlist and schedule per barangay upon the availability of seeds	NONE	2 minutes per farmer	Reynante R. Beraña
				MA
				Elmer San Esteban
2. Go to stock room at livelihood center	Inform the farmer about the seeds variety, average yield, maturity of the plants and rice eating quality	NONE	5 minutes per batch of farmer/s	Elmer San Esteban
				AT
				Wilson Catanglao
3. Distribute seeds	Encoding in forms and picture taking, farmer/s is required to affix their signature	NONE	5 minutes per farmer	Elmer San Esteban
				AT
				Wilson Catanglao
				AT

SEEDS AND SEEDLINGS DISTRIBUTION				
Utilized backyard and other arable land for vegetable production and planting some fruit trees.				
CLASSIFICATION:	SIMPLE			
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN			
WHO MAY AVAIL:	Walk-in client/s			
REQUIREMENTS:		WHERE TO SECURE		
With verified area		Livelihood Center Brgy. First District, Jalajala, Rizal		
Service Schedules:		Monday to Friday (8:00 am to 5:00 pm)		- No Noon Break
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME)	PERSON RESPONSIBLE
1. Inquire at Agriculture Office (Walk-in or thru any means of messages)	Check/verified the availability of seeds or seedlings	NONE	2 minutes	Reynante R. Beraña
				MA
				Elmer San Esteban
				AT
2. Interview the client	Validate the area	NONE	2 minutes	Wilson Catanglao
				AT
				Elmer San Esteban
				AT
3a. If seed is needed for planting	Distribute and record and also affix the signature of the client	NONE	2 minutes	Wilson Catanglao
				AT
				Elmer San Esteban
				AT
3b. If seedling is needed for planting	Go to nursery at livelihood center and distribute the seedlings and also affix the signature of the client	NONE	3 minutes	Wilson Catanglao
				AT
				Elmer San Esteban
				AT

MASS VACCINATION (ANTI-RABIES)

To saturate Vaccinating all dogs and cats in the municipality, all barangays were set scheduled of vaccination against anti-rabies to prevent or abate occurrence of such disease.

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C - GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	Pet Owners (All Barangay)
REQUIREMENTS:	WHERE TO SECURE
Animals should be above three (3) months old and it must be already groomed	Municipal Agriculturist Office

Service Schedules: As scheduled: 2 days per barangay (8:00 am to 3:00 pm)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under SIMPLE TRANSACTION)	PERSON RESPONSIBLE
1. Schedule the activity	Preferable on or before March. This Month is rabies awareness month	NONE	NONE	Reynante R. Beraña MA Elmer San Esteban AT
2. Coordinate with Barangay Captain	Request assistance like encoder and Tanod	NONE	NONE	Elmer San Esteban AT Wilson Catanglao AT
3. House to house vaccination	Check if animals is ready to receive vaccine	NONE	2 minutes	Elmer San Esteban AT Wilson Catanglao AT
4. Prepare the vaccine	Administer anti-rabies vaccination. Vaccinate healthy animals only	NONE	2 minutes	Elmer San Esteban AT Wilson Catanglao AT
5. Fill-up the vaccination form	Record and issue clientele IEC flyers	NONE	3 minutes	AT and Barangay
6. Record/log the activity	Encoded in the summary of vaccinated animals	NONE	1 minute per pet owner	Elmer San Esteban AT Wilson Catanglao AT

ANTI-RABIES VACCINATION (WALK-IN)

Vaccination against anti-rabies was done to immunized dogs and cats thus prevent or abate occurrence of such disease

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C - GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	Pet Owners (Walk-In)
REQUIREMENTS:	WHERE TO SECURE
Animals should be above three (3) months old and it must be already groomed	Municipal Agriculturist Office

Service Schedules: Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at Municipal Agriculture Office	Check if animals is ready to receive vaccine	NONE	2 minutes	Reynante R. Beraña MA Elmer San Esteban AT
2. Prepare the vaccine	Administer anti-rabies vaccination	NONE	2 minutes	Elmer San Esteban AT Wilson Catanglao AT
3. Fill-up client information form	Receive and review information form	NONE	3 minutes	Elmer San Esteban AT Wilson Catanglao AT
4. Record/log the activity	Issue clientele IEC flyers	NONE	1 minute	Elmer San Esteban AT Wilson Catanglao AT

ANIMAL HEALTH SERVICE

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

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C - GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	On Call Clients/Walk-In

REQUIREMENTS:	WHERE TO SECURE
As Need Arises	Municipal Agriculturist Office
Service Schedules:	Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at Municipal Agriculture Office (walk-in/call/text or chat)	Interview clients about the status of their animal	NONE	5 minutes	Reynante R. Beraña MA Elmer San Esteban AT
2. Send picture or video of the sick animals/onsite ocular assessment	Assessment of the status of the animals. Prescription of antibiotic and etc. for treatment	NONE	5 minutes	Elmer San Esteban AT Wilson Catanglao AT
3. Client provide the needed biologics and inform the AT if the biologic is already available	Wait for the availability of the biologics provided by the client	NONE	1 hour (time depends on how long the biologics be provided)	Elmer San Esteban AT Wilson Catanglao AT
4. Departure for onsite treatment	Treat and inject the biologics to the animals	NONE	5 minutes (plus traveling time depend on location of the animals/client)	Elmer San Esteban AT Wilson Catanglao AT

ISSUANCE OF AUXILIARY PERMIT

The services is to issue the said permit to individual shippers upon inspection of their load which is a prerequisite in securing Local Transport permit in BFAR Office before travelling to the destination of the fish or fishery products.

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C - GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	Shipper/Fish Dealer

REQUIREMENTS:	WHERE TO SECURE
Present the fish load to be inspected	Municipal Agriculturist Office
Service Schedules:	Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at Municipal Agriculture Office request for inspection	Inspect the fish loaded, count number of boxes or tubs and gather the weight per box or tubs	NONE	10 minutes	Reynante R. Beraña MA Elmer San Esteban AT Wilson Catanglao AT
2. Encoding at the APCIS	Encoding the gathered data including the destination and plate number of the carrier	NONE	5 minutes	Elmer San Esteban AT Wilson Catanglao AT
3. Proceed to Municipal Treasure's Office for payment and get official receipt	Wait for the client to return	Php 530.00	NONE	Elmer San Esteban AT Wilson Catanglao AT
4. Claim the auxiliary permit	Client is required to affix signature together with the releasing officer	NONE	2 minutes	Elmer San Esteban AT Wilson Catanglao AT

ISSUANCE OF AGRICULTURAL CERTIFICATES

Certificates is issued to the bonafide farmers and fisher folk in the municipality for whatever legal purpose these will be used for.

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C - GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	Farmers and Fisher Folk

REQUIREMENTS:	WHERE TO SECURE
Barangay Clearance and Community Tax Certificate	Municipal Agriculturist Office
Service Schedules:	Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at Municipal Agriculture Office	Interview the client and check the required documents	NONE	2 minutes	Reynante R. Beraña MA Elmer San Esteban AT Wilson Catanglao AT
2. Encoding at the APCIS	Encoding the gathered data	NONE	3 minutes	Elmer San Esteban AT Wilson Catanglao AT
3. Proceed to Municipal Treasure's Office for payment and get official receipt	Wait for the client to return	Php 60.00	NONE	Elmer San Esteban AT Wilson Catanglao AT
4. Claim the certificate	Release the certificate and record the activity	NONE	2 minutes	Elmer San Esteban AT Wilson Catanglao AT



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MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE
agri.menro@gmail.com

ISSUANCE OF CERTIFICATE OF NO OBJECTION				
Certificates is issued to clientele as a requirement of DENR for issuing the permit to cut.				
CLASSIFICATION:	SIMPLE			
TYPE OF CLASSIFICATION:	G2C - GOVERNMENT TO CITIZEN			
WHO MAY AVAIL:	All residents of Jalajala, Rizal			
REQUIREMENTS:		WHERE TO SECURE		
Barangay no objection certificate	Barangay Hall			
Request letter of the owner	Applicant			
Picture of the tree to be cut	Applicant			
Service Schedules:		Monday to Friday (8:00 am to 5:00 pm)		- No Noon Break
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at Municipal Environment and Natural Resources Office	Interview the client and check the required documents	NONE	2 minutes	Reynante R. Beraña MA Gil Villaoz MENRO Staff
2. Inspect the tree	MENRO Staff together with the client will do the ocular inspection	NONE	Depend on the location	Reynante R. Beraña MA Gil Villaoz MENRO Staff
3. Encoding at the APCIS	Encoding the gathered data	NONE	3 minutes	Reynante R. Beraña MA Gil Villaoz MENRO Staff
4. Proceed to the Municipal Treasurer's Office for payment and get official receipt	Wait for the client to return	Php 30.00	NONE	Reynante R. Beraña MA Gil Villaoz MENRO Staff
5. Claim the certificate	Release the certificate and record the activity	NONE	2 minutes	Reynante R. Beraña MA Gil Villaoz MENRO Staff



Republic of the Philippines
MUNICIPALITY OF JALAJALA
 Province of Rizal

OFFICE OF THE BUILDING OFFICIAL

jalajala_engineering@yahoo.com

APPLICATION OF BUILDING PERMIT				
CLASSIFICATION:	SIMPLE			
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN			
WHO MAY AVAIL:	Persons applying for Building Permit in the Municipality of Jalajala, Rizal or their authorized representatives (Structural, Architectural, Electrical, Sanitary, Plumbing, Mechanical, Electronics, Fencing, Excavation, Demolition etc.)			
BUILDING PERMIT REQUIREMENTS:		WHERE TO SECURE		
Completely Filled-out Unified Form	Office of the Building Official			
Zoning Clearance	Office of the Municipal Planning and Development Coordinator			
DPWH Clearance if along the National Road	DPWH Rizal 2nd District			
Barangay Clearance	Barangay Hall where the structure/s will be built			
Community Tax Certificate	Municipal Hall of Jalajala/Applicant			
Photocopy of Transfer Certificate of Title (TCT) or CLOA and Extra	Applicant			
Notarized Deed of Sale/Lease Contract/Consent of Lot Owner	Applicant			
Tax Declaration	Office of the Municipal Assessor			
Notarized undertaking if lot is part and parcel of De Borja	Applicant			
Real Property Tax for the Current Year	Office of the Municipal Treasurer			
Complete sets of Plan duly signed and sealed of Licensed Professional	Applicant			
Bill of Materials and Estimate signed by Licensed Professional Practitioner	Applicant			
Photocopy of PRC ID with signature of Licensed Professional Practitioner	Applicant			
Building Specifications duly signed by Licensed Professional Practitioner	Applicant			
Structural design/analysis for 2 storey buildings and above duly signed	Applicant			
Soil Test and analysis duly signed and sealed of Licensed Professional	Applicant			
Survey Plan/Approved Plan of Lot with Consent of Adjacent Lot Owners	Applicant			
Other National Agency Clearances i.e LLDA Clearance, DENR (Depends	National Agency as required			
Service Schedules:		Monday to Friday (8:00 am to 5:00 pm) - No Noon Break		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application forms and other requirements	Brief the client regarding the requirements	None	10 minutes	Diana SA. Laspobres Actg. Bldg. Official Keempe A. Precilla Engr. II Elinor E. San Juan Admin. Aide II
2. Submit application for Building Permit and other requirements to the Office of the Building Official (OBO) for evaluation and processing	Receive, review, assess and inspect (if applicable) the different fees to be collected by the Treasurer's Office and issues the client	Please see the National Building Code of the Philippines Schedule of Fees	30 minutes	
	Order of Payment		10 minutes	
	Endorsement to the BFP with the ff: 1 set of Bldg Plans 1 copy of cost estimate and other documentary requirements		15 minutes	
3. Submit to the OBO Personnel: 2 copies of Fire Safety Evaluation Clearance and 1 copy of Official Receipt of payment fees	Record the OR and completely filled-out application forms and prepare the permit for approval	None	10-15 minutes	
	Approval and releasing of Permit	None		

APPLICATION OF CERTIFICATE OF FINAL ELECTRICAL INSPECTION /WIRING PERMIT

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	Persons applying for CFEI and Wiring Permit in the Municipality of Jalajala, Rizal or their authorized representatives
CFEI/WIRING PERMIT REQUIREMENTS:	WHERE TO SECURE
Completely Filled-out Unified Form	Office of the Building Official
Community Tax Certificate	Municipal Hall of Jalajala/Applicant
Meralco Official Receipt (OR) and Yellow Card	Meralco/Applicant
Building Permit (if needed)	Applicant
Notarized Deed of Sale/Lease Contract/Consent of Lot Owner	Applicant
Tax Declaration	Office of the Municipal Assessor
Notarized undertaking if lot is part and parcel of De Borja	Applicant
Real Property Tax for the Current Year	Office of the Municipal Treasurer
Other National Agency Clearances i.e LLDA Clearance, DENR (Depends	National Agency as required

Service Schedules: Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form and other requirements for assessment	Receive and conduct field inspection and verification and issues order of payment	Please see the National Building Code of the Philippines Schedule of Fees	3 days	Diana SA. Laspobres Actg. Bldg. Official Keempe A. Precilla Engr. II Elinor E. San Juan Admin. Aide II
2. Client presents proof of payment	Record the OR and completely filled up application form and prepare the permit for approval	None	5 minutes	
	Approval and releasing		15 minutes	

APPLICATION OF CERTIFICATE OF OCCUPANCY

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	Persons applying for Occupancy Permit in the Municipality of Jalajala, Rizal or their authorized representatives
CERTIFICATE OF OCCUPANCY REQUIREMENTS:	WHERE TO SECURE
Application Form for Occupancy	Office of the Building Official
Photocopy of approved Building Permit and Fire Safety Inspection	Applicant
Certificate of Completion of Building and Electrical Permit	Applicant
Logbook duly signed and sealed by supervising Civil Engineer and	Applicant

Service Schedules: Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements for evaluation	Endorse the client to BFP for issuance of FSIC	NONE	10 minutes	Diana SA. Laspobres Actg. Bldg. Official Keempe A. Precilla Engr. II Elinor E. San Juan Admin. Aide II
2. Submit the FSIC to the OBO Personnel	Receive and conduct of final inspection and recommendation	None	3 days	
	Compute permit fee and issue order of payment	Please see the National Building Code of the Philippines Schedule of Fees	10 minutes	
3. Submit OR to the OBO Personnel	Prepare the permit and completely fill up the application forms for the signature of the approving officers	None	30 minutes	
	Approval and releasing of Permit		30 minutes	



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

mwdjj101@gmail.com

AID TO INDIVIDUAL IN CRISIS SITUATION

CLASSIFICATION:	SIMPLE			
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN			
ABOUT THE SERVICE:	The Local Government Unit provides medical, educational, burial, transportation and food assistance to person/ families in crisis situation specifically those belonging to the poor, marginalized , vulnerable and disadvantaged individual/families			
WHO MAY AVAIL:	Indigent individuals and families in crisi situation			
Requirements:				
For Medical Assistance	Barangay Certificate of indigency			
	Photo copy of Valid ID			
	Doctors Prescription/Medical Certificate			
For Burial Assistance	Death Certificate of the deceased person within 3 mos.			
	Copy of contract with funeral services and promissory note			
For Educational Assistance	Registration Form/ Assessment Form/Certificate of enrollment			
For food and Transportation Assistance	Police blotter in case client is a victim of pick pockets/stranded			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to MSWD Office and bring the necessary requirements	Interview client and check the requirements. Record the client at the clientele's logbook	NONE	30 minutes	MSWD Staff on duty/ Available Focal -Amihan Vidallo
2. Sign the AICS form and submit the lacking documents	Review all documents and secure other signature needed Conduct home visitation if needed	NONE	30 minutes	Karen L. Viterbo/ Aileen Tuiza/ Anmihan Vidallo
	Conduct home visitation if needed		2 hours depending on location of the clients resident	
3.Wait for the schedule of release of assistance	Forward the complete AICS documents to MBO Notify the client thru letter or other means of communication of the release of assistance	NONE	15 minutes	MSWD Staff/ Amihan Vidallo /Aileen Tuiza

SECURING SOCIAL CASE STUDY REPORT/ REFERRAL LETTER

CLASSIFICATION:	SIMPLE			
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN			
ABOUT THE SERVICE:	Facilitate the extension of limited assistance from other government and private agencies			
WHO MAY AVAIL:	Indigent client/ patient			
Requirements:	1. Barangay Certificate of Indigency			
	2. Medical Certificate / Medical Anstract			
	3. And other document required by the institution to be referred to			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request ,bring the necessary required documents and submit	Fill-up the clientele form, interview and determine if the case requires home visitation and further validation	None	30 minutes	MSWD Staff (on duty) / Karen L. Viterbo
2. If home visitation is necessary, provide a sketch of the location of your house and take note of the schedule of visit	Conduct Home visitation in the agreed schedule	NONE	2hours depending on the location of the client's resident	Karen I. Viterbo/ Rachele Laurel

PROVISION OF ASSISTANCE TO SENIOR CITIZEN- ISSUANCE OF ID /PURCHASE BOOKLET

CLASSIFICATION:	SIMPLE	
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN	
ABOUT THE SERVICE:	To give full support and assistance to the improvement of the total well being of the elderly and for them to avail the programs and services offered by various government agencies and institutions	
WHO MAY AVAIL:	60 years old and above	
REQUIREMENTS:		
	New Application:	For Replacement:
1. Photocopy of any of the following:	1. Affidavit of loss	1. Senior Citizen ID
a. Birth Certificate	2. Barangay/ Police blotter	
b. Baptismal Certificate		
c. Marriage Certificate		
d. Government issued ID		
e. Certificate of residency from the Barangay Captain		
f. Or any other proof of age		
2. 1x1 ID picture(2copies)		
3. Accomplished Application form		

Service Schedules: Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill- ip the application form provided Submit required documents	Revew the documents submitted by the client Prepare ID to be signed by the OSCA Head and Municipal Mayor	NONE	5-10 m inutes	MSDW staff on duty/ OSCA Head- Dominador De Guzman
2. Wait for the release of the ID/ Purchase booklet , signed at the clientele logbook	Record the client on clientele's logbook and secure the clients signature	NONE	10 minutes	MSWD Staff on duty

PROVISION OF PHYSICAL RESTORATION ASSISTANCE / ISSUANCE OF PWD ID(RA 9942)

CLASSIFICATION:	SIMPLE	
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN	
ABOUT THE SERVICE:	maximum improvement of their residual capabilities to family anf community life	
WHO MAY AVAIL:	Diffrently abled Person	
REQUIREMENTS:		
	FOR ISSUANCE OF ID/ Assistive device (if there is available)	FOR ISSUANCE OF PURCHASE BOOKLET
1. Accomplished Application form		1. PWD ID
2. Medical certificate		
3. Certificate of Disability certifird by the MHO		
4. 1x21 ID picture		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the needed assistance Fill - up the application form provided Go to Municipal Health Office to secure Certificate of Disability Submit the required documents	Conduct an interview and home visitation if needed Review the documents submitted by the client Prepare PWD ID to be signed by the Municipal Mayor	NONE	30 minutes / 32 hours for home visit depending on the resident's location 5-10 minutes	MSWD Staff on duty Aileen Tuiza- PWD Focal
2. Wait for the release of the ID/ Purchase booklet / Sign at the clientele's logbook	Provide the needed assistance Record the client on clientele's logbook and secure the clients signature	None	10 minutes	MSWD Staff on duty
3. Request for SPED Educational Assistance	Assessment	NONE	20 minutes	Aileen Tuiza
4. Request for Assistive Device	Assessment	NONE	21 minutes	MSWD Staff

PROVISION / ISSUANCE OF SOLO PARENT ID	
CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
ABOUT THE SERVICE:	The MSWDI is the forefront in the implementation of RA 8972, the Solo Parent card holders are entitled to programs and services offered by various government institutions.
WHO MAY AVAIL:	Solo Parent
REQUIREMENTS	
1. Birth of a Child as a consequence of rape 1. Birth Certificate 2. Complaint Affidavit 3. Medical Record on the incidence of rape 4. Notarized Sworn Affidavit of the SP that he/she has the sole parental care and support of the child/ren (for the renewal of SPIC and Booklet, only the sworn affidavit shall be submitted every year) 5. Affidavit of barangay official attesting that the SP is a resident of the barangay and that the child/ren is/are under the parental care and support of the solo parent 6. Solo Parent Orientation Seminar Certificate of Attendance	
2. Widow/Widower 1. Birth Certificate of the child/ren 2. Marriage Certificate 3. Death Certificate 4. Notarized Sworn Affidavit of the SP (for the renewal of SPIC and Booklet, only the sworn affidavit shall be submitted every year) 5. Barangay Affidavit 6. Solo Parent Orientation Seminar Certificate of Attendance	
3. Spouse of person deprived of liberty (PDL) 1. Birth Certificate of the child/ren 2. Marriage Certificate 3. Certificate of detention or a Certificate that spouse is serving sentence for at least 3 months issued by the law-enforcement agency having actual custody of the detained spouse, or commitment order by the court 4. Notarized Sworn Affidavit (for the , requirement bullet # 3 and 4 shall be submitted every year) 5. Affidavit of barangay official attesting that the solo parent is a resident of barangay and that the child or children is/are under the parental care and support of the solo parent 6. Solo Parent Orientation Seminar Certificate of Attendance	

4. Spouse of person with physical or mental incapacity

1. Birth Certificate of the child/ren

2. Marriage Certificate

1. Birth Certificate of the child or children

2. Proof of guardianship, such as

a4

Spouse of person with physical or mental incapacity

3. Medical records. Medical abstract, or a certificate of confinement in the National Center for Mental Health or any medical hospital or facility as a result of the spouse's physical or mental incapacity, have been issued

not more than three (3) months before the submission or a valid Person With Disability ID issued

pursuant to Republic Act No.10754 and Republic Act No.7277, or the Magna Carta for Diabes Person.

4. Notarized Sworn Affidavit of the SP (for the renewal of SPIC and Booklet requirements bullet # 3&4 shall be submitted every year)

5. Barangay Certificate

6. Solo Parent Orientation Seminar Certificate of Attendance

5. Due to legal separation or defacto separation

1. Birth Certificate of the child or children

2. Marriage Certificate

3. Judicial Decree of legal separation of the spouses; or, in case of de facto separation, an Affidavit of two 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 provided. That purposes of issuance of subsequent SPIC and booklet, requirement numbers (3) and (4) under this paragraph shall be submitted every year

5. Affidavit of barangay official attesting that the solo parent is a resident of barangay and that the child or children is/are under the parental care and support of the solo parent

6. Solo Parent Orientation Seminar Certificate of Attendance

6. Due to nullity or annulment of marriage

1. Birth Certificate of the child or children

2. Marriage certificate, annotated with the fact of declaration nullity or marriage or annulment of marriage

3. Judicial decree of nullity or annulment of marriage or judicial recognition of foreign divorce

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 provided. That purposes of issuance of subsequent SPIC and booklet, requirement numbers (3) and (4) under this paragraph shall be submitted every year

5. Affidavit of barangay official attesting that the solo parent is a resident of barangay and that the child or children is/are under the parental care and support of the solo parent

6. Solo Parent Orientation Seminar Certificate of Attendance

7. Abandonment by the spouse

1. Birth Certificate of the child or children

2. Marriage certificate or Affidavit of the applicant SP

3. Affidavit of two disinterested persons attesting to the abandonment of the spouse

4. Police or barangay record of the fact of abandonment

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 provided. That purposes of issuance of subsequent SPIC and booklet, requirement numbers (3) and (4) under this paragraph shall be submitted every year

6. Affidavit of barangay official attesting that the solo parent is a resident of barangay and that the child or children is/are under the parental care and support of the solo parent

7. Solo Parent Orientation Seminar Certificate of Attendance

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under SIMPLE TRANSACTION)	PERSON RESPONSIBLE
1. Inquire., get Solo Parent application form and submit to an interview	Conduct an interview and schedule home visit with the client	NONE	10 minutes	MSWD Staff- on duty
2. Submit the necessary documents and wait for the scheduled home visitation	Conduct home visitation and instruct the client to come back after 15 working days	NONE	1 to 1/2 hours depending in the location of the client; resident	MSWD Staff- on duty
3. Wait for the schedule of release of Solo Parent ID	Review the submitted required documents Prepare the Solo Parent ID to be signed by the MSWDO and Municipal Mayor	NONE	5 minutes	MSWD Staff- on duty
4. Come back to MSWD Office to secure Solo Parent ID and sign at the clientele's logbook	Release the Solo Parent ID	NONE	5 minutes	MSWD Staff- on duty

PROVISION OF PRE- MARRIAGE COUNSELING	
CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
ABOUT THE SERVICE:	Prementive and Developmental services with the goal of promoting healthy marriage and reducing the risk of marriage breakdown. It is a process which assist the couples develop an understanding of the nature of married family life
WHO MAY AVAIL:	Couples applying for marriage
REQUIREMENTS	
1. referral from the Local Civil Registrar	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Health Office(MHO) to attend the Pre-	Collect the accomplished PMC Form	NONE	5 minutes	Trained PMC Counselor
Fill -up the PMC Form and submit to the Counselor in-charge	Conduct the Pre- marriage Counseling	NONE	1 to 1/2 hours depending in the location of the client;s resident	
Secure copy of PMC Certificate	Sign and release the PMC Certificate	NONE	3 minutes	

PROVISION /ISSUANCE OF CERTIFICATE OF INDIGENCY	
CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
ABOUT THE SERVICE:	Required gor Housing Resettlement, Petition for change of name from Office of the Civil Registrar, Public Attorney's Office and emergency financial assistance od referrals for free service to individuals / families who are in extremely difficult situations and have inadequate resources.
WHO MAY AVAIL:	Indigent individuals/families
REQUIREMENTS	
1.Barangay Certificate of Indigency	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write the name and the purpose of visit at clientele's logbook	Briefs the client about the service and its requirements	NONE	15 minutes	MSWD Staff- on duty
2. Submit to an interview and provide sketch of your house location for home visit if needed	Conduct an interview and home visitation and advice the client for the schedule of release	NONE	1 to 1/2 hours depending in the location of the client;s resident	MSWD Staff- on duty
3. Wait for the release of certification	Prepare and issue/ release certification signed by the MSWDO	NONE	5 minutes	MSWD Staff- on duty/ Karen I. Viterbo
Sign in the client's logbook				

AVAILMENT OF SOCIAL WORK INTERVENTION	
CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
ABOUT THE SERVICE:	Availment of social work intervention of individuals with cases related to VAWC, Child Trafficking, Child
WHO MAY AVAIL:	Client group: Referred / Turned -over/ walk-in
	b. Children in Need of Special Protection (CNSP) c. Violence Against Women and Their Children/ Women in Especially Difficult Situation(VAWC/WEDC) d. Other adults and older persons needing immediate temporary shelter

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MSWD Office Write the name and the purpose of visit at client's logbook	Conduct initial interview to referring party/client	NONE	30 minutes	MSWD Staff- on duty
Undergo interview	Asses situation of client Contact Family member/ guardian Refer to concerned agency- PNP for Police blotter/filing of cases MHO- for medical check-up Legal Office- for legal assistance client/family based on need/	NONE	2 hours	Karen L. Viterbo, RSW

PROVISION OF BALIK PROBINSYA PROGRAM

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
ABOUT THE SERVICE:	Provision of limited financial/ materials assistance to support the plan/Purposive return to the place of origin od
WHO MAY AVAIL:	Client Group: Disater Victims, distressed and displaced individuals/ families

REQUIREMENTS

1. Barangay Certificate / assistance from Barangay where the family/ individual resides
2. Recommendations from the Barangay Captain
3. Note from the Municipal Mayor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MSWD Office Present the required documents Submit to an interview and provide	Conduct interview	NONE	30 minutes	MSWD Staff- on duty/ Karen L. Viterbo
2. Wait for the scheduled home	Home visit Check the status and determine	NONE	2 hours	MSWD staff -Aileen Tuiza/ Amihan Vidallo
3. Wait for the schedule of release of	Release the assistance provided	NONE	10 minute	
4. Sign in the logbook	Assist the client	NONE	5 minutes	

PROVISION OF DAYCARE SERVICE

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
ABOUT THE SERVICE:	Development activities such as playing , arts and craft, story telling, singing, poems which offer opportunities for
WHO MAY AVAIL:	Parents of Day care Children aged 3 to below 5 years old

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application for Daycare Service(Inquire for registration)	Refers parent to their nearest Barangay Day Care Center in the area Child Development Worker briefs parents about the service and its requirements	NONE	5 minutes	MSWD Staff- on duty/- Aileen Tuiza DCS Focal
2. submit required document	CDS registers the child and gives list of things to bring and provides schedule of session	NONE	1 to 1/2 hours depending in the location of the client;s resident	MSWD Staff- on duty
		NONE	5 minutes	MSWD Staff- on duty
		NONE	5 minutes	MSWD Staff- on duty



OFFICE OF THE PUBLIC EMPLOYMENT SERVICE (PESO)

jhrm2017@yahoo.com

ABOUT THE SERVICE EXTERNAL SERVICE
1.ASSISTANCE IN THE CONDUCT OF SPECIAL RECRUITMENT ACTIVITY (SRA) –FOR LOCAL AND LAND BASED EMPLOYMENT

This services provide an avenue to the job seekers to explore simultaneous various employment options and actually seek assistance they prefer.

CLASSIFICATION:	COMPLEX
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	All Jalaleños and nearby municipalities
CHEKLIST OF REQUIREMENTS:	
a. Letter of intent b. Company Profile c. Latest Business Permit d. DOLE R Client	
Service Schedules:	
Monday to Friday (8:00 am to 5:00 pm) - No Noon Break	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Agency shall submit letter of intent with complete documents of the agency.	1. Examine the document 1.1 Indorse to the LCE and seek approval 1.2 If approved, notify the agency	NONE	1 day	Ronald G. Miñebe HRMO./PESO
2. Information drive and/or send flyers, streamers or posters	2. Assist in the Information dissemination		30 minutes	
3. SRA proper	3. Assist the agency in the assessment of applicants		10 minutes	
4. Submit terminal report			1 week	
			1 day	
			30 minutes	

2. REFERRAL OF APPLICANTS FOR SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS(SPES)

This Program aims to provide temporary Employment to disadvantaged poor but deserving Students/youth to augment their family's income and help ensure that beneficiaries are able to pursue their studies.

CLASSIFICATION:	COMPLEX
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	All Residents of Jalajala, Rizal Students and out of school youth from 15 to 25 years old
CHEKLIST OF REQUIREMENTS:	
a. Bio-data	
Service Schedules:	
Monday to Friday (8:00 am to 5:00 pm) - No Noon Break	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Bio-data to PESO.	1.1 Conduct Orientation.		1 week	Ronald G. Miñebe HRMO./PESO
1.1 Attend Orientation about the Program.	1.2 Conduct Qualifying Exam		2 hours	
1.2 Take qualifying examination test.	1.3 Submit list of passers of the said Examination to DOLE – RO IV forGSIS insurance		1 hour	
2. Submit pre- requirement documents to PESO office.	2. Verify as to the completeness of the document. 2.1 Deploy to different offices for 20 working days.		1 day	Lillet Abordo Admin Aide
			2 hours	
3. Submit DTR and Accomplishment to PESO.	3. Verify and signed the documents. 3.1 Forward to DOLE Provincial		30 minutes	Phebe Berin Admin Aide

3. REFERRAL OF APPLICANTS FOR MANPOWER SKILLS TRAINING PROGRAM

The service provide employee to be more acquainted with the knowledge and skills and therefore enhance employee productivity.

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	Persons engaged in business or undertaking in the Municipality of Jalajala, Rizal or their authorized representatives

CHEKLIST OF REQUIREMENTS:	WHERE TO SECURE
a. Application form	Public Employment Service Office

Service Schedules: Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request application form. Community Based Training program	1. For walk-in applicants: Make a list and submit and/or refer to concerned agency.	None	1 day	Ronald G. Miñebe HRMO/PESO
	1.1 For a Minimum of 25 pax: Submit long-lis		1 day	
	1.1.1 Formulate Project Proposal			
	1.1.2 Submit the same to TESDA.			
	1.1.3 Follow-up status.			

1. APPLICATION FOR OWWA ASSISTANCE PROGRAM

The program provides social and welfare Assistance to the Overseas workers and the beneficiaries

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	OFW and immediate beneficiaries

CHEKLIST OF REQUIREMENTS:	WHERE TO SECURE
a. Application form	Public Employment Service Office
b. Other pertinent documents	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Public Assistance	1. Verify and/ review, process the	None	15 minutes	Ronald G. Miñebe HRMO/PESO
	1.1 Record the referral		2 minutes	
2. Submit the supporting documents	2. E-mail OWWA office for other	None	3 minutes	
	2.1 Follow-up status.			



Republic of the Philippines
MUNICIPALITY OF JALAJALA
 Province of Rizal

OFFICE OF THE HUMAN RESOURCE AND MANAGEMENT (HRMO)
jhrm2017@yahoo.com

ABOUT THE SERVICE EXTERNAL SERVICE

1. ISSUANCE OF CERTIFICATE OF UNEMPLOYMENT

Certificate of Unemployment is issued to a bonafide resident of the Barangay within LGU-Jalajala to certify that he/she is not currently employed to any offices

This certification is requested for educational purposes.

OFFICE OR DIVISION:	OFFICE OF THE HUMAN RESOURCE AND MANAGEMENT
CLASSIFICATION:	Simple
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	Bonafide REsidents of the Barangay wihtin LGU Jalajala

CHEKLIST OF REQUIREMENTS:	WHERE TO SECURE
a. Official Receipt	Municipal Treasurer
b. Certificate of Indigency and Residency	Barangay
c. Checklist of Requirement including the requests certification	Client
Service Schedules:	Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may directly visit the HRM Office to request for a certification.	1. Accept and assess client's 1.1 Advice for payment of the certification to the Treasurer's Office, if applicable for payment.		2 minutes	Ronald G. Miñebe HRMO
2. Proceed to Treasurer's Office for payment of certification. Present the OR.		Yes (refers to Trespure's Office)	2 minutes	Adelaida T. Dolor D Disbursing Officer
	2. Get the OR as proof of payment and prepare the requested document.		5 minutes	Ronald G. Miñebe HRMO
	2.1 Seek for signatories.		5 minutes	Ronald G. Miñebe HRMO
3. Claim.	3. Issuance of the requested certification.		1 minute	Ronald G. Miñebe HRMO
	Total		15 minutes	

2. APPLICATION/QUERIES TO JOB VACANCY IN LGU-JALAJALA

An information that an applicant's look regarding job opportunities. Interested applicants for entrance to government position may search for job vacancy of the LGU-Jalajala thru CSC Bulletin of Vacant positions (link: csc.gov.ph/career) or at the Full Disclosure Policy Boards, located at the Municipal Building, Public Market, Old Municipal Building Hall. Interested applicants for job order may directly visit for inquiry to HR office.

CLASSIFICATION:	COMPLEX
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	All qualified applicants

CHEKLIST OF REQUIREMENTS:	WHERE TO SECURE
For Job Order applicants:	Applicant
For entrance to government position:	
Service Schedules:	Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and other supporting documents. Submission may either personal and/or email us at jhrm2017@yahoo.com .	1. Acknowledge and assess the application documents.	None	5 minutes	Ronald G. Miñebe HRMO
	1.1 Stamp receive the application document. File a list with the application documents.		1 minute	
	1.2 Inform the head of agency regarding the applications. Wait upon instruction.		5 minutes	
	1.3 Inform applicant(s) about the status of his/her application.		2 minutes	
	Total		13 minutes	

3. REQUEST OR APPLICATION OF ON-THE-JOB TRAINING/WORK IMMERSION

The Local Government of Jalajala in coordination with the requesting school accepts On-the-Job Training for graduating college students and senior high school. This aims to acquaint the students formally to a real life work place environment. This will help to explore the relationship between the knowledge & skills acquired in school with those required in the working situations.

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	Schools from various municipalities within Rizal /Laguna Province

CHEKLIST OF REQUIREMENTS:	WHERE TO SECURE
a. Letter of Intent or endorsement with list of students and Resume or b. Memorandum of Understanding	Requesting School/University

Service Schedules: Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under SIMPLE TRANSACTION)	PERSON RESPONSIBLE
1. Submission of required documents.	1. Stamp received the submitted documents.	None	3 minutes	Ronald G. Miñebe HRMO
	1.1 Forward to the Head of Agency, wait for the instruction.		5 minutes	Ronald G. Miñebe HRMO
	1.2 Inform the school coordinator.		2 minutes	Ronald G. Miñebe HRMO
2. Report to Municipal EIP Hall for orientation.	2. Conduct Orientation of OJT/Work Immersion.		5 minutes	Ronald G. Miñebe HRMO
3. Assumed office.	3. Assign each OJT/work immersion to respective offices.		10 minutes	Ronald G. Miñebe HRMO
	Total		25 minutes	

4. REQUEST OR APPLICATION FOR CERTIFICATE OF COMPLETION OF ON-THE-JOB TRAINING/WORK IMMERSION

The Local Government of Jalajala in coordination with the requesting school accepts request for issuance of certificate of completion to students who actually render on-the-job training as part of their requirements.

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	Students who actually render on-the-job training

CHEKLIST OF REQUIREMENTS:	WHERE TO SECURE			
a. Letter of Intent	Requesting School/University			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of letter of intent.	1. Stamp received.	None	1 minute	Ronald G. Miñebe HRMO
	1.1 Forward to the HRMO		5 minutes	
	1.2 Once approved, prepare certificates.		1 day	
2. Claim	2. Release.		2 minutes	
Total		None	1 days and 8 minutes	

ABOUT THE SERVICE INTERNAL SERVICE

1. ISSUANCE OF CERTIFICATE OF LEAVE CREDITS, CERTIFICATE OF

- Certification for Leave Credits, and certificate of no pending case is issued to a former or current officials and employees for personal reasons.
- Certificate of Clearance is issued to a former officials and employees to certify that he/she is cleared of any money, property and legal accountability with the office of which he/she is accountable and responsible.
- Certificate of employment is issued upon request to verify the employment history of a former or current employee.
- Open Account certification is issued to a newly appointed officials and employees who has no existing payroll account.
- Service record is issued to a former or current officials and employees upon retiring, updating of records to GSIS and to 201 files and other personal purposes, certifying actual rendered services.

OFFICE OR DIVISION:	OFFICE OF THE HUMAN RESOURCE AND MANAGEMENT
CLASSIFICATION:	Simple
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	Former and Organic LGU-Jalajala

CHEKLIST OF REQUIREMENTS:	WHERE TO SECURE
a. Official Receipt from separated employees; None from Organic	Municipal Treasurer

Service Schedules: Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may directly visit the HRM Office to request for a certification.	1. Accept and assess client's request.	Yes (refer to Treasurer's Office) - Applicable to clients who are non- organic employee of the	2 minutes	Ronald G. Miñebe HRMO
	1.1 Advice for payment to the Treasurer's Office.			
2. Proceed to Treasurer's Office for payment of certification. Present the OR.			2 minutes	Adelaida T. Dolor D Disbursing Officer

	2. Get the OR as proof of payment and prepare the requested document.	Employee of the Local Government Unit of Jalajala)	5 minutes	Ronald G. Miñebe HRMO
	2.1 Seek for signatories.		5 minutes	Ronald G. Miñebe HRMO
3. Claim.	3. Issuance of certification and/or service record.		1 minute	Ronald G. Miñebe HRMO
Total			15 minutes	

2. ISSUANCE OF TRAVEL ORDER

Travel Order issued to LGU-Jalajala, Plantilla Personnel as proof of official travel.

CLASSIFICATION:	COMPLEX
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	LGU - Plantilla Personnel

CHEKLIST OF REQUIREMENTS:	WHERE TO SECURE
	Inviting agency and/or from concerned employee/official Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

Service Schedules:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. LGU employees and officials: Present communication (if any) and/or details of travel.	1. Accept and assess client's request.	None	5 minutes	Ronald G. Miñebe HRMO
	1.1 Prepare travel order.			
	1.2 Seek for signatories.			
1.3 Once approved, record to the record book and assign control number.				
2. Claim.	2. Issuance of approved travel order.		1 minute	
Total			6 minutes	

3. APPLICATION FOR LEAVE

A right granted to employees who wishes to apply for leave for personal purpose and such other reasons stated at their application form.

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	

CHEKLIST OF REQUIREMENTS:	WHERE TO SECURE
a. Application Leave Form (CSC Form No. 06)	HRM Office
b. Monthly DTR	Employee

Service Schedules:

Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out application leave form (CSC Form No. 06) and submit the same, duly signed by the department head.	1. Accept application for leave.	None	5 minutes	Ronald G. Miñebe HRMO
	1.1 Prepare computation of leave credits to be reflected at the application form.			Ronald G. Miñebe HRMO
	1.2 Seek for signatories. Once approved by the Head of Agency, file a copy.		4 minutes	Ronald G. Miñebe HRMO
2. Claim.	2. Issuance of approved application.		1 minute	Ronald G. Miñebe HRMO
Total			10 minutes	

4. APPLICATION FOR MONETIZATION OF LEAVE CREDITS

A privilege granted to employees who requests for monetization of their vacation and/or sick leave credits for valid and justifiable reasons such as health, medical and hospital needs, financial and assistance brought about by calamity and other accidents that affect the life and property of the employee, educational needs, and other analogous cases as may be determined by the Commission.

CLASSIFICATION:	COMPLEX
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	Government officials and employees (permanent, co-term and temporary) on full time basis
CHEKLIST OF REQUIREMENTS:	WHERE TO SECURE
	Inviting agency and/or from concerned employee/official
Service Schedules:	Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may directly visit the HRM Office to make requests for monetization together with the required document.	1. Accept and assess client's request.	None	5 minutes	Ronald G. Miñebe HRMO
	1.1 Prepare computation of leave credits to be reflected at the certification, stating the accumulated leave credits from vacation and sick leave, and purpose of monetization.		4 minutes	
	1.2 Seek for signatories. Once approved, file a copy.		1 minute	
2. Claim.	2. Issuance of certification.		10 minutes	
Total				

5. APPLICATION FOR TERMINAL LEAVE BENEFIT

A grant of earned leave to a government official/employee. Only an accrued vacation and sick leave may be used as terminal leave by an employee who applied for the purpose of resignation, retirement, and/ or separation from government service.

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	representatives
CHEKLIST OF REQUIREMENTS:	WHERE TO SECURE
a. Letter of intent to retire	Concerned retiree
Service Schedules:	Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may directly visit the HRM Office to make requests for computation of leave credits.	1. Accept application for terminal leave benefit.	None	5 minutes	Ronald G. Miñebe HRMO
	1.1 Prepare computation of leave credits to be reflected at the certification duly signed by the HRM Officer.			
2. Claim.	2. Issuance of the requested certification.		1 minute	Ronald G. Miñebe HRMO
Total			6 minutes	

ISSUANCE OF APPOINTMENT FOR JOB ORDER, PERMANENT, TEMPORARY, AND COTERMINOUS

Issuance of appointment is granted to a newly hired, appointed and/or promoted employee after passing through an in-depth interview and/or deliberation. For Job Order, appointment, and contract of service are being issued where terms and conditions are stated. For entrance to government position and promotion, CSC prescribed forms are being issued such as appointment form, oath of office, assumption to duty, position description form, etc., signed by the Appointing Authority and being submitted to CSC for approval.

CLASSIFICATION:	COMPLEX
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	Appointive personnel (JO, Permanent, Temporary, Co-term)
CHEKLIST OF REQUIREMENTS:	WHERE TO SECURE
For Job Order Status/Contract of Service – prospective appointee:	
a. Updated PDS CSC revised 2017;	Client
b. Latest Community Tax Certificate;	Municipal Treasurer's Office or respective Barangay
c. Medical Certificate;	Municipal Health Office
d. Barangay and Police Clearance;	Respective Barangay; Police Station
e. Tax Identification Number (TIN), if any;	BIR
f. Pag-ibig Member's Data Form, if any.	Pag-ibig Office
Renewal:	
a. Latest Community Tax Certificate;	Municipal Treasurer's Office
b. Updated PDS/Bio-data/Resume;	Client
c. Performance Evaluation Form.	HRM Office
For permanent, temporary, and co-term:	
a. Medical Certificate duly signed by the Licensed Government	HRM Office and MHO
b. PDS and SALN duly notarized by the LCE (3 copies);	Client
c. NBI Clearance (1 original);	NBI Office
d. Authenticated Eligibility/Rating/Licensed or ID;	CSC/PRC and other issuing agency that could certify and authenticate the
e. 1 Government issued ID;	Client

Service Schedules:

Monday to Friday (8:00 am to 5:00 pm)

- No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>For Job Order/Contract of Service:</i>			
1. Report to the HRM Office for submission of the required documents.	1. Accept and assess as to the completeness.	None	5 minutes	Ronald G. Miñebe HRMO
	1.1 Issuance of appointment and contract of service.		5 minutes	
	1.2 Advice the JO/COS personnel to seek signatures for the contract of service.		2 minutes	
	1.3 Once signed, the HRM officer and/or staff will: 1.3.1 Advice the JO/Contract of Service personnel for notarization of contract of service; 1.3.2 Inform regarding attendance monitoring, payment salaries and submission of DTR and accomplishment report; 1.3.3 Introduce to the designated office.		5 minutes	
2. Assumed office.				
3. Facilitate notarization of the contract of service. Once notarized, submit one copy to HR.	3. Accept notarized contract of service. File for submission.		1 day	Ronald G. Miñebe HRMO
Total		None	1 day and 17 minutes	
	<i>For Permanent, Temporary, and Coterminous Appointive:</i>			
1. Report to the HRM Office for submission of the required documents	1. Accept and assess as to the completeness.		5 minutes	Ronald G. Miñebe HRMO
	1.1 Consolidation of the other documents that are for signature of the Appointing Authority.		1 hour	Ronald G. Miñebe HRMO
	1.2 Once signed, the HRM Officer shall advise the appointive employee to assumed office effective immediately on the date that the appointment was signed by the appointing authority.			Ronald G. Miñebe HRMO
2. Assumed office.	2. Furnish copy of appointment.		1 minute	Ronald G. Miñebe HRMO
	2.1 Submit all documents to CSC Field Office.		1 week	Ronald G. Miñebe HRMO Ronald G. Miñebe HRMO
	2.2 Advice the appointive employee to wait for CSC approval.			
3. Claim copy.	3. Once approved, furnish copy of all documents to the employee.		5 minutes	Ronald G. Miñebe HRMO
Total			5 days, 1 hour and 11 minutes	



Republic of the Philippines
MUNICIPALITY OF JALAJALA
 Province of Rizal

MUNICIPAL HEALTH OFFICE

jjrhu@yahoo.com

OUT-PATIENT SERVICES				
CLASSIFICATION:	SIMPLE			
TYPE OF CLASSIFICATION:	Government to client			
WHO MAY AVAIL:	Person who need medical care and assistance			
Service Schedules:		Monday, Wednesday & Friday 8:00AM to 12:00P	- No Noon Break	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OPD	Retrieve Family Envelope Assess patient for OPD Check-up. Ask clients/patients on purpose of consultation and write patients data	NONE	5 minutes 2 minutes	OPD Nurse/Midwife OPD Nurse/Midwife
2. OPD Nurse/Midwife	Get vital signs to be recorded in an Individual Treatment Record (ITR) and refer the patient to the Municipal Health Physician.	NONE	5 minutes	OPD Nurse/Midwife
3. Approach the Municipal Health Officer/Doctor 4. May go home	Examination of patients The Municipal Health Officer 1. Take history and proper physical examination, request for some laboratory exams if needed. 2. Make the working diagnosis. 3. Administer proper management. 4. Prescribe and dispense necessary available meds. 5. Advice and discharge patient including follow-up check-up.	NONE	10-15 minutes	MHO

DENTAL SERVICES				
CLASSIFICATION:	SIMPLE			
TYPE OF CLASSIFICATION:	Government to client			
WHO MAY AVAIL:	Person who need dental care and assistance			
Service Schedules:		EVERY THURSDAY 8:00AM TO 12:00PM	- No Noon Break	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Municipal Health Office Outpatient Area	Assess the patients for Dental care. Ask patients for purpose of consultation and take patients' vital signs.	NONE	2 minutes	OPD Nurse/Midwife
2. Go to Dental Office	Refer patient to the Dentist on duty. Administration of Dental Care. Dentist on Duty: 1. Examine the patient. 2. Render necessary needed dental care. 3. Give dental advice and discharge the patient.	NONE	Variable Time (10 - 30 minutes)	Municipal Dentist
3. May go home	Advice Follow –up Dental check up.	NONE		

PRE-NATAL CHECK UP				
CLASSIFICATION:	SIMPLE			
TYPE OF CLASSIFICATION:	Government to client			
WHO MAY AVAIL:	Person who need are expecting mother			
Service Schedules:		EVERY THURSDAY 8:00AM TO 12:00PM	- No Noon Break	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Birthing Clinic	Take personal data, obstetrical history and vital signs and record them in the individual patient record	NONE	4-5 minutes	Birthing Clinic Midwife
2. Proceed to the examination room, you will be called according to your numbers	Midwife in the examination room do the prenatal abdominal palpation and other necessary examination suited to the patient. Health education is rendered emphasizing facility based delivery. Referral to Physician as warranted.	NONE	8-10 minutes	Birthing Clinic Midwife/ Physician
3. May go home	Midwife in charge do the final advice and schedule patient for further follow-up/referral if necessary.	NONE	3-5 minutes	Birthing Clinic Midwife/ Physician

PLANNING SERVICES FAMILY				
CLASSIFICATION:	SIMPLE			
TYPE OF CLASSIFICATION:	Government to client			
WHO MAY AVAIL:	Person who need assistance			
Service Schedules:		EVERY THURSDAY 8:00AM TO 12:00PM	- No Noon Break	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Birthing clinic	Take personal data, vital sign, LMP, LB, GP and other data.	NONE	4-5 minutes	Birthing Clinic Midwife
2. Proceed to the Assessment room, you will be called according to your numbers	Nurse and Midwife in the Assessment room do the assessment and health teaching regarding different Family Planning Methods.	NONE	8-10 minutes	Birthing Clinic Midwife
3. May go home	Midwife in charge do the final advice and schedule patient for further follow up/referral if necessary. Patients referred to the physician are advised and discharged by the physician..	NONE	3-5 minutes	Birthing Clinic Midwife

ANTI-TUBERCULOSIS PROGRAM (TB-DOTS)

CLASSIFICATION:	SIMPLE			
TYPE OF CLASSIFICATION:	Government to client			
WHO MAY AVAIL:	Person who need assistance			
Service Schedules:		JESDAY & THURSDAY 8:00AM TO 12:00P	- No Noon Break	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the OPD section	Nurse and Midwife on duty take the patient's personal data, the reason why the patient came for check- up and the patient's vital signs. These are all logged in the patient's individual chart.	NONE	2-3 minutes	Nurse, Midwife
2. All TB symptomatic are referred to the physician	Physician further examine patient for proper evaluation and assessment.	NONE	5-10 minutes	MHO
3. All TB patient symptomatic proceed to laboratory for sputum examination	Medical Technologist/ Microscopist collect sputum specimen.	NONE	2-3 minutes	RMT, Microscopist
4. Follow up sputum results	Medical Technologist release sputum result directly to relative/patient	NONE	1-2 days	RMT, Microscopist
5. Patient with sputum result proceeds to admitting section.	Midwife on duty refer patient to the physician.	NONE	2-3 minutes	Midwife, MHO
6. Patient proceed to Treatment room	Physician examine, evaluate and diagnose patient for proper management.	NONE	5-8 minutes	MHO
7. (a.) TB Symptomatic patient with (+) sputum approach the Nurse on duty (b.) TB Symptomatic patient with (-) sputum requested for chest x-ray exam	(a.) Nurse on duty register the patient to Directly Observed Treatment with Short Course Chemotherapy, National Tuberculosis Program (DOTS NTP) registry and endorse to the midwife in charge or BHW as DOTS treatment partner. (b.) Diagnostic Center (non-institutional) conduct chest x-ray exam as requested	NONE	(a.) 10 - 15 minutes (b.) 20 - 30 minutes	PHN/Midwife
8. (a.) TB Symptomatic patient with (+) sputum approach the midwife in charge. (b.) TB symptomatic patient with (-) sputum and chest x-ray results approach the physician.	(a.) Midwife in charge properly instruct the patient regarding DOTS and emphasized strict compliance to treatment. (b.) Physician evaluate patient for further management	NONE	(a.) 20 - 30 minutes (b.) 5 - 10 minutes	(a.) Midwife (b.) MHO

NATIONAL IMMUNIZATION PROGRAM SERVICES

CLASSIFICATION:		SIMPLE		
TYPE OF CLASSIFICATION:		Government to client		
WHO MAY AVAIL:		Person who need assistance		
AT BIRTH	SIX (6) WEEKS OF LIFE	TEN (10) WEEKS	FOURTEEN (14)	NINE (9) MONTHS OF LIFE
BCG	PENTAVALENT 1	PENTAVALEN 2	PENTAVALENT 3	Measles
Hepatitis B 1	OPV 1	OPV 2	OPV 3, IPV	Vitamin A

Service Schedules:		WEDNESDAY AT BRGY HEALTH STATION 8:00AM TO 12:00PM		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Barangay Health Station of your respective barangay	1. Nurse/Midwife on duty get the personal data of the client.	NONE	2-3 minutes	Nurse/Midwife
	2. Nurse/Midwife review the immunization record or baby 's book and add the name of the client to the master list.		2-3 minutes	
	3. The Nurse/Midwife checks the name of the client in the master list		1-2 minutes	
2. Client proceed to vaccination area	The Nurse/Midwives administer the necessary vaccines to the client on a first-come, first-served basis..	NONE	2-3 minutes	Nurse/Midwife
3. May go home	Nurses/Midwives advised and instruct client for follow-up and discharge instruction.	NONE	2-3 minutes	Nurse/Midwife

BASIC LABORATORY EXAMINATION SERVICES				
CLASSIFICATION:		SIMPLE		
TYPE OF CLASSIFICATION:		Government to client		
WHO MAY AVAIL:		Person who need assistance		
Service Schedules:		Monday, Wednesday & Friday 8:00AM TO 12:00PM		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient with laboratory request	Medical Technologist review the laboratory request and instruct the patient on the procedure.	NONE	Variable time	RMT
2. Patient without Philhealth OPD card should proceed to the Treasury Department for payment.	Medical Technologist get receipt prior to laboratory procedures.	NONE	2-3 minutes	RMT
3. Patients with PhilHealth OPD card and Non-Philhealth cardholders with receipts for laboratory can proceed to the Med Tech for laboratory procedure/ extraction.	Medical Technologist do the laboratory works and instruct the client to wait for the results.	NONE	10-15 minutes	RMT
4. Patients with PhilHealth OPD card and Non-PhilHealth cardholders with receipts may claim the laboratory results.	Medical Technologist release the results and advise patient to go back to referring physician for result evaluation and analysis.	NONE	1-2 minutes	RMT
5. Patient return lab results to requesting Physician.	Physician evaluate Laboratory result.	NONE	Variable time	MHO

PRE & POST TREATMENT FOR ANIMAL BITE VICTIMS

CLASSIFICATION:	SIMPLE			
TYPE OF CLASSIFICATION:	Government to client			
WHO MAY AVAIL:	Person who need assistance			
Service Schedules:	TUESDAY & FRIDAY 8:00AM TO 12:00PM			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Animal Bite Treatment Center (ABTC)	History taking, checked vital signs, accomplished ABTC Individual Treatment Record (ITR). Advises the client to proceed to the Doctor on Duty.	NONE	3-5 minutes	Animal Bite Nurse/Midwife
2. Proceeds to the Doctor on Duty	Evaluates the extent of bite. Provides health information and education. Advises patient for vaccination, if necessary. Gives prescription and advises the patient to purchase the medicine.	NONE	12-15 minutes	MHO
3. Purchase medicine and returns to the clinic for vaccination	Provide wound care. Prepares and administered vaccination. Advises patient to return on the scheduled date for vaccination.	NONE	3-5 minutes	PHN or MHO

SANITARY PERMIT TO OPERATE

CLASSIFICATION:	SIMPLE			
TYPE OF CLASSIFICATION:	Government to client			
WHO MAY AVAIL:	Person who need assistance			
REQUIREMENTS:		WHERE TO SECURE		
Business Permit Application Form (New/Renewal) and other supporting documents		Sanitation Office		
Service Schedules:	EVERY THURSDAY 8:00AM TO 12:00PM - No Noon Break			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Sanitation Inspector for transaction and submit the necessary requirements for the application of Sanitary Permit to Operate.	Sanitation Inspector will check and review the necessary requirements brought by the client for application of Sanitary Permit to Operate.	NONE	3-5 minutes	RSI
2. (a.) Client with incomplete requirements, depends on nature of business, will be given 30 days to comply the requirements and subject for inspection (applicable for new establishments only) (b.) Client with complete requirements will go to the Treasurer's Office for payment dues.	(a.) For new establishments, the Sanitation Inspector will conduct an ocular inspection and prepare sanitation inspection report.	100.00	(a.) variables (b.) 5-10 minutes	(a.) RSI (b.) MTO personnel
3. Go back to the Sanitation Inspector and present the official receipt.	Sanitation Inspector release/issue the Sanitary Permit to Operate	NONE	2-3 minutes	RSI

HEALTH CERTIFICATE				
CLASSIFICATION:		SIMPLE		
TYPE OF CLASSIFICATION:		Government to client		
WHO MAY AVAIL:		Person who need assistance		
REQUIREMENTS:		WHERE TO SECURE		
1. Urinalysis results 2. Fecalalysis results 3. Chest X-ray results 4. CBC result		Laboratory of choice of client		
Service Schedules:		EVERY THURSDAY 8:00AM TO 12:00PM - No Noon Break		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Sanitary Inspector for transaction	Sanitation Inspector will check and review the requirements.	NONE	2-3 minutes	RSI
2. (a.) Client with normal laboratory results goes to the treasurer's office for payment of dues. (b.) Client with abnormal results is referred to the Physician	(a.) Will check payment and official receipt from MTO (b.) Physician evaluate clients for further management.	(a.) 100.00 (b.) NONE	(a.) 3-5 minutes (b.) 5 - 8 minutes	(a.) MTO personnel (b.) MHO
3. Clients goes back to the Sanitary Inspector and present official receipt.	Sanitation Inspector issue/ release the Health Certificate (Food/Non-Food Handlers)	NONE	2-3 minutes	RSI



MUNICIPAL ASSESSOR OFFICE

assessor.jalajala@gmail.com

1. ISSUANCE OF TAX DECLARATION

- A. UNTITLED PROPERTY
 B. TITLED PROPERTY
 C. BUILDING AND OTHER STRUCTURE

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2G- GOVERNMENT TO GOVERNMENT
WHO MAY AVAIL:	Barangay Officials

A. UNTITLED PROPERTY REQUIREMENTS	WHERE TO SECURE
Request Letter	Property Owner or His Duly Authorized Representative
Survey Plan	Geodetic Engineer
Certificate of Alienable and Disposable	DENR-PENRO
Affidavit of Ownership	Property Owner
Affidavit of Adjoining Owners	Adjoining Property Owner
Barangay Certification	Barangay Captain
Ocular Inspection	Assessor/Authorized Staff
Sworn Statement	Office of the Municipal Assessor
Service Schedules:	Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON
1. Submit the required documents	1. Check and verify documents submitted and forward to the Municipal Assessor		1 minute	Administrative Aide VI Trixie Vidallo
	2. Municipal Assessor review documents and assigns employee to field inspection		1 minute	Administrative Aide I Jussel Magsalin
	3. Prepare Field Appraisal and Assessment Sheet, Tax Declaration, Ocular Inspection Report and assign Property Identification Number (PIN)		5 minutes	Administrative Aide VI Trixie Vidallo
	4. Recommend approval of documents to Provincial Assessor.		1 minute	Municipal Assessor Engr. Ofelia R. Candelaria
	5. Provincial Assessor approve/disapprove documents submitted		10 minutes	Provincial Assessor Mr. Joseph G. Ceñidoza
	6. If approved, documents are return to Municipal Assessor for assignment of Assessment of Real Property Number, Recording, Encoding, Generation of Tax Declaration and Notice of Assessment		1 day	Taxmapping Aide I Doris B. Matienzo
	7. Notice of Assessment shall be forwarded to the MTO for computation of real property tax.		5 minutes	Taxmapping Aide I Doris B. Matienzo
2. Receive requested documents and Notice of Assessment with computation of real property tax	8. Release approved documents to client.		1 minute	Taxmapping Aide I Doris B. Matienzo

B. TITLED PROPERTY REQUIREMENTS	WHERE TO SECURE
Request Letter	Property Owner or His Duly Authorized Representative
Electronic Copy of Title	Registry of Deeds-Morong, Rizal
Deed of Absolute Sale/Deed of Donation/Extra Judicial Settlement of Estate/Other Mode of Conveyance	Property Owner
BIR-Certificate Authorizing Registration (Capital Gain Tax/Donor's Tax/Estate Tax)	BIR
Payment of Transfer Tax	Provincial/Municipal Treasurer's Office
Updated Payment of Real Property Tax/Tax Clearance	Provincial/Municipal Treasurer's Office
Sworn Statement	Assessor's Office

Affidavit of Publication for Extrajudicial	Property Owner
Affidavit of Consolidation and Certificate of Sale for Foreclosed Property Approved Subdivision Plan (if subdivided property)	Property Owner

Service Schedule: Monday to Friday (8:00 am to 5:00 pm) No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1. Check and verify documents submitted and forward to the Municipal Assessor		1 minute	Bookbinder IV Francisco Carlos
	2. Municipal Assessor review documents and assigns employee to prepare Field Appraisal and Assessment Sheet, Tax Declaration, and Assign Property Identification Number (PIN)		1 minute	Municipal Assessor Engr. Ofelia R. Candelaria
	3. Municipal Assessor approve FAAS and Tax Declaration		1 minute	Municipal Assessor Engr. Ofelia R. Candelaria
	4. Municipal Assessor forwarded to the Taxmapping Aide for assignment of Assessment of Real Property Number, Recording, Encoding, Generation of Tax Declaration and Notice of Assessment		5 minutes	Municipal Assessor Engr. Ofelia R. Candelaria Taxmapping Aide I Doris B. Matienzo
2. Receive requested documents and Notice of Assessment	5. Release approved documents to client.		1 minute	Taxmapping Aide I Doris B. Matienzo

C. BUILDING AND OTHER STRUCTURES REQUIREMENTS:	WHERE TO SECURE
Request Letter	Property Owner or His Duly Authorized Representative
Picture of the Building	Property Owner or His Duly Authorized Representative
Building Permit	Municipal Engineer
Certificate of Occupancy/Completion	Municipal Engineer
Updated Payment of Real Property Tax/Tax Clearance (Land)	Municipal Treasurer's Office
Consent of the Land Owner/Deed of Sale if not owner of the land property	Property Owner
In Case of Machineries, an Official Receipt Showing Acquisition Cost hereof.	Supplier

Service Schedules: Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1. Check and verify documents submitted and forward to the Municipal Assessor		1 minute	Administrative Aide VI Trixie Vidallo
	2. Municipal Assessor review documents and assigns employee to field inspection		1 minute	Municipal Assessor Administrative Aide I Jussel Magsalin
	3. Prepare Field Appraisal and Assessment Sheet, Tax Declaration, Ocular Inspection Report and assign Property Identification Number (PIN)		5 minutes	Administrative Aide VI Trixie Vidallo
	4. Recommend approval of documents to Provincial Assessor.		1 minute	Municipal Assessor Engr. Ofelia R. Candelaria
	5. Provincial Assessor approve/disapprove documents submitted		10 minutes	Provincial Assessor Mr. Joseph G. Ceñidoza
	6. If approved, documents are return to Municipal Assessor for assignment of Assessment of Real Property Number, Recording, Encoding, Generation of Tax Declaration and Notice of Assessment		1 day	Taxmapping Aide I Doris B. Matienzo
	7. Notice of Assessment shall be for-		5 minutes	Taxmapping Aide I

	warded to the MTO for computation of real property tax.			Doris B. Matienzo
2. Receive requested documents and Notice of Assessment	8. Release approved documents to client.		1 minute	Taxmapping Aide I Doris B. Matienzo

SUBDIVISION/CONSOLIDATION OF TAX DECLARATION AND ADJUSTMENT OF AREA

CLASSIFICATION:	SIMPLE			
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN			
WHO MAY AVAIL:	PROPERTY OWNER OR HIS DULY AUTHORIZED REPRESENTATIVE			
SUBDIVISION/CONSOLIDATION OF TAX DECLARATION AND ADJUSTMENT OF AREA REQUIREMENTS				
Request Letter	Property Owner or His Duly Authorized Representative			
Electronic Copy of Title	Registry of Deeds-Morong, Rizal			
Approved Subdivision/Consolidation Plan	DENR/LMB/Bureau of Lands			
Updated Payment of Real Property Tax/Tax Clearance	Provincial/Municipal Treasurer's Office			
Service Schedules:	Monday to Friday (8:00 am to 5:00 pm)		- No Noon Break	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1. Check and verify documents submitted and forward to the Municipal Assessor		1 minute	Bookbinder IV Francisco Carlos
	2. Municipal Assessor review documents and assigns employee to prepare Field Appraisal and Assessment Sheet, Tax Declaration, and Assign Property Identification Number (PIN)		1 minute	Municipal Assessor Engr. Ofelia R. Candelaria
	3. Municipal Assessor approve FAAS and Tax Declaration		1 minute	Municipal Assessor Engr. Ofelia R. Candelaria
	4. Municipal Assessor forwarded to the Taxmapping Aide for assignment of Assessment of Real Property Number, Recording, Encoding, Generation of Tax Declaration and Notice of Assessment		5 minutes	Municipal Assessor Engr. Ofelia R. Candelaria Taxmapping Aide I Doris B. Matienzo
2. Receive requested documents and Notice of Assessment	5. Release approved documents to client.		1 minute	Taxmapping Aide I Doris B. Matienzo

CANCELLATION OF TAX DECLARATION OF NO LONGER EXISTING BUILDINGS/MACHINERIES

CLASSIFICATION:	SIMPLE			
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN			
WHO MAY AVAIL:	PROPERTY OWNER OR HIS DULY AUTHORIZED REPRESENTATIVE			
CANCELLATION OF TAX DECLARATION OF NO LONGER EXISTING BUILDINGS/MACHINERIES REQUIREMENTS		WHERE TO SECURE		
Request Letter	Property Owner or His Duly Authorized Representative			
Certification of the Barangay Captain Stating the Date When the Sub- ect	Office of the Barangay Captain			
Updated Payment of Real Property Tax/Tax Clearance	Provincial/Municipal Treasurer's Office			
Service Schedules:	Monday to Friday (8:00 am to 5:00 pm)		- No Noon Break	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1. Check and verify documents submitted and forward to the Municipal Assessor		1 minute	Bookbinder IV Francisco Carlos
	2. Municipal Assessor review documents and assigns employee to prepare Field Appraisal and Assessment Sheet, Tax Declaration, and Assign Property Identification Number (PIN)		1 minute	Municipal Assessor Engr. Ofelia R. Candelaria Bookbinder IV Francisco Carlos
	3. Municipal Assessor submit report of findings to the Provincial Assessor for Approval		1 day	Administrative Aide 1 Jussel Magsalin
	4. If approved, documents are return to Municipal Assessor to affix cancellation on Tax Declaration and on Field Appraisal and Assessment Sheets (FAAS)		5 minutes	Taxmapping Aide I Doris B. Matienzo

2. Receive Copy of Notice of Cancellation	5. Notice of (5 copies) of Cancellation are issued. (Provincial Assessor/ Municipal Assessor/Provincial Treasurer/Property Owner)	1 day	Administrative Aide 1 Jussel Magsalin
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RECLASSIFICATION AND RE-ASSESSMENT

CLASSIFICATION: SIMPLE

TYPE OF CLASSIFICATION: G2C- GOVERNMENT TO CITIZEN

WHO MAY AVAIL: PROPERTY OWNER OR HIS DULY AUTHORIZED REPRESENTATIVE

RECLASSIFICATION AND RE-ASSESSMENT REQUIREMENTS	WHERE TO SECURE
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Request Letter: Property Owner or His Duly Authorized Representative

Updated Payment of Real Property Tax/Tax Clearance: Provincial/Municipal Treasurer's Office

Inspection Report: Municipal Assessor's Office

Service Schedules: Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1. Check and verify documents submitted and forward to the Municipal Assessor		1 minute	Bookbinder IV Francisco Carlos
	2. Municipal Assessor review documents and assigns employee to prepare Field Appraisal and Assessment Sheet, Tax Declaration, and Assign Property Identification Number (PIN)		1 minute	Municipal Assessor Engr. Ofelia R. Candelaria Bookbinder IV Francisco Carlos
	3. Municipal Assessor approve FAAS and Tax Declaration		1 minute	
	4. Municipal Assessor forwarded to the Taxmapping Aide for assignment of Assessment of Real Property Number, Recording, Encoding, Generation of Tax Declaration and Notice of Assessment		5 minutes	Administrative Aide 1 Jussel Magsalin
2. Receive requested documents and Notice of Assessment	5. Release approved documents to client.			Municipal Assessor Engr. Ofelia R. Candelaria

ISSUANCE OF CERTIFICATION

1. Certified Copy of Tax Declaration

2. Certified Copy of Tax Mapping

3. Certification of Non-Improvement/With Improvement

4. Certification of Ownership/Non-Ownership

5. Certification of Total Landholding/No Landholding

CLASSIFICATION: SIMPLE

TYPE OF CLASSIFICATION: G2C- GOVERNMENT TO CITIZEN

WHO MAY AVAIL: PROPERTY OWNER OR HIS DULY AUTHORIZED REPRESENTATIVE

ISSUANCE OF CERTIFICATION REQUIREMENTS	WHERE TO SECURE
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Request Letter: Property Owner or His Duly Authorized Representative

Updated Payment of Real Property Tax/Tax Clearance: Provincial/Municipal Treasurer's Office

Certification Fee of P 80.00: Municipal Treasurer's Office

Service Schedules: Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1. Check and verify documents submitted and forward to the Municipal Assessor		1 minute	Administrative Aide VI Trixie Vidallo Doris B. Matienzo
	2. Prepare Certification		3 minutes	Administrative Aide VI Trixie Vidallo Doris B. Matienzo
	3. Review and Approve Certification		1 minute	Municipal Assessor Engr. Ofelia R. Candelaria
2. Receive requested documents and Notice of Assessment	5. Release approved documents to client.		1 minute	Municipal Assessor Engr. Ofelia R. Candelaria



Republic of the Philippines
MUNICIPALITY OF JALAJALA
 Province of Rizal

MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR

mpdc.jalajalarizal@gmail.com

LOCATIONAL CLEARANCE FOR BUILDING PERMIT: FOR NEW (SIMPLE), RENOVATION & INTERIOR

The Locational Clearance is issued to the lot owners/developers as a pre-requisite in the issuance of Building Permit to guarantee that the building and its design components comply with the Zoning Ordinance and the National Building Code.

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	Legitimate Property Lot Owners and Developers only

CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE
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For Simple: 1 to 2 Storey Residential (1 unit), 1 to 2 Storey Commercial

Zoning Application Form	Office of the MPDC
Updated Tax Declaration	Assessor's Office
Updated Tax Clearance	Treasury
Cedula	Treasury
Certified True Copy of Certificate of Title (TCT)	Register of Deeds - Morong
Contract of Lease (if applicable)	Lessor/Legitimate Property Owner
Deed of Sale (if applicable)	Buyer/Legitimate Property Owner
Brgy. Clearance	Barangay Hall
Building Plan	Engineer/Architect
Site Development Plan	Engineer/Architect
Location Map Showing the Land Use	Office of the MPDC
Actual Photo of the Property	Zoning Inspector
Bill of Materials	Engineer/Architect
Laguna Lake Development Authority (LLDA) Clearance if along the	LLDA
Department Of Public Works and Highways (DPWH) Clearance if along	DPWH
National Irrigation Authority (NIA) Clearance	NIA - Baras
Other National Agency Clearances (Depends on the proposed	National Agency as required

Service Schedules: Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare	1.1 Applicant to fill-out the zoning	None	3 minutes	Ms. Ella De Castro
	1.2 Applicant to get the checklist	None	1 minute	Ms. Ella De Castro
	1.3. MPDC Staff to explain the	None	2 minutes	Ms. Abegail Aguas
	1.4 MPDC to interview the	None	3 minutes	En.P Joyce Lyn Salunat
	1.5 Application with complete	None	1 minute	Applicant
2. Inspect	2.1 Zoning Inspector to conduct actual inspection of the proposed site for development.	None	60 minutes	Ms. Irene M. Bellin
	2.2 Zoning inspector to submit report to MPDC.	None	30 minutes	Ms. Irene M. Bellin
	2.3 Validated application will proceed to Step 3.	None	1 minute	Ms. Ella Marie De Castro/Abegail Aguas
3. Evaluate & Endorse	3.1 MPDC to evaluate and prepare endorsement to the Municipal Mayor.	None	60 minutes	Ms. Ella Marie De Castro/Abegail Aguas
4. Pay & Transmit	4.1 MPDC Staff to assess fees	None	5 minutes	Ms. Ella Marie De Castro/Abegail Aguas
	4.2 Applicant to pay at the Treasury Office.	Refer to the Municipal Revenue Code: Fees depend	5 minutes	Treasury
	4.3 MPDC Staff to transmit the Locational Clearance with complete documentary requirements to the Municipal Mayor for final review and signature.	None	60 minutes	Ms. Ella Marie De Castro/Abegail Aguas
5. Release	5.1 MPDC Staff to contact the Applicant to claim their Locational Clearance	None	3 minutes	Ms. Ella Marie De Castro
	5.2 Applicant to accomplish the Client Satisfaction Survey Form via QR code below this link : https://bit.ly/42ZqLfl	None	3 minutes	Applicant

TOTAL PROCESSING TIME is 4 hours provided that the applicant has complete documentary requirements

LOCATIONAL CLEARANCE FOR BUILDING PERMIT: FOR NEW (SIMPLE), RENOVATION & INTERIOR RENOVATION AND ONE-STOPSHOP (OSS)

The Locational Clearance is issued to the lot owners/developers as a pre-requisite in the issuance of Building Permit to guarantee that the building and

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	Legitimate Property Lot Owners and Developers only

CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE
<i>For Simple: 1 to 2 Storey Residential (1 unit), 1 to 2 Storey Commercial</i>	
Zoning Application Form	Office of the MPDC
Updated Tax Declaration	Assessor's Office
Updated Tax Clearance	Treasury
Cedula	Treasury
Certified True Copy of Certificate of Title (TCT)	Register of Deeds - Morong
Contract of Lease (if applicable)	Lessor/Legitimate Property Owner
Deed of Sale (if applicable)	Buyer/Legitimate Property Owner
Building Plan	Engineer/Architect
Site Development Plan	Engineer/Architect
Location Map Showing the Land Use	Office of the MPDC
Actual Photo of the Property	Zoning Inspector
Bill of Materials	Engineer/Architect
Department Of Public Works and Highways (DPWH) Clearance if along	DPWH
Consent of Adjacent Lot Owner Letter	Lot Owner

Other National Agency Clearances (Depends on the proposed) National Agency as required
Service Schedules: Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare	1.1 Applicant to fill-out the zoning application form.	None	3 minutes	Ms. Ella De Castro
	1.2 Applicant to get the checklist from MPDC staff.	None	1 minute	Ms. Ella De Castro
	1.3. MPDC Staff to explain the requirements.	None	2 minutes	Ms. Abegail Aguas
	1.4 MPDC to interview the applicant.	None	3 minutes	En.P Joyce Lyn Salunat
	1.5 Application with complete requirements will proceed to Step 2.	None	0 minute	Applicant
2. Inspect	2.1 Zoning Inspector to conduct actual inspection of the proposed site for development.	None	4 hours	Ms. Irene M. Bellin
	2.2 Zoning inspector to submit report to MPDC.	None	4 hours	Ms. Irene M. Bellin
	2.3 Validated application will	None	0 minute	Ms. Ella Marie De Castro/Abegail
4. Pay & Transmit	4.1 MPDC Staff to assess fees	None	5 minutes	Ms. Ella Marie De Castro/Abegail
	4.2 Applicant to pay at the Treasury Office.	Refer to the Municipal Revenue Code; Fees	5 minutes	Treasury
	4.3 MPDC Staff to transmit the Locational Clearance with complete documentary requirements to the Municipal Mayor for final review and signature.	None	60 minutes	Ms. Ella Marie De Castro/Abegail Aguas
5. Release	5.1 MPDC Staff to contact the Applicant to claim their Locational Clearance	None	3 minutes	Ms. Ella Marie De Castro
	5.2 Applicant to accomplish the Client Satisfaction Survey Form via QR code below this link : https://bit.ly/42ZqLfl	None	3 minutes	Applicant



MUNICIPAL GENERAL SERVICES OFFICE

gsojalajala@yahoo.com

I. PROCUREMENT OF OFFICE SUPPLIES AND MANAGEMENT

This division is responsible in the procurement of supplies, materials and equipments through public bidding and personnel canvass needed by different offices of the Municipality. The office set standards before acquiring an item. It should be the right quality, at a reasonable price, accurate or reasonable quantity provided by reliable source and requested at the right time. They also attend to different office task like preparation of procurement documents, purchase order, purchase request and conduct registry on in-stock supplies

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2G - GOVERNMENT TO GOVERNMENT
WHO MAY AVAIL:	All Department of Municipal Government of Jalajala
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Purchase Request (PR) Form	To be provided by the requesting Office/Department
Annual Procurement Plan (APP)	
Letter Request	
Program of Activity	

Service Schedules: Monday to Friday (8:00AM - 5:00PM) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide purchase request documents with the approval of Municipal Mayor and budget officer for verification.	1. Received and records the documents.	None	10 minutes	Diane Mae M. De Leon Admin Aide IV
2. None	2. Schedule a meeting with the BAC (Bids and Awards Committee) to determine what Procurement process should be done.	None	10 minutes	Diane Mae M. De Leon Admin Aide IV
3. None	3. Conduct a Canvass, it should be posted at Philgeps and a quotation should be acquired from qualified Supplier.	None	5 days	June Larry C. Mariano MGSO-OIC Marc Ian O. Villarojas Admin Aide II Richelle O. Manrique Admin Aide II
4. Follow up.	4. Update the Client about the request (Verify to the BAC the status of the Canvass.) and Advice the Winning Supplier to deliver the Supply.	None	5 minutes	Diane Mae M. De Leon Admin Aide IV
5. None	5. Witness the delivery of and acceptance of supply together with the representative from Acctg. Office and end user.	None	10 minutes	June Larry C. Mariano MGSO-OIC Diane Mae M. De Leon Admin Aide IV
TOTAL:		None	5 days and 30 minutes	

II. ISSUANCE OF ACKNOWLEDGEMENT RECEIPT FOR NEWLY ACQUIRED EQUIPMENT / PROPERTIES

This is the division where the team manages to classify, store, retrieve, secure, track and archive records of properties owned by the Municipality. They are responsible in inventory assignments such as record keeping and updating, physical inventory, placing of inventory tags and designation of Acknowledgement Receipt for Equipment.

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C - GOVERNMENT TO GOVERNMENT
WHO MAY AVAIL:	Jalajala Municipal Employees and Other Government Agencies in the Municipality
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Purchased Order papers with attached inspected Official Receipt.	Treasurer or Accounting Office

Service Schedules:				
			Monday to Friday (8:00AM - 5:00PM)	- No Noon Break
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the Purchase Order and inspected official receipt Acknowledgement Receipt for Equipment (ARE) and MR detailing the property.	1.1 Received and review all documents. 1.2 Prepare Triplicate copy of Acknowledgement Receipt for Equipment and MR. 1.3 Return the papers for signatory (incharge of the equipment)	None	10 minutes	Diane Mae M. De Leon Admin Aide IV
2. Signed the accomplished Acknowledgement Report and MR for Equipment and give back to the office clerk.	2.1 Received and check completely. 2.2. Record and place inventory tags 2.3. Submit to dep't. head for signatory.	None	10 minutes	June Larry C. Mariano MGSO-OIC Diane Mae M. De Leon Admin Aide IV
3. Have a Copy of ARE and MR for file	3. Give one copy of ARE and MR at Clients one copy for MAO keep the one for file.	None	5 minutes	Diane Mae M. De Leon Admin Aide IV
TOTAL:		None	25 minutes	

III. VEHICLE MANAGEMENT	
The objective of this services is to make sure that the service vehicles of the Municipal Government are in good running condition and proper repair maintenance are usually done.	
CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2G - GOVERNMENT TO GOVERNMENT
WHO MAY AVAIL:	Drivers of various vehicle owned by Municipal Government of Jalajala
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Request letter with approval from the Municipal Mayor and Budget Officer	Mayor's Office/Budget Office

Service Schedules:				
			Monday to Friday (8:00AM - 5:00PM)	- No Noon Break
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING	PERSON RESPONSIBLE
1. Bring the approved Letter Request to the General Services Office.	1. Received the request and discuss the possible action to be taken.	None	10 minutes	Marc Ian O. Villarojas Admin Aide II Richelle O. Manrique Admin Aide II Diane Mae M. De Leon Admin Aide IV
2. Bring the vehicle to the site where the vehicle is to be diagnosed	2. Take action by inspecting the vehicle thru the help of a hired mechanic or brought to nearest accredited repair center.	None	1 day	Marc Ian O. Villarojas Admin Aide II Richelle O. Manrique Admin Aide II
3. None	3. Canvass to different Auto Supply or Accredited Repair center, it should be posted on Philgeps portal and a quotation should be acquired from qualified Repair Center or Auto Supply.	None	5 days	June Larry C. Mariano MGSO-OIC Marc Ian O. Villarojas Admin Aide II Richelle O. Manrique Admin Aide II
4. Bring the vehicle to the place where the repair will took place and monitor the repair.	4. Call the attention of the winning mechanic or repair center or Auto Supply based on BAC findings and proceed to the repair.	None	1 day	June Larry C. Mariano MGSO-OIC Marc Ian O. Villarojas Admin Aide II Richelle O. Manrique Admin Aide II
TOTAL:		None	7 days and 10 minutes	

IV. RENEWAL OF INSURANCE OF GOVERNMENT-OWNED MOTOR VEHICLES	
The renewal and application of vehicle insurance are critical steps in ensuring that the vehicles owned by the Municipal Government are financially protected against accidents, theft, and other damages.	
CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2G - GOVERNMENT TO GOVERNMENT
WHO MAY AVAIL:	All Department of Municipal Government of Jalajala
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Completely Filled-up Application Form	Government Services Insurance System
Photocopy of OR & CR	General Services Office
Motor Vehicle Inspection Report	
Stencil Motor and Chassis Number	
Latest Motor Vehicle Photo	

Service Schedules: Monday to Friday (8:00AM - 5:00PM) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform/Send Notice for Renewal of LGU-owned Motor Vehicle Insurance.	1.1. Secure application form and all necessary documents. 1.2. Submit prepared and complete documents to GSIS.	None	30 minutes	Richelle O. Manrique Admin Aide II Diane Mae M. De Leon Admin Aide IV
2. GSIS shall prepare the Billing Statement.	2.1. Prepare Obligation Request. 2.2. Transmit prepared Obligation Request to the Municipal Budget Office for budget appropriation. 2.3. Transmit prepared Disbursement Voucher with complete documents to the Municipal Accounting Office for allotment obligated. 2.4. Transmit Disbursement Voucher with complete documents to the Municipal Treasurer's Office for availability of funds and preparation of check. 2.5. Transmit Disbursement Voucher with attached and prepared check to the Mayor's Office for approval of payment by Local Chief Executive.	None	3 days	June Larry C. Mariano MGSO-OIC Richelle O. Manrique Admin Aide II Diane Mae M. De Leon Admin Aide IV
3. Prepare Order of Payment.	3. Payment of LGU-owned Motor Vehicle Insurance.	None	3 hours	Richelle O. Manrique Admin Aide II Diane Mae M. De Leon Admin Aide IV
4. Issue Certificate of Cover.	4. File/Encode original copy of Certificate of Cover – LGU-owned motor vehicle.	None	10 minutes	Richelle O. Manrique Admin Aide II Diane Mae M. De Leon Admin Aide IV
TOTAL:		None	3 days, 3 hours, 40 minutes	

V. RENEWAL OF MOTOR VEHICLE REGISTRATION	
The renewal and application of vehicle registration are essential processes that ensure that all of Municipal service vehicles are legally permitted to operate on public roads	
CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2G - GOVERNMENT TO GOVERNMENT
WHO MAY AVAIL:	All Department of Municipal Government of Jalajala
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Application Form	Land Transportation Office
Photocopy of OR & CR	General Services Office
Motor Vehicle Inspection Report	Accredited Emission Testing Center
Stencil Motor and Chassis	General Services Office
Certificate of Emission Compliance	Accredited Emission Testing Center
Certificate of Insurance Cover	Government Services Insurance System

Service Schedules: Monday to Friday (8:00AM - 5:00PM) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Provide application form.	1.1. Secure application form and fill it up. 1.2. Prepare photocopy of Original Receipt and Certificate of Registration.	None	30 minutes	Richelle O. Manrique Admin Aide II Diane Mae M. De Leon Admin Aide IV
3. Inspect vehicle and prepare Billing Statement for renewal.	2.1. Prepare Obligation Request. 2.2. Transmit prepared Obligation Request to the Municipal Budget Office for budget appropriation. 2.3. Transmit prepared Disbursement Voucher with complete documents to the Municipal Accounting Office for allotment obligated. 2.4. Transmit Disbursement Voucher with complete documents to the Municipal Treasurer's Office for availability of funds and preparation of check. 2.5. Transmit Disbursement Voucher with attached and prepared check to the Mayor's Office for approval of payment by Local Chief Executive.	None	3 days	June Larry C. Mariano MGSO-OIC Richelle O. Manrique Admin Aide II Diane Mae M. De Leon Admin Aide IV
3. Perform/Conduct Vehicle Emission Test.	3. Submit motor vehicle/s for emission testing.	None	1 hour	Richelle O. Manrique Admin Aide II
4. Prepare Order of Payment.	4. Payment of Motor Vehicle Registration Fee to LTO.	None	1 hour	Richelle O. Manrique Admin Aide II
5. Issue Original Certificate of Registration and Official Receipt.	5. Encode and file Original Copy of Certificate of Registration and Official Receipt.	None	10 minutes	Richelle O. Manrique Admin Aide II Diane Mae M. De Leon Admin Aide IV
TOTAL:		None	3 days, 2 hours, 40 minutes	

VI. DISTRIBUTION OF FREE MEDICINE

Effective management of free medicine distribution is a critical component of public health initiatives in government offices. Ensuring that essential medications reach those in need requires a well-organized and transparent system. By implementing structured procedures, government offices can enhance the accessibility and efficiency of their free medicine programs, thereby improving public health outcomes.

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C - GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	All citizen of the Municipal Government of Jalajala
CHECKLIST OF REQUIREMENTS:	
Medicine Prescription	WHERE TO SECURE:
	Licensed Doctor / Health Center / Clinic / Hospital

Service Schedules: Monday to Friday (8:00AM - 5:00PM) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Show Medicine Prescription.	1.1. Accept the Medicine Prescription and check for availability of medicine. 1.2. If medicine is available, give it to the requestion person.	None	5 minutes	Wilma M. Antrajenda Admin Aide II
2. Accept the medicine and sign the log book for recoring of medicine distribution.	2.1. Give the log book to the requestor for signature. 2.2. Record the transaction.	None	10 minutes	Wilma M. Antrajenda Admin Aide II
TOTAL:		None	15 minutes	

VII. ISSUANCE OF TRIP TICKETS

Managing office expenses efficiently is crucial. One significant area where cost control can be optimized is the usage of gasoline for work-related travel. Implementing a trip ticket system for gasoline can enhance accountability, streamline expense tracking, and ensure proper allocation of resources.

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2G - GOVERNMENT TO GOVERNMENT
WHO MAY AVAIL:	All Department of Municipal Government of Jalajala
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Any of the Following:	To be provided by the requesting Office/Personnel
Mission Order	
Travel Order	
Pass Slip	

Service Schedules: Monday to Friday (8:00AM - 5:00PM) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Show required documents (Mission Order / Tracel Order / Pass Slip)	1. Accept document and give a blank trip ticket.	None	5 minutes	June Larry C. Mariano MGSO-OIC Wilma M. Antrajenda Admin Aide II
2. Fill out the trip ticket form.	2.1. Check the filled out trip ticket form. 2.2. Sign the filled out form and return to the requestor.	None	5 minutes	June Larry C. Mariano MGSO-OIC Wilma M. Antrajenda Admin Aide II
3. Go to the gasoline station and put fuel in the vehicle listed on the trip ticket form.	3. None	None	20 minutes	Requesting Personnel
4. Return to the MGSO office and submit the attachment of the trip ticket form for recording.	4. Accept the attachment and record the transaction.	None	10 minutes	Wilma M. Antrajenda Admin Aide II
	TOTAL:	None	40 minutes	



OFFICE OF THE MUNICIPAL ACCOUNTANT
 mgojalajala.acctg@gmail.com

ABOUT OUR SERVICE:

Accounting and Financial Audit Support services in the Local Government Unit and Component Barangays in accordance with the existing accounting
The following shall be the Service Standard at the Office of the Municipal Accountant:

I. PREPARATION & PRE-AUDIT OF DISBURSEMENTS/CLAIMS & STATUTORY REMITTANCES ON ALL FUNDS

Strengthening audit support services regarding the disbursement of government funds to ensure that the prescribed documentary requirements are strictly adhered; and all government-mandated premiums are ensured to be remitted monthly on or before the prescribed deadlines.

Office/Department:	OFFICE OF THE MUNICIPAL ACCOUNTANT
Classification:	SIMPLE
Type of Transaction:	GOVERNMENT-TO-GOVERNMENT, GOVERNMENT-TO-CITIZEN, GOVERNMENT-TO-BUSINESS
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Disbursement Voucher;	Accounting Office
b. Obligation Request for General Fund and SEF;	Budget Office
c. Approved Purchase Request, Request for Quotation of Prices, Abstract of Canvass, BAC	General Services Office, BAC Secretariat,
d. Approved Travel Order, Itinerary of Travel, Certificate of Travel Completed, Certificate of	Regular Employees
e. Appointment duly received by CSC, Oath of Office, Certificate of Assumption, SALN, BIR	Human Resource Management Office & Regular
f. General Payroll, Daily Time Record, Accomplishment Report;	Accounting Department, Human Resource
g. Mandatory Premium Remittance Forms/List to various Government Agencies; and	Accounting Department
h. Other pertinent documents as may be prescribed.	Various LGU Departments

Service Schedules: MONDAY TO FRIDAY (8:00AM-5:00PM) *NO NOON BREAK*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Forward the Obligation Request and	The frontline personnel receives	None	5 minutes	Glazy Pie L. Rafanan
Forward the Obligation Request and the attached supporting documents to the frontline personnel for Disbursement Voucher preparation.	In case of any deficiency, the	None	3 minutes	Glazy Pie L. Rafanan
	The frontline staff prepares the	None	5 minutes	Amy G. Sto. Domingo
	Secure the Signature of the	None	3 minutes	Michael Louie B. Mariano, CPA
	Log and transfer the audited	None	3 minutes	Jerry N. Reyes

II. ISSUANCE OF ACCOUNTANT'S ADVICE

Office/Department:	OFFICE OF THE MUNICIPAL ACCOUNTANT
Classification:	SIMPLE
Type of Transaction:	GOVERNMENT-TO-GOVERNMENT
Who may avail:	DEPOSITORY BANK

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Duly signed Check from the Municipal Treasurer and Municipal Mayor;	Treasury Department & Mayor's Office
b. Disbursement Voucher duly signed by the Municipal Accountant; and	Accounting Department
c. Supporting documents as attached on the pre-audited Disbursement Vouchers.	Various LGU Departments

Service Schedules: MONDAY TO FRIDAY (8:00AM-5:00PM) *NO NOON BREAK*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Forward the duly signed Check to the frontline personnel for Accountant's Advice preparation.	Prepares Accountant's Advice of Local Check Disbursement Issued/Cancelled.	None	5 minutes	Glazy Pie L. Rafanan Admin Assistant II
	Approves and signs the Accountant's Advice of Local Check Disbursement	None	3 minutes	Michael Louie B. Mariano, CPA Municipal Accountant
	Forwards the complete documents to the Office of the Municipal Treasurer.	None	3 minutes	Jerry N. Reyes Admin Aide I
	Forwards the Accountant's Advice to the Depository Bank.	None	3 minutes	Jerry N. Reyes Admin Aide I

III. ISSUANCE OF CERTIFICATION FOR FUNDS AVAILABILITY, COMPENSATION, NET TAKE HOME PAY, CONTRIBUTIONS, ETC.

Office/Department:	OFFICE OF THE MUNICIPAL ACCOUNTANT			
Classification:	SIMPLE			
Type of Transaction:	GOVERNMENT-TO-GOVERNMENT			
Who may avail:	MUNICIPAL OFFICIALS AND REGULAR EMPLOYEES			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
a. Duly accomplished Client's Request Form.			Accounting Department	
Service Schedules: MONDAY TO FRIDAY (8:00AM-5:00PM)			*NO NOON BREAK*	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Approach the frontline personnel to avail the service and fill-up the Client's Request Form.	Prepares the requested certification to be signed by the Municipal Accountant.	None	5 minutes	Glazy Pie L. Rafanan Admin Assistant II
	Secure the Signature of the Municipal Accountant.	None	3 minutes	Michael Louie B. Mariano, CPA Municipal Accountant
Receive copy of the requested document and affix your signature in the logbook to acknowledge receipt of the document.	Logs the requested Certification for release.	None	3 minutes	Glazy Pie L. Rafanan Admin Assistant II

IV. ACCOUNTING & BOOKKEEPING SERVICES

Evaluating, classifying, and conveying all transactions that are included in the receipt and disbursement of all government funds and properties to ensure judicious spending and timely preparation of reliable financial reports.

Office/Department:	OFFICE OF THE MUNICIPAL ACCOUNTANT			
Classification:	COMPLEX			
Type of Transaction:	GOVERNMENT-TO-GOVERNMENT			
Who may avail:	COMMISSION ON AUDIT & OTHER GOVERNMENT AGENCIES			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
a. Summary Report on Checks Disbursement with attached Vouchers and supporting			Treasury & Accounting Department	
b. Summary Report on Collections and Deposits with attached Official Receipts and Bank-			Treasury Department	
c. Liquidation Reports on Cash Advances with supporting documents depending on the			Disbursing Officers & Regular Employees	
d. Other pertinent documents as may be prescribed.			Various LGU Departments	
Service Schedules: MONDAY TO FRIDAY (8:00AM-5:00PM)			*NO NOON BREAK*	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
The Office of the Municipal Treasurer submits Report on Collection and Deposit; Employees with existing Cash Advances submits Report on Cash Disbursement or Liquidation Report after its purpose.	Prepares daily Journals and Subsidiary Ledgers for Financial Statements.	None	10 minutes	Amy G. Sto. Domingo RCC I Jerry N. Reyes
	Prepares monthly Financial Statements.	None	1 month	Michael Louie B. Mariano, CPA Municipal Accountant
	Submits to Commission on Audit for evaluation.	None	1 month	Jerry N. Reyes Admin Aide I
The 11 Barangay Treasurers forwards monthly financial transactions before 10th day of the succeeding month.	Pre-auditing of Barangay financial	None	30 minutes	Glazy Pie L. Rafanan
	Prepares Journal Entry Vouchers and monthly Financial Statements.	None	1 hour	Glazy Pie L. Rafanan Admin Assistant II Michael Louie B. Mariano
	Submits to Commission on Audit for evaluation.	None	1 month	Jerry N. Reyes Admin Aide I



Republic of the Philippines
MUNICIPALITY OF JALAJALA
 Province of Rizal

MUNICIPAL BUDGET OFFICE

budgetofficejalajala@gmail.com

1. CERTIFICATIONS

Provision of assistance in the preparation of and or Preliminary Review of Barnagay Annual and Supplemental Budgets.

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2G- GOVERNMENT TO GOVERNMENT
WHO MAY AVAIL:	Barangay Officials
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Properly filled-up Standard Local Budget Preparation Forms	LnB
2. Signatures of Barangay Officials to all Budget Forms	Respective Barangay
3. Barangay Appropriation Ordinance and AIP Resolution	Respective Barangay
Service Schedules:	Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Unified Form/Mayor's Permit application for business together with the required and complete documents	Receive and transmit record Barangay Annual and Supplemental Budget	NONE	3 minutes	MBO: LANI O. DELA CRUZ MBO Staff: ERLINDA I. DEL PILAR
2. Prepare necessary adjustment/corrections if required by the Reviewing analyst	Review compliance with requirments set forth in the Local Government Unit	NONE		MBO: LANI O. DELA CRUZ MBO Staff: ERLINDA I. DEL PILAR
3. When revision is not required, the MBO will transmit/forward the reviewed Barangay Budget to the Sangguniang Bayan with recommendation for approval in tis regular session	Recommend approval or revision/adjustments to Sangguniang Bayan	NONE		MBO: LANI O. DELA CRUZ MBO Staff: ERLINDA I. DEL PILAR
4. Receive the MBO reviewed and Sangguniang Bayan approved Barangay Budget	Release copy of SangguniangBayan approved Barangay Budget	NONE	1 minute	MBO: LANI O. DELA CRUZ MBO Staff: ERLINDA I. DEL PILAR
TOTAL		NONE	4 minutes	

**MUNICIPAL BUDGET OFFICE
 INTERNAL SERVICES**

1. Issuance of P.O for Diesel/Gasoline

The Budget office issued P.O to individuals requesting it, indicating therein the amount of diesel/gasoline to be given, date requested, plate no. of motor/car/equipment to be used/name of official passenger

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2G- GOVERNMENT TO GOVERNMENT
WHO MAY AVAIL:	Incumbent/former officals and employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. Approved travel order, trip ticket and pass slip		Issuing agency/office	
Service Schedules: Monday to Friday (8:00 am to 5:00 pm) - No Noon Break			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the approved travel order, pass slip and trip ticket	Start processing the request	NONE	3 minutes	MBO: LANI O. DELA CRUZ MBO Staff: ERLINDA I. DEL PILAR
2. Wait for the release of the requested P.O	Control the requested P.O	NONE	3 minutes	MBO: LANI O. DELA CRUZ MBO Staff: ERLINDA I. DEL PILAR
3. Received the requested P.O	Issue the requested P.O to the client	NONE	1 minute	MBO: LANI O. DELA CRUZ MBO Staff: ERLINDA I. DEL PILAR
TOTAL		NONE	7 minutes	

2. Issuance of Certificate of Availability of Apportiations				
The Budget Office issued certificate of availability of Appropriations to Officers/Departments				
CLASSIFICATION:	SIMPLE			
TYPE OF CLASSIFICATION:	G2G- GOVERNMENT TO GOVERNMENT			
WHO MAY AVAIL:	Different Department/offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. Reugest letter indicating the purpose of the request			Issuing agency/office	
Service Schedules:			Monday to Friday (8:00 am to 5:00 pm) - No Noon Break	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request letter indicating the purpose of the request	Start processing the request	NONE	3 minutes	MBO:Lani O. Dela Cruz/Staff: Erlinda I. Del Pilar
2. Wait for the issuance of the requested certificate of availability of appropriations	Check/verify the availability of appropriations	NONE	10 minutes	MBO:Lani O. Dela Cruz/Staff: Erlinda I. Del Pilar
3. Receive the requested certificate of availability of appropriations	Issue the certificate of availability of appropriations	NONE	2 minutes	MBO:Lani O. Dela Cruz/Staff: Erlinda I. Del Pilar
TOTAL		NONE	15 minutes	
3. Provides Status of Appropriations, Allotments, obligations and Balances				
The Budget office provides Status of Appropriations, Allotments, Obligations and Balances of all funds to office requesting it.				
CLASSIFICATION:	SIMPLE			
TYPE OF CLASSIFICATION:	G2G- GOVERNMENT TO GOVERNMENT			
WHO MAY AVAIL:	Different Department/offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. Written or Verbal Request			Issuing agency/office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the release of the requested SAAOB	Start processing the request	NONE	5 minutes	MBO: Lani O. Dela Cruz/Staff: Erlinda I. Del Pilar
2. Receive the requested SAAOB	Provide the SAAOB to the client	NONE	3 minutes	MBO: Lani O. Dela Cruz/Staff: Erlinda I. Del Pilar
TOTAL		NONE	8 minutes	
4. Provide Technical Assistance Regarding Financial Matters				
The Budget office provides technical assistance regarding financial matters to the LCE Legislative officials and other Governemnt officials throught issuance of financial documents				
CLASSIFICATION:	SIMPLE			
TYPE OF CLASSIFICATION:	G2G- GOVERNMENT TO GOVERNMENT			
WHO MAY AVAIL:	Different Department/offices			
CHECKLIST OF REQUIREMENTS			REQUIREMENTS	
A. written or Vebal Request			Issuing agency/office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the written request	Start processing the request	NONE	5 minutes	MBO:Lani O. Dela Cruz/Staff: Erlinda I. Del Pilar
2. Wait for the release of the requested financial	Check/verify the requested financial documents	NONE	5 minutes	MBO:Lani O. Dela Cruz/Staff: Erlinda I. Del Pilar
3. Receive the requested financial documents	Provide the financial documents	NONE	2 minutes	MBO:Lani O. Dela Cruz/Staff: Erlinda I. Del Pilar
TOTAL		NONE	12 minutes	



Republic of the Philippines
MUNICIPALITY OF JALAJALA
 Province of Rizal

MUNICIPAL TREASURER'S OFFICE
jalajala.treasurydepartment@gmail.com

REAL PROPERTY TAX PAYMENT				
CLASSIFICATION:	SIMPLE			
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN			
WHO MAY AVAIL:	All taxpayers with properties in the Municipality of Jalajala, Rizal or their authorized representatives			
TAX PAYMENT REQUIREMENTS:		WHERE TO SECURE		
Valid ID				
Latest Official Receipt of RPT Taxpayer				
Tax Declaration Certificate				
Notice of Delinquency (for delinquent accounts)				
Deed of Sale (if applicable)				
Service Schedules:		Monday to Friday (8:00 am to 5:00 pm)		- No Noon Break
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present latest copy of RPT Official Receipt or Tax Declaration	Issue Real Property Tax Assessment / Statement of Account (SOA)	NONE	5 minutes	Window 2 or 3 Revenue Collection Clerk Reynaldo A. Juaneza
2. Pay the required fees and get Official Receipt/s	Receive payment and Issuance of Official Receipt (O.R)	1% of the assessed value for Basic and 1% of the assessed value for SEF	3 minutes	

ISSUANCE OF TAX CLEARANCE TO REAL PROPERTY TAXPAYERS				
CLASSIFICATION:	SIMPLE			
WHO MAY AVAIL:	All real property taxpayers with updated account in the Municipality of Jalajala, Rizal or their authorized representatives			
RENEWAL BUSINESS REQUIREMENTS:		WHERE TO SECURE		
Valid identification card (ID) of owner				
Latest Real Property Tax (RPT) Official Receipt				
Special Power of Attorney (SPA)/Authorization for representative				
Service Schedules:		Monday to Friday (8:00 am to 5:00 pm)		- No Noon Break
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present latest copy of RPT Official Receipt or Tax Declaration	1.1 Receive and evaluate presented documents	NONE	3 minutes	Window 2 or 3 Revenue Collection Clerk Reynaldo A. Juaneza
	1.2 Issue order of payment for tax clearance			
2. Give the order of payment and pay the necessary fees	2.1 Receive the payment and issue OR	P 60.00 per certificate	1 minute	Window 1 Revenue Collection Clerk Andrew Andallo
	2.2 Process the tax clearance and hand over to Municipal Treasurer	NONE	5 minutes	Window 2 or 3 Revenue Collection Clerk Reynaldo A. Juaneza
	2.3 Verify and sign the tax clearance		1 minute	<i>Municipal Treasurer</i> Mona Liza M. Hipolito
3. Claim the tax clearance certificate	Release tax clearance	NONE	30 seconds	Window 2 or 3 Revenue Collection Clerk Reynaldo A. Juaneza

ISSUANCE OF COMMUNITY TAX CERTIFICATE (SEDULA)				
CLASSIFICATION:	SIMPLE			
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN			
WHO MAY AVAIL:	All residents and non-residents of Municipality of Jalajala, Rizal			
CTC REQUIREMENTS:		WHERE TO SECURE		
Valid ID				
Information Slip (provided by the office)				
Service Schedules:		Monday to Friday (8:00 am to 5:00 pm)		- No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit the Information Slip	Assess and process request	NONE	2 minutes	Window 1 Revenue Collection Clerk Andrew Andallo
2. Pay the required fees	Receive the payment and issue the community tax certificate	P 35.00 per cedula + corresponding Penalty	1 minute	

COLLECTION OF VARIOUS LOCAL TAXES, FEES AND REGULATORY CHARGES

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	All residents and non-residents of Municipality of Jalajala, Rizal
Various Local Taxes, Fees and Regulatory Charges	WHERE TO SECURE
<i>Business Tax</i>	Assessment form/Order of payment from Business Permit and Licensing Office
<i>Contractor's Tax</i>	Assessment form/Order of payment from Municipal Treasurer's Office
<i>Franchise New and Renewal</i>	Assessment form/Order of payment from Business Permit and Licensing Office
<i>Building Permit, Engineering and Electrical Fees</i>	Assessment form/Order of payment from Municipal Engineer's Office
<i>Assessor's Annotation and Certification Fees</i>	Assessment form/Order of payment from Municipal Assessor's Office
<i>Cemetery and Market Fees</i>	Assessment form/Order of payment from Municipal Treasurer's Office
<i>Civil Registrar Fees</i>	Assessment form/Order of payment from Local Civil Registrar
<i>Medical Certificate/ Laboratory Fees</i>	Assessment form/Order of payment from Municipal Health Office
<i>Zoning Fee</i>	Assessment form/Order of payment from Municipal Planning & Development Office
<i>Auxiliary/ Shipping Permit</i>	Assessment form/Order of payment from Municipal Agriculture's Office
<i>Traffic Violation Fee</i>	as per Municipality's Traffic Code
<i>Other Fees and Charges</i>	as assessed by offices concerned

Service Schedules: Monday to Friday (8:00 - 5:00) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the order of payment and pay the required fees.	Receive and process payment Issuance of Official Receipt	as assessed by the office or department	2 minutes	Window 1 Revenue Collection Clerk Andrew Andallo

PAYMENTS TO SUPPLIERS/ RECEIPIENTS OF ASSISTANCE

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	Suppliers and Recipient of payments or assistance
REQUIREMENTS	WHERE TO SECURE
Valid ID	
Official Receipt (if applicable)	

Service Schedules: Monday to Friday (8:00 - 5:00) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID	Verify the correctness of name from ID against payee name on the check and payroll.	NONE	5 minutes	<i>Check Release Window</i> <i>Disbursing Officer</i> Adelaida T. Dolor
1.1 Issue official receipt (for suppliers or recipients of payments)				
2. Sign the payroll/vouchers/ record book	Issue the checks for payment or cash assistance	NONE	1 minute	
Valid ID				
Official Receipt (if applicable)				

Service Schedules: Monday to Friday (8:00 - 5:00) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID	Verify the correctness of name from ID against payee name on the check and payroll.	NONE	5 minutes	<i>Check Release Window</i> <i>Disbursing Officer</i> Adelaida T. Dolor
1.1 Issue official receipt (for suppliers or recipients of payments)				
2. Sign the payroll/vouchers/ record book	Issue the checks for payment or cash assistance	NONE	1 minute	



Republic of the Philippines
MUNICIPALITY OF JALAJALA
 Province of Rizal

OFFICE OF THE LOCAL YOUTH DEVELOPMENT

sglgjalajala@gmail.com

YOUTH ORGANIZATION REGISTRATION

Mandate by RA 10742 (SK Reform Law), the LYDO its required to facilitate the registration of Youth and Youth Service Organizations to ensure access to and participation ib government programs.

CLASSIFICATION:	Complex
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	Jalajala Youth (age 15-30 years old)

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Accomplished YORP Form	Local Youth Development Office - 2nd Floor Municipality of Jalajala

Service Schedules: Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with LYDO and acquired digital soft copies required for Youth Organization Program (YORP) Application	Provide digital softcopird of YORP Application FORM Organization Directory List of Member.	NONE	5 minutes	RJ Anthony Galan LYDO
2. Submit Hard Copy and softcopy documents of the accomplished YORP Application form	LYDO receives and check the documens for completeness. Inform applicant that once their registration is approved their certificate will be sent or awarded to them	NONE	30 minutes	RJ Anthony Galan LYDO
3. Wait for Validation process result	LYDO undertakens validation process on submitted requirements	NONE	1 DAY	RJ Anthony Galan LYDO NYC
4. Documents are validated and awaits delivert of Certificate of Registration	LYDO prepares and endorses Certificate of Registration Municipal Youth Development	NONE	7 DAY	RJ Anthony Galan LYDO NYC
5. Signature of the Local Chief Executive (LCE)	Routing for the signature of the Local Chief Excecutive	NONE	1 DAY	HON. ELMER C, PILLAS Municipal Mayor
6. Release of the YORP Certification	Release the signed Certification.	NONE	1 DAY	RJ Anthony Galan LYDO
TOTAL			10 days and 35 min	



Republic of the Philippines
MUNICIPALITY OF JALAJALA
 Province of Rizal

OFFICE OF THE SANGGUNIANG BAYAN SECRETARIAT

ISSUANCE OF AUTHORITY TO THE LOCAL CHIEF EXECUTIVE, ACCREDITATION OF POs, NGOs, AND/OR ASSOCIATIONS, ADOPTION OF DRAFT RESOLUTIONS AND OTHER MATTERS NEEDING SANGGUNIANG BAYAN RESOLUTIONS.

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	

Service Schedules:

Monday to Friday (8:00 am to 5:00 pm)

- No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receiving request from LCE and other agencies, letter intent of applicant- organizations for	Transmittal/endorsement letter, proposed MOA, draft resolutions signed by the author and other		5 minutes	Ermilyn P. Delos Santos , LLSEI
2. Calendaring/ encoding of the request received matter.	Complete copy of the request. (Done once a week)		3 minutes	Ermilyn P. Delos Santos , LLSEI
3. Conduct of Session (referral to the SB Committee).	Done once a week		1-2 hours	SB Members
4. Encoding to the referral letter to the identified committees.			10 minutes	Ermilyn P. Delos Santos , LLSEI
5. Signing of the referral letter to the identified committee.	Referral letter and complete photocopy of the referred matter.		5 minutes	Gerald Perez SB Secretary
6. Conduct of Committee Hearing/Meetings.	As scheduled by the Committee.		1 hour	Committee-in-charge
7. Drafting/Encoding of Committee reports and Draft legislative Measures.			2 hours	Gerald Perez SB Secretary
8. Receiving of Committee report (logbook and numbering).	Endorsement letter, signed committee report, draft measure, notice of committee hearing/meeting, referral, minutes of meeting/hearing and attendance sheet.		10 minutes	Ermilyn P. Delos Santos , LLSEI
9. Calendaring/Encoding of subject matter and number of the committee report.	Complete copy of the submitted report (done once a week).		10 minutes	Ermilyn P. Delos Santos , LLSEI
10. Conduct of Session (adoption of Committee report)	Done once a week.		1-2 hours	SB Members
11. Calendaring/ Encoding of the title of the draft resolution for second reading.	Copy of the draft resolution Done once a week).		5 minutes	Ermilyn P. Delos Santos , LLSEI
12. Conduct of Session (adoption in Second reading)	(Done once a week).		2 hours	SB Members
13. Encoding and printing of adopted resolution.	Draft resolutions.		5 minutes	Gerald Perez SB Secretary
14. Affixing of signature to the final copy of adopted resolution.			5 minutes	SB Secretary Jarry Anago Vice Mayor
15. Sealing of the adopted resolutions.			1 minute	Ermilyn P. Delos Santos , LLSEI
16. Encoding of the transmittal letters for the adopted resolutions.			5 minutes	Ermilyn P. Delos Santos , LLSEI
17. Transmittal of adopted resolution.			5 minutes	Gerald Perez SB Secretary
18. Releasing of adopted resolution to the concern offices, agencies and organization/associations.	Transmittal letters/copy of the resolution and other pertinent documents.		5 minutes	Ermilyn P. Delos Santos , LLSEI

A. LEGISLATIVE ACTION ON CERTIFIED URGENT MATTERS.

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN

WHO MAY AVAIL:				
Service Schedules: Monday to Friday (8:00 am to 5:00 pm) - No Noon Break				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receiving of request from LCE and other agencies, letter organization for accreditation draft resolutions from author and sponsor.	Transmittal/Endorsement letters, Proposed MOA, Draft Resolutions signed by the author, and other applicable attachment/documents.		5 minutes	Ermilyn P. Delos Santos , LLSEI
2. Conduct of Session (Accommodation of the certified urgent matters).	Request letter, Person knowledgeable on the matter who will present during session and other pertinent documents (done once a week).		1-2 hours	SB Members
3. Encoding and printing of adopted resolutions.	Pertinent documents		30 minutes	Gerald Perez SB Secretary
4. Affixing of signature to the final copy of adopted resolutions.			5 minutes	SB Secretary Jarry Anago Vice Mayor
5. Sealing of the adopted resolutions.			1 minute	Ermilyn P. Delos Santos , LLSEI
6. Encoding of transmittal letters for the adopted resolutions.			5 minutes	Ermilyn P. Delos Santos , LLSEI
7. Transmittal of adopted resolutions.			1 minute	Gerald Perez SB Secretary
8. Releasing of adopted resolution to the concerned offices, agencies, and organization/association.			3 minutes	Ermilyn P. Delos Santos , LLSEI
ENACTMENT OF ORDINANCES				
CLASSIFICATION:	SIMPLE			
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN			
WHO MAY AVAIL:				

Service Schedules: Monday to Friday (8:00 am to 5:00 pm) - No Noon Break				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receiving the proposal from LCE and Draft Ordinances from author and sponsor.	Transmittal/Endorsement letters, proposed documents and draft ordinances.		5 minutes	Ermilyn P. Delos Santos , LLSEI
2. Calendaring/Encoding of the received matter.	Complete copy of the submitted proposal or draft (done once a week).		10 minutes	SB Members
3. Conduct of Session (referral to the SB Committees)	Done once a week.		1-2 hours	Gerald Perez SB Secretary
4. Encoding of referral letters to the identified committees			10 minutes	SB Secretary Jarry Anago Vice Mayor
5. Signing of the referral letter to the identified committee.	Referral letter and photocopy of the referred.		1 hour	Ermilyn P. Delos Santos , LLSEI
6. Conduct of Committee Hearings/Meetings.	As scheduled by the committee.		1 hour	Ermilyn P. Delos Santos , LLSEI
7. Drafting/Encoding of Committee Reports and Draft Legislative Measure.			2 hours	Gerald Perez SB Secretary
8. Receiving of Committee Reports (logbook and numbering).	Endorsement letters, signed committee report, draft measure, notice of committee hearing/meeting, referral, minutes of meeting/hearing and attendance sheet.		10 minutes	Ermilyn P. Delos Santos , LLSEI
9. Calendaring/Encoding of subject matter and number of the Committee Report.	Complete copy of the submitted report (done once a week).		10 minutes	Ermilyn P. Delos Santos , LLSEI
10. Conduct of Session (Adoption of Committee Report).	Done once a week		1 hour	SB Members
11. Calendaring/Encoding of the title of the draft resolution for Second Reading.	Copy of the draft (done once a week)		5 minutes	Ermilyn P. Delos Santos , LLSEI
12. Conduct of Session (adoption in Second Reading)	Done once a week		1-2 hours	SB Members
13. Calendaring/Encoding of the title of the draft resolution for the third	Done once a week		5 minutes	Ermilyn P. Delos Santos , LLSEI
14. Conduct of Session (enactment in Third reading)	Done once a week		1-2 hours	SB Members

15. Encoding and Printing of enacted ordinances.	Draft ordinance		20 minutes	Ermilyn P. Delos Santos , LLSEI
16. Affixing of Signature to the final copy of the enacted ordinance.			5 minutes	SB Secretary Jarry Anago Vice Mayor
17. Sealing of the enacted ordinance.			1 minute	Gerald Perez SB Secretary Ermilyn P. Delos Santos , LLSEI
18. Encoding of the transmittal letters for the enacted ordinance.			5 minutes	Gerald Perez SB Secretary Ermilyn P. Delos Santos , LLSEI
19. Transmittal of enacted ordinance.			5 minutes	Gerald Perez SB Secretary
20. Releasing of the enacted ordinance to the Office of the LCE.	Transmittal letter, copy of the ordinances and other pertinent documents.		3 minutes	
21. Receiving of the approved ordinance from Office of the LCE.			1 minute	Ermilyn P. Delos Santos , LLSEI
22. Encoding and printing of transmittal letter for review of the Sangguniang Panlalawigan.			5 minutes	Ermilyn P. Delos Santos , LLSEI
23. Transmittal of the enacted ordinances for review of Sangguniang Panlalawigan.			5 minutes	Gerald Perez SB Secretary
24. Delivery/Mailing of the enacted ordinance to the Sangguniang Panlalawigan.	Transmittal letter and enacted ordinance.		1 day	
25. Encoding and printing of Notice of Posting.			20 minutes	
26. Signing of Notice of Posting.			2 minutes	Gerald Perez SB Secretary
27. Posting of the Ordinances in the designated places.	Notice of posting and enacted ordinances.		1 day	

REVIEW OF BARANGAY ORDINANCES AND RESOLUTIONS.

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	

Service Schedules: Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under SIMPLE TRANSACTION)	PERSON RESPONSIBLE
1. Receiving of barangay resolution and ordinances from different barangays.	Transmittal/endorsement letters, original copy of barangay resolution and ordinances with its requisites (minutes of sessions and public hearings conducted, budget certification, etc.).		5 minutes	Ermilyn P. Delos Santos , LLSEI
2. Calendaring/encoding of the request/received matter.	Complete copy of the submitted barangay resolution and ordinance (done once a week).		10 minutes	SB Members
3. Conduct of Session (referral to the SB Committee).	Done once a week.		1-2 hours	Ermilyn P. Delos Santos , LLSEI
4. Encoding to referral letters to the identified SB Committees.			10 minutes	Gerald Perez SB Secretary
5. Signing of the referral letter to the identified committees	Referral letter and complete photocopy of the referred matter.		5 minutes	Committee-in-charge
6. Conduct of committee meeting or hearings.	As scheduled by the committee		2 hours	Gerald Perez SB Secretary
7. Drafting/encoding of Committee report and draft legislative measure.			2 hours	Committee-in-charge
8. Receiving of committee reports (Logbook and numbering).	Endorsement letter, signed committee report, notice of committee hearing/meeting, referral, minutes of meeting /hearing, attendance sheet.		10 minutes	Gerald Perez SB Secretary
9. Calendaring/ encoding of subject matter and number of the committee report.	Complete copy of the submitted report (done once a week).		10 minutes	Ermilyn P. Delos Santos , LLSEI
10. Conduct of Session (adoption of committee report).	Done once a week.		1-2 hours	SB Members

11. Encoding of transmittal/review letter.			5 minutes	Ermilyn P. Delos Santos , LLSEI
12. signing of the review of letter/transmittal			1 minute	SB Secretary Jarry Anago Vice Mayor
13. Releasing of reviewed barangay resolution or ordinance.	Transmittal/review letters, original copy of the resolution, ordinance and other pertinent documents.		3 minutes	Ermilyn P. Delos Santos , LLSEI

HEARING OF ADMINISTRATIVE CASES AMONG ELECTED BARANGAY OFFICIALS.

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	

Service Schedules: Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receiving of verified complaint.	12 copies of verified complaint, affidavit of witnesses.		30 minutes	Gerald Perez SB Secretary
2. Calendaring/encoding of request/received matter.	Complete copies of the files complaint (done once a week).		10 minutes	Gerald Perez SB Secretary
3. Conduct of Session (declaration of SB as quasi-judicial body).			20 minutes	Gerald Perez SB Secretary
4. Encoding of notices to the respondent and complainant (information).			15 minutes	Gerald Perez SB Secretary
5. Signing of Notices			5 minutes	Jarry Anago Vice Mayor
6. Releasing/delivery of notices.	For the respondent – notice, copy of the verified complaint and affidavit of witnesses. For the complainant – copy of the notice to the respondent		2 hours	Gerald Perez SB Secretary
7. Receiving of the respondents affidavits.	Referral letter and complete original copy of the referred matters.		30 minutes	Gerald Perez SB Secretary
8. Calendaring of the respondents counter affidavit.	Complete copies of the counter affidavit.		10 minutes	Gerald Perez SB Secretary
9. Conduct of preliminary conference (determination of the merit of the case).	As scheduled by the sanggunian.		2 hours or more	Gerald Perez SB acting quasi-judicial body
10. Encoding of notice of appearance for preliminary hearing and the			20 minutes	Gerald Perez SB Secretary
11. Conduct of preliminary hearings and the succeeding hearings.			2 hours	Gerald Perez SB acting quasi-judicial body
12. Drafting and printing of the financial decision.			3 hours	As assigned by the body
13. Signing of the final decision of the SB quasi-judicial body.	Decision of the case and all documents submitted by the complainant and respondent		15 minutes	Gerald Perez SB Secretary SB Member
14. Submission of the final decision to the LCE	Decision of the case and all documents submitted by the complainant and respondent.		15 minutes	SB Secretary Jarry Anago Vice Mayor
15. Releasing of the copy of the final decision.	Decision of the case, and all documents submitted by the complainant and respondent.		10 minutes	Gerald Perez SB Secretary

TRANSCRIPTION OF MINUTES AND JOURNALS OF LEGISLATIVE PROCEEDINGS

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	

Service Schedules: Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Voice recording of regular, Special Session, Proceedings.	12 copies of verified complaint, affidavit of witnesses.		30 minutes to 2 hours	Ermilyn P. Delos Santos , LLSEI
2. Transcription and encoding of journal of proceedings.	Complete copies of the files complaint (done once a week).			Ermilyn P. Delos Santos , LLSEI
3. Transcription and encoding of minutes of session				Ermilyn P. Delos Santos , LLSEI
4. Printing of the final copy of the journal.				Ermilyn P. Delos Santos , LLSEI
5. Printing of the final copy of the minutes.				Ermilyn P. Delos Santos , LLSEI
Calendar of the minutes for the next session of SB for adoption.				Ermilyn P. Delos Santos , LLSEI
7. Affixing of signatures to the adopted minutes.				Gerald Perez SB Secretary SB Member Jarry Añago Vice Mayor
8. Safekeeping of the Journal and Minutes of the SB				Ermilyn P. Delos Santos , LLSEI

TRANSCRIPTION OF MINUTES AND JOURNALS OF LEGISLATIVE PROCEEDINGS

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	

Service Schedules: Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receiving of request letters from concern offices or individuals.			2 minutes	Ermilyn P. Delos Santos , LLSEI
2. Submit the request to the Secretary for approval.			2 minutes	Ermilyn P. Delos Santos , LLSEI
3. Approval of the SB Secretary.			10 minutes	Gerald Perez SB Secretary
4. get the file copy/reproduced			10 minutes	
5. Certification of the document requested.			5 minutes	Gerald Perez SB Secretary



MUNICIPAL DISASTER RISK REDUCTION MANAGEMENT OFFICE

SERVICE FOR THE CONDUCT OF TRAININGS

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	

Service Schedules: Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the request letter	Check and verify the request letter for approval	NONE	3 minutes	Roland Xandrei Dela Vega OIC- MDRMO
	Request letter will be brought to MDRMO for Scheduling	NONE	2 minutes	Roland Xandrei Dela Vega OIC- MDRMO
	Preparation and performance of requesting training	NONE	5 minutes	Roland Xandrei Dela Vega OIC- MDRMO
TOTAL			10 minutes	

EMERGENCY RESPONSE SERVICE FOR VEHICULAR AND OTHER INCIDENT

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	Coordinate to the LDRMO

Service Schedules: Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Report the Incident through phone or walk-in	Data gathering and assessment of the incident	NONE	2 minutes	Roland Xandrei Dela Vega OIC- MDRMO
	Incident will be reported to LDRMO Officer or team Leader to decide if to respond / not to respond	NONE	1 minutes	Roland Xandrei Dela Vega OIC- MDRMO
	Respond with available responder with complete PPE Not to Respond outside AOR	NONE	1 minutes	Wency Antipolo/ Alvin Chavez/ Joeferon Reyes/Karl Lois Roxas / Jaime Viclar / Leo Dela Cruz/ Daniel John Vidallo/ Joseph Marmol/ Gabriel Inguito
	Planning preparation of equipment responders and dispatching of the team	NONE	5 minutes	Wency Antipolo/ Alvin Chavez/ Joeferon Reyes/Karl Lois Roxas / Jaime Viclar / Leo Dela Cruz/ Daniel John Vidallo/ Joseph Marmol/ Gabriel Inguito
TOTAL			9 minutes	

EMERGENCY RESPONSE SERVICE FOR EMERGENCY FIRST RESPONDER STANDBY

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	Coordinate to the LDRMO

Service Schedules: Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the request letter or through phone call in	Check and verify the request letter for approval	NONE	2 minutes	Roland Xandrei Dela Vega OIC- MDRMO
	Request letter will be brought to MDRMO office for planning	NONE	1 minutes	Roland Xandrei Dela Vega OIC- MDRMO
	Dispatching of the Team	NONE	2 minutes	Roland Xandrei Dela Vega OIC- MDRMO
TOTAL			5 minutes	

EMERGENCY RESPONSE SERVICE FOR EMERGENCY MEDICAL RESPONSE

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	Coordinate to the LDRRMO

Service Schedules: Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Report the Incident through phone or walk-in	Data gathering recording of the patient	NONE	2 minutes	Wency Antipolo/ Alvin Chavez/ Joeferon Reyes/Karl Lois Roxas / Jaime Viclar / Leo Dela Cruz/ Daniel John Vidallo/ Joseph Marmol/ Gabriel Inguito
	Incident will be reported to LDRRM Officer or team Leader	NONE	1 minutes	Wency Antipolo/ Alvin Chavez/ Joeferon Reyes/Karl Lois Roxas / Jaime Viclar / Leo Dela Cruz/ Daniel John Vidallo/ Joseph Marmol/ Gabriel Inguito
	Preparation and Dispatchment of Ambulance Medical Providers	NONE	2 minutes	Wency Antipolo/ Alvin Chavez/ Joeferon Reyes/Karl Lois Roxas / Jaime Viclar / Leo Dela Cruz/ Daniel John Vidallo/ Joseph Marmol/ Gabriel Inguito
TOTAL			5 minutes	

EMERGENCY RESPONSE SERVICE FOR EMERGENCY FIRST RESPONDER STANDBY

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	Coordinate to the LDRRMO

Service Schedules: Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Report the Incident through phone or walk-in	Data gathering recording of the patient	NONE	2 minutes	Wency Antipolo/ Alvin Chavez/ Joeferon Reyes/Karl Lois Roxas / Jaime Viclar / Leo Dela Cruz/ Daniel John Vidallo/ Joseph Marmol/ Gabriel Inguito and MHO
	Incident will be reported to LDRRM Officer or team Leader	NONE	1 minutes	Wency Antipolo/ Alvin Chavez/ Joeferon Reyes/Karl Lois Roxas / Jaime Viclar / Leo Dela Cruz/ Daniel John Vidallo/ Joseph Marmol/ Gabriel Inguito
	Preparation and Dispatchment of Ambulance Medical Providers	NONE	2 minutes	Wency Antipolo/ Alvin Chavez/ Joeferon Reyes/Karl Lois Roxas / Jaime Viclar / Leo Dela Cruz/ Daniel John Vidallo/ Joseph Marmol/ Gabriel Inguito
TOTAL			5 minutes	

SERVICE FOR MAPPING, WEATHER UPDATES AND WARNING

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	Coordinate to the LDRRMO

Service Schedules: Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the request letter	Check and verify the request letter for approval	NONE	2 minutes	Roland Xandrei Dela Vega OIC- MDDRMO
	Request letter will be brought to MDRRM office for approval	NONE	1 minutes	Roland Xandrei Dela Vega OIC- MDDRMO
	Preparation and gathering of materials requested data	NONE	2 minutes	Roland Xandrei Dela Vega OIC- MDDRMO
	Issue the requested data		1 minutes	Roland Xandrei Dela Vega OIC- MDDRMO
TOTAL			6 minutes	

SERVICE FOR TRANSFER OF PATIENTS FROM HOME TO HOSPITAL AND VICE- VERSA

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	Coordinate to the LDRRMO/MHO
Service Schedules:	Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Report the Case through phone or walk-in	Data gathering recording of the patient	NONE	2 minutes	Roland Xandrei Dela Vega OIC- MDDRMO Paula Kressa De Guzman Nurse II
	Request for transfer will be reported to LDRMM Officer or Team Leader	NONE	1 minutes	Roland Xandrei Dela Vega OIC- MDDRMO Paula Kressa De Guzman Nurse II
	Preparation and Dispatchment of Ambulance	NONE	2 minutes	Roland Xandrei Dela Vega OIC- MDDRMO Paula Kressa De Guzman Nurse II
TOTAL			5 minutes	

SERVICE FOR REVIEW AND COPY OF CCTV FOOTAGE

CLASSIFICATION:	SIMPLE
TYPE OF CLASSIFICATION:	G2C- GOVERNMENT TO CITIZEN
WHO MAY AVAIL:	Coordinate to the LDRRMO/PNP/Office of the Mayor
Service Schedules:	Monday to Friday (8:00 am to 5:00 pm) - No Noon Break

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request Letter	Request Letter to the LCE and LDRRMO addressing the concern of the review	NONE	2 minutes	CLIENT
Blotter Report	Blotter Report from PNP	NONE	1 minutes	PMAJ RYAN BENJIE TASSARA
Review of the request letter	Review of the request letter signed by the LCE and DRRMO highlighting the concern.	NONE	2 minutes	HON. ELMER C. PILLAS Municipal Mayor Roland Xandrei Dela Vega OIC- MDDRMO
Provision of the Footage	Grant of review and provision of copy of the requested footage		2-3minutes	Roland Xandrei Dela Vega OIC- MDDRMO
TOTAL			5 minutes	



MUNICIPALITY OF JALAJALA

VI. CITIZEN FEED BACK FORM

Republic of the Philippines
Province of Rizal
MUNICIPALITY OF JALAJALA

Survey form no. _____

Date: _____

Dear Respondent

This aims to get your feedback on the quality of service our staff is giving to our clients. Please accomplish the survey form and drop at the designated box office transaction finished.

Ito ay naglalayong alamin ang iyong saloobin o hingil sa kalidad ng serbisyo sa inyo ng aming mga empleyado. Pakisagutan itong servey form pagkatapos ng iyong transaksyon at ihulog sa nakatalagang drop box sa among opisina.

Name of Employee: _____
(Pangalan ng Empleyado)

Please check the appropriate rating on the exhibited character of our employee during service delivery. From number 1 to 5, 5 is the highest and 1 is the lowest.

Lagyan ng check (✓) ang rating ng katangiang tinaglay ng empleyado ayon sa inyong karanasan. Sa bilang 1 hanggang 5, 5 ang pinakamataas at 1 ang pinakamababa.

	1	2	3	4	5
1. Promptness (Madaling Pagtugon)					
2. Kindness (Mapangunawa)					
3. Politeness/Courteousness (Pagiging Magalang)					
4. Efficiency (Maayos at maliming pagtugon sa pangangailangan)					

I. LIST OF OFFICES

NAME OF OFFICER/OFFICE	ADDRESS	CONTACT INFORMATION
Hon. Elmer C. Pillas Municipal Mayor	National Rd. Brgy. 1 st District Jalajala, Rizal	omjalajala01@gmail.com
Ms. Kayle P. Bathan Business Permit & Licensing Office	National Rd. Brgy. 1 st District Jalajala, Rizal	bplojalajala@gmail.com
Ms. Maria Katherine I. Sta Ana Municipal Civil Registrar Office	National Rd. Brgy. 1 st District Jalajala, Rizal	lcrjalajala2023@gmail.com
Mr. Reynante O. Beraña MAO/MENRO/MCDO	National Rd. Brgy. 1 st District Jalajala, Rizal	agriculture.jalajalarizal@gmail.com
Engr. Ma. Diana Joie S.A. Laspobres Office Of The Building Official	National Rd. Brgy. 1 st District Jalajala, Rizal	jalajala_engineering@yahoo.com
Ms. Karen L. Viterbo Municipal Social Welfare And Development Office	National Rd. Brgy. 1 st District Jalajala, Rizal	kblibato03@yahoo.com
Mr. Ronald G. Minebe Office Of The Human Resource And Management (HRMO)/PESO	National Rd. Brgy. 1 st District Jalajala, Rizal	jhrm2017@yahoo.com
Dr. Pedro Benigno M. Beltran Municipal Health Office	National Rd. Brgy. 1 st District Jalajala, Rizal	jjrhu@yahoo.com
Engr. Opelia R. Candelaria Municipal Assessor Office	National Rd. Brgy. 1 st District Jalajala, Rizal	assessor.jalajala@gmail.com
Ms. Joyce Lyn L. Salunat Municipal Planning And Development Coordinator	National Rd. Brgy. 1 st District Jalajala, Rizal	mpdc.jalajalarizal@gmail.com
Mr. June Larry C. Mariano Municipal General Services Office	National Rd. Brgy. 1 st District Jalajala, Rizal	gsojalajala@yahoo.com
Mr. Michael Louie B. Mariano Office Of The Municipal Accountant	National Rd. Brgy. 1 st District Jalajala, Rizal	mgojalajala.acctg@gmail.com
Ms. Lani O. Dela Cruz Municipal Budget Office	National Rd. Brgy. 1 st District Jalajala, Rizal	budgetoffice@gmail.com
Ms. Mona Liza M. Hipolito Municipal Treasurer's Office	National Rd. Brgy. 1 st District Jalajala, Rizal	jalajala.treasurydepartment@gmail.com
Mr. RJ Anthony M. Galan Office Of The Local Youth Development	National Rd. Brgy. 1 st District Jalajala, Rizal	sglgjalajala@gmail.com
Mr. Gerald L. Perez Office Of The Sangguniang Bayan Secretariat	National Rd. Brgy. 1 st District Jalajala, Rizal	
Roland Xandrei J. Dela Vega Municipal Disaster Risk Reduction Management Office	National Rd. Brgy. 1 st District Jalajala, Rizal	jalajalamdrmo@gmail.com