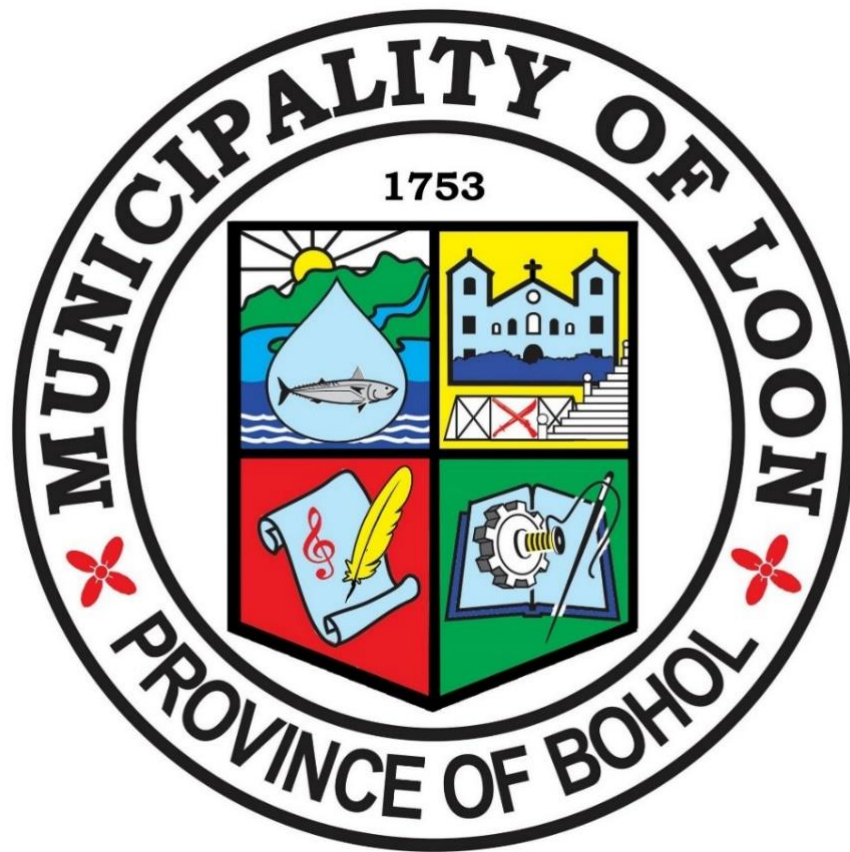


The  
CITIZENS'  
CHARTER  
of Loon, Bohol



A MEDIUM FOR  
TRANSPARENT GOVERNANCE

# Table of Contents

<i>Title</i>	<i>Page</i>
List of Acronyms and Abbreviations	<i>i</i>
Message from the Local Chief Executive	<i>iii</i>
Performance Pledge	<i>iv</i>
Vision and Mission Statements	<i>v</i>
Introduction	<i>1</i>
Profile of the 67 Barangays	<i>3</i>
Historical Timeline	<i>7</i>
Frontline Services	<i>13</i>
▪ Office of the Mayor	<i>13</i>
▪ Offices of the Vice Mayor and Sangguniang Bayan	<i>15</i>
▪ Municipal Planning and Development Office	<i>17</i>
▪ Municipal Budget Office	<i>19</i>
▪ Municipal Accounting Office	<i>20</i>
▪ Municipal Treasurer's Office	<i>21</i>
▪ Municipal Assessor's Office	<i>24</i>
▪ Municipal Agriculture Office	<i>30</i>
▪ Municipal Engineering Office	<i>38</i>
▪ Municipal Social Welfare and Development Office	<i>43</i>
▪ Local Civil Registrar's Office	<i>48</i>
▪ Municipal Health Office - Rural Health Units 1 & 2	<i>69</i>
▪ Loon Waterworks System (Economic Enterprise)	<i>74</i>
▪ Local Disaster Risk Reduction and Management Office	<i>77</i>
▪ Municipal Environment and Natural Resources Office	<i>80</i>
▪ Market (Economic Enterprise)	<i>82</i>
▪ Municipal Abattoir (Economic Enterprise)	<i>83</i>

▪ Municipal Library and Information Center	85
▪ General Services Office	87
▪ Human Resource Management Office	88
Employees of the Local Government Unit	90
▪ Office of the Mayor	90
▪ Offices of the Vice Mayor and Sangguniang Bayan	90
▪ Municipal Planning and Development Office	91
▪ Municipal Budget Office	91
▪ Municipal Accounting Office	92
▪ Municipal Treasurer's Office	92
▪ Municipal Assessor's Office	93
▪ Municipal Agriculture Office	93
▪ Municipal Engineering Office	94
▪ Municipal Social Welfare and Development Office	95
▪ Local Civil Registrar's Office	95
▪ Municipal Health Office - Rural Health Units 1 & 2	95
▪ Local Disaster Risk Reduction and Management Office	97
▪ Loon Waterworks System (Economic Enterprise)	97
▪ Market (Economic Enterprise)	98
▪ Municipal Abattoir (Economic Enterprise)	98
▪ Municipal Environment and Natural Resources Office	99
▪ Municipal Tourism Office	99
▪ Municipal Library and Information Center	99
▪ Loon Manpower Development Center	99
▪ Loon Bohol International Cruise Ship Port (Loon Port)	100
▪ Marine Protected Areas	100
▪ Municipal Traffic Enforcers	101
▪ Task Force Sita	101

▪ Municipal Local Government Operations Office	101
▪ Sangguniang Kabataan Municipal Federation	101
▪ National Government Agencies	102
▪ Maintenance of Parks, Plazas and Other Public Facilities	102
▪ Barangay Monitoring	102
▪ Local School Board Support Personnel	103
▪ Human Resource Management Office	103
▪ Information Technology Office	103

# ACRONYMS AND ABBREVIATIONS

ACRO	Assistant Civil Registration Officer
AI	Artificial Insemination
AICS	Aid to Individuals in Crisis Situation
ALAGAD	Active Loonanon Advocates for Good Governance and Democracy
ASAP	As soon as possible
AT	Agricultural Technologist
AUSF	Affidavit to Use the Surname of the Father
BAC	Bids and Awards Committee
BALA	Barangay Livestock Aide
BFP	Bureau of Fire Protection
BHW	Barangay Health Worker
BIR	Bureau of Internal Revenue
BOD	Board of Directors
BRB	Bantay Rabies sa Barangay
CENOMAR	Certificate of No Marriage
COA	Commission on Audit
COLB	Certificate of Live Birth
COMELEC	Commission on Election
CTC	Community Tax Certificate
DENR	Department of Environment and Natural Resources
FITS	Farmers Information and Technology System
FSIC	Fire Safety Inspection Certificate
GMA HVCC	Ginintuang Masaganang Ani - High Value Commercial Crops
GSO	General Services Office
hr	hour
HRMO	Human Resource Management Office / Officer
ISWM	Integrated Solid Waste Management
LCE	Local Chief Executive
LCR	Local Civil Registrar
LCRO	Local Civil Registrar's Office
LDRRMO	Local Disaster Risk Reduction and Management Office / Officer
LGU	Local Government Unit
LnB	Liga ng mga Barangay
LWS	Loon Waterworks System
LWSO	Loon Waterworks System Office
MBO	Municipal Budget Office
MEO	Municipal Engineering Office
MFARMC	Municipal Fisheries and Aquatic Resources Management Council
MHO	Municipal Health Officer
min	minute
MO	Mayor's Office
MPA	Marine Protected Areas

# ACRONYMS AND ABBREVIATIONS

MPDC	Municipal Planning and Development Coordinator
MPDO	Municipal Planning and Development Office
MSWDO	Municipal Social Welfare and Development Office
MTO	Municipal Treasurer's Office
NBCP	National Building Code of the Philippines
OBO	Office of the Building Official
ObR	Obligation Request
OCRG	Office of the Civil Registrar General
OR	Official Receipt
OSCA	Office of Senior Citizens Affairs
P	peso
PASSO	Provincial Assessor's Office
pc	piece
PD	Presidential Decree
PDMS	Poverty Data Monitoring System
PESO	Public Employment Service Office
PNP	Philippine National Police
PO	People's Organization
POW	Program of Works
PR	Purchase Request
PSA	Philippine Statistics Authority
PSO	Provincial Statistics Officer
R.A.	Republic Act
RHM	Rural Health Midwife
RHU	Rural Health Unit
SB	Sangguniang Bayan
SecPa	Security Paper
SKMF	Sangguniang Kabataan Municipal Federation
SPA	Special Power of Attorney
TaxDec	Tax Declaration
VMO	Vice Mayor's Office
wks	weeks

# Message

*We in the municipal local government units are legally and morally bound to promote the general welfare of our constituents through the delivery of adequate basic services of the highest quality possible. Many of our constituents, however, are not aware that these basic services are easily accessible.*

*Time has come that we present the people of Loon a gift of a lifetime, this Citizen's Charter, which manifests our sensitivity to their needs and our sincerity to serve. Government was, not quite long ago, considered difficult to deal with especially when, for example, it required volumes of documents and too many procedural steps before anyone can acquire an otherwise simple recommendation letter or certificate.*

*The culture of corruption has indeed become deeply rooted everywhere because nothing was done to quell it. RA 9485, otherwise known as the Anti-Red Tape Act of 2007, has indeed become a most welcome panacea, a magic potion that we hope will suppress any tentacle of corruption in our midst.*

*Eliminating red tape in government may be too daunting a task to many. But making all our transactions transparent through this citizen's charter is already a big leap towards restoring some people's trust in government and in attaining satisfaction among the communities that we serve.*

*As we strive for excellence and accountability for a more progressive Loon, we hope that our constituents will take advantage of this guidebook.*

*Loon, Bohol, Philippines*

*19 January 2020*



**ELVI PETER L. RELAMPAGOS**

Mayor, Municipality of Loon

## PERFORMANCE PLEDGE

We, the officials and employees of the Local Government Unit of Loon, Province of Bohol, pledge and commit to deliver public service of the highest quality as promised in this Citizens' Charter.

With great care, fidelity and honesty and without fear or favor, affection or ill-will we shall carry out the duties incumbent upon us according to the provisions of the law to the best of our capacity, faithfully in accordance with the Constitution of the Republic of the Philippines, and constantly in the interest of the people we serve.

As men and women of good faith and principles, we shall strive for the ideals of the Municipality of Loon, both alone and with many, and increasingly seek to quicken the sense of public duty among co-workers and development partners.

With professionalism and utmost transparency, we shall treat everyone well equally and consistently.

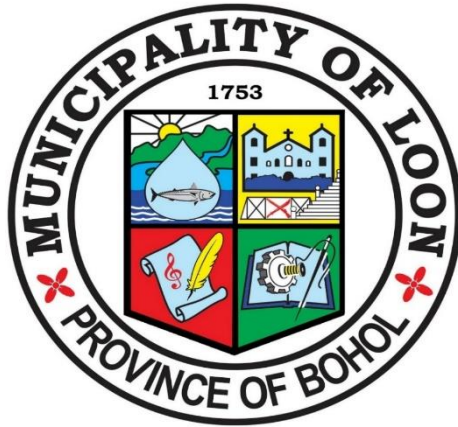
We shall not allow our personal interests to influence our official conduct or decisions.

We shall be courteous, sensitive, prompt and timely in serving our constituents and make use of all means to get their views, responses and opinions for us to further improve our services.

In all these ways, we shall transmit the Municipality of Loon not only a little better, but greater and far more beautiful, progressive and peaceful than it was transmitted to us.

*Adopted on this 19th day of January 2020 in Loon, Bohol, Philippines.*





## **VISION**

A socioeconomically developed town with empowered people who nurture their heritage and sustainably manage their resources through shared and service-oriented governance

## **MISSION**

To create a socioeconomically developed environment through sustainable management of resources and enhancement of people's capabilities for inclusive growth

# INTRODUCTION

Established in 1753, the town of Loon is a 2nd class municipality in Bohol. According to the 2020 census, it has a population of 44,224 people. Its town center lies on the westernmost corridor of the Province, twenty-eight (28) kilometers north of the capital city of Tagbilaran. With 67 barangays, Loon is Bohol's biggest municipality. These barangays are evenly spread in, rolling plains, moderate hills, lofty mountains and sparse plateaus interspersed with valleys and ravines bordered on the west by coastlines and two islands, with about ten (10) kilometers of the southern stretch of the mainland characterized by the uplifted intertidal zone caused by the October 2013 earthquake.

Loon was named after a spring that gushes from a cave found on the northern part of Napo, the town's first settlement. The water from this spring flows to and blends with the nearby sea and beyond, a fitting description of the local people's hospitality and their proclivity to explore limitless boundaries and venture into business, education and other professions. The human and natural attributes of Loon are best described in the provincial and municipal hymns both of which are compositions of Loonanons.

## BOHOL HYMN

*Composed by  
Justino R. Romea  
Napo, Loon, Bohol*

*This is the land I love  
The land God gave to me  
Caressed by the sun, bathed by the sea  
And kissed by the cool breeze night and day*

*Here's where the early heroes lived  
Here's where they wrought peace  
And here they bled  
Here rise the marvelous cone-shaped hills  
Here sweet kinampay grows*

*Blessed with white sandy beaches  
Rivers that water valleys  
Seas teem with fish  
And cows graze on the plains  
In every home love reigns*

*God keep my homeland always free  
Let her forever be  
I pledge my strength, my heart and soul  
To my dear home, Bohol !*

## LOON HYMN

*Composed by  
The Loon Music Society*

*Pagkapiskay ning yutawhan ta  
Sa Diyos kanato gitagana  
Tubod ug dagat naghiusa  
Sa kinabuhi nag-amoma*

*Katawhan nga bahandianon  
Sa mga damgo'g kaantigo  
Nag-amping nga makanunayon  
Sa lungsodnon niyang garbo*

*Kabukiran ug kadagatan  
Ug tibuok kalikupan  
Mga kabilin nga nasunod  
Bililhong bahandi ning nasud*

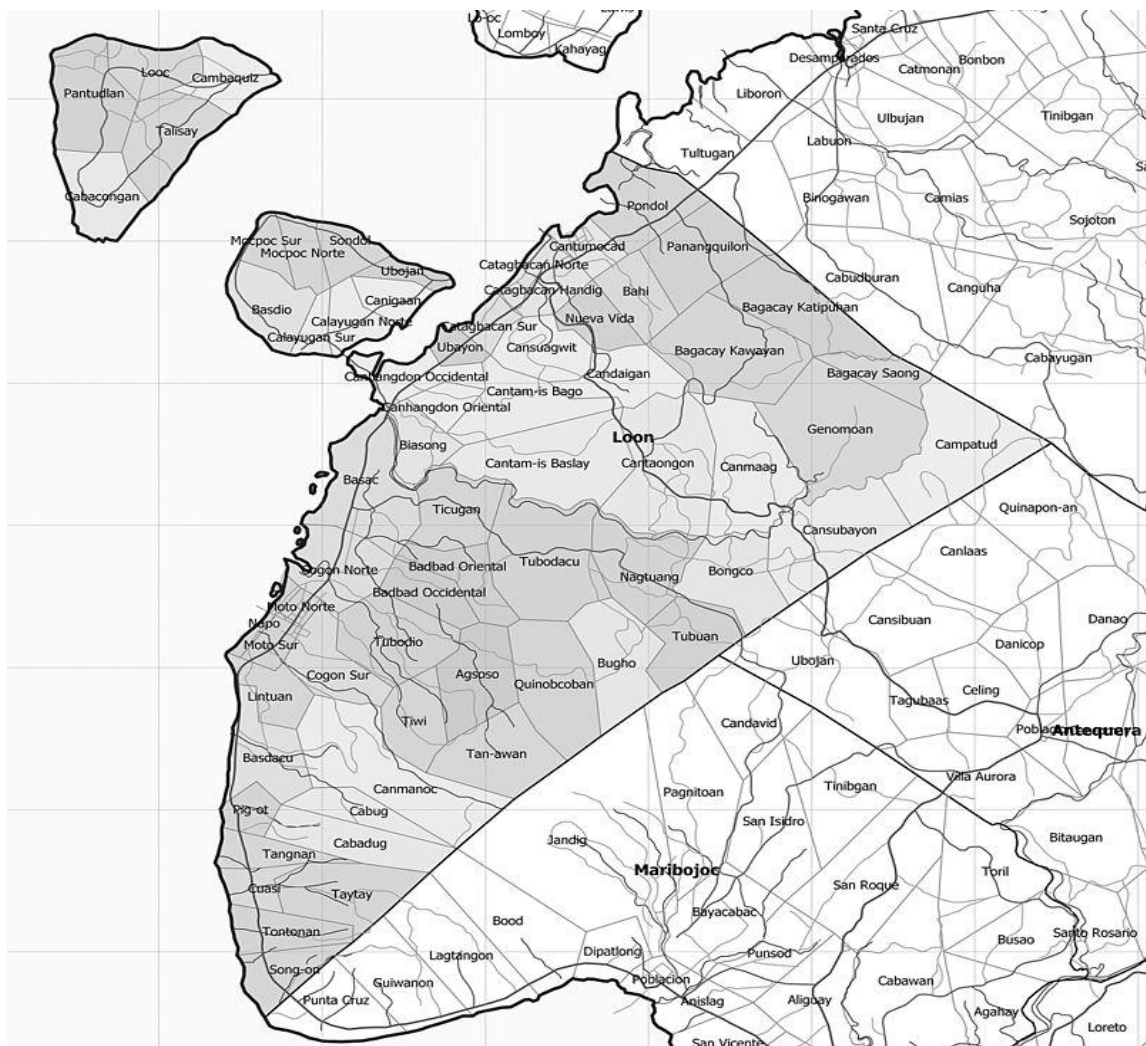
*Loon, ikaw gipakamutya  
Bisan asa man kami idagsa  
Madasigon kaming manginabuhi  
Ug maghandum sa among pagpauli*

*Pinangga natong Loon !*

The town was among the hardest hit municipalities in the 2013 Bohol earthquake. About a third of all casualties occurred in Loon, and its church, dating from the 1850s, was completely razed to the ground. Eight years later, on December 16-17, 2021, Super Typhoon Odette destroyed almost all of the town's infrastructure, most especially private residences.



Map of the Province of Bohol showing the location of the Municipality of Loon.



Map of the Municipality of Loon (Source: Wikipedia)

## PROFILE OF THE 67 BARANGAYS

Philippine Standard Geographic Code	Barangay	Population			±% p.a.		Origin of the Name
		2020	2010				
071223001	Agsoso	0.7%	298	254	▲	3.09%	<i>soso</i> a freshwater shellfish
071223001	Agsoso	0.7%	298	254	▲	1.62%	<i>soso</i> a freshwater shellfish species
071223002	Badbad Occidental	0.8%	347	279	▲	2.21%	<i>badba-an</i> a local shrub or tree
071223003	Badbad Oriental	1.1%	471	509	▼	-0.78%	
071223004	Bagacay Katipuhan	0.4%	179	189	▼	-0.54%	<i>bagakay</i> or bamboo abundant in the area <i>katipuhan</i> a place where "tipolo" trees grew in abundance
071223005	Bagacay Kawayan	0.8%	373	427	▼	-1.35%	
071223006	Bagacay Saong	0.4%	163	137	▲	1.76%	<i>kawayan</i> a bamboo thicket beside a small pool of mud where carabaos wallow <i>saong</i> a tree species whose sap thought similar to paste used in the making of Noah's Ark
071223007	Bahi	1.0%	446	367	▲	1.98%	<i>bahi</i> the hard portion of the trunk of a "pugahan" palm
071223008	Basac	3.4%	1,490	1,414	▲	0.53%	<i>basac</i> from the visayan word "basa", which means "wet" and many years passed by, turned into "basac"
071223009	Basdacu	2.1%	912	962	▼	-0.53%	<i>ba'as</i> means sand <i>daku</i> means big; wide shoreline of the barangay
071223010	Basdio	1.2%	541	561	▼	-0.36%	
071223011	Biasong	0.7%	323	323	↔	0.00%	<i>biasong</i> : a variety of orange grown near Moalong River
071223012	Bongco	0.9%	415	328	▲	2.39%	<i>trabongko</i> : a legendary shining ball that giant snakes amused at night
071223013	Bugho	0.5%	243	285	▼	-1.59%	<i>bugho</i> or hole, references to the ravines and gorges of the barangay
071223014	Cabacongan	2.2%	977	1,080	▼	-1.00%	after the plant <i>bakong</i>
071223015	Cabadug	0.6%	276	231	▲	1.80%	land purportedly belonging (Ca) to the first inhabitant named <i>Badug</i>
071223016	Cabug	0.5%	213	185	▲	1.42%	<i>kabug</i> bats hanging from the branches of "tipolo" trees

Philippine Standard Geographic Code	Barangay	Population			±% p.a.		Origin of the Name
		2020	2010				
071223017	Calayugan Norte	1.6%	704	737	▼	-0.46%	after the swaying coconut trees which looked like fighting ( <i>ga-layug</i> )
071223018	Calayugan Sur	1.1%	503	538	▼	-0.67%	
071223020	Cambaquiz	1.9%	828	1,042	▼	-2.28%	<i>ba's nga nag-ekis-ekis</i> or sand that crosses from one side to other depending on the waves. (A popular yet wrong tale means "come back and kiss".)
071223021	Campatud	0.9%	415	365	▲	1.30%	<i>patud</i> a spring in a thick forest where hunters go
071223022	Candaigan	1.0%	425	477	▼	-1.15%	legendary ever-burning stump of dead tree to kindle ( <i>daig</i> ) lamps
071223023	Canhangdon Occidental	1.9%	836	848	▼	-0.14%	<i>kanhangdon</i> root word is "hangad" or to look up from the Moalong River
071223024	Canhangdon Oriental	1.2%	550	549	▲	0.02%	
071223025	Canigaan	1.7%	770	826	▼	-0.70%	<i>nigaran</i> a legendary place where big <i>niga</i> trees grew
071223019	Canmaag	0.9%	405	404	▲	0.02%	<i>mamag</i> or tarsier, which were plentiful
071223026	Canmanoc	0.7%	289	319	▼	-0.99%	<i>manok</i> where wild chickens abound
071223027	Cansuagwit	0.8%	356	291	▲	2.04%	after a spring of the same name
071223028	Cansubayon	1.1%	474	505	▼	-0.63%	<i>subayon</i> the act of walking the banks of creeks
071223032	Cantam-is Bago	0.5%	236	284	▼	-1.84%	<i>tam-is</i> means sweet <i>bago</i> is a vegetable <i>baslay</i> the name of a spring
071223035	Cantam-is Baslay	0.8%	371	495	▼	-2.85%	
071223033	Cantaongon	2.3%	1,010	970	▲	0.41%	<i>taongon</i> tree was abundant
071223034	Cantumocad	1.9%	848	852	▼	-0.05%	<i>sondo</i> a creek where one needs to take a leap ( <i>tukad</i> )
071223029	Catagbacan Handig	2.4%	1,063	994	▲	0.68%	<i>tagbak</i> means to barter or exchange goods <i>katagbacan</i> is a location where barter takes place <i>handig</i> a location on slopes that rise from the plain
071223030	Catagbacan Norte	2.9%	1,267	1,186	▲	0.67%	
071223031	Catagbacan Sur	2.4%	1,070	973	▲	0.96%	
071223036	Cogon Norte (Poblacion)	4.6%	2,020	1,907	▲	0.58%	<i>kogon</i> grass
071223037	Cogon Sur	1.0%	430	425	▲	0.12%	
071223038	Cuasi	2.6%	1,150	1,115	▲	0.31%	" <i>Kawasi!</i> ", an order to disembark or jump

Philippine Standard Geographic Code	Barangay	Population			±% p.a.	Origin of the Name
		2020	2010			
						overboard (to save the cargo)
071223039	Genomoan	0.7%	312	362	▼ -1.48%	the legend says an ill farmer called out because his carabao was <i>hinomolan</i> (wallowing in the river)
071223040	Lintuan	2.1%	941	913	▲ 0.30%	<i>tuwang-tuwang</i> , the changing movement of sand blown by south and north winds
071223041	Looc	1.9%	839	1,070	▼ -2.41%	the curved shape of its coastline <i>na lo-ok</i>
071223042	Mocpoc Norte	1.7%	743	875	▼ -1.63%	<i>pok-pok</i> , the warning drum hung from a mangrove tree ( <i>pagatpat</i> ) when <i>kumpits</i> of the bandits from the south were coming
071223043	Mocpoc Sur	1.3%	565	646	▼ -1.34%	
071223050	Moto Norte (Poblacion)	2.9%	1,285	1,369	▼ -0.63%	<i>moto</i> or hill, located above the original settlement, the coastal barangay of Napo
071223051	Moto Sur (Poblacion)	2.9%	1,283	1,225	▲ 0.47%	
071223044	Nagtuang	1.3%	578	493	▲ 1.61%	<i>nagatuwang</i> whereby flow of water from a spring is absorbed higher
071223045	Napo (Poblacion)	3.2%	1,394	1,342	▲ 0.38%	<i>napolo</i> or <i>napo'o</i> means place formed from sand
071223046	Nueva Vida	0.7%	294	263	▲ 1.12%	Spanish for 'new life'; the new settlement built when Catagbacan became too big
071223047	Panangquilon	1.0%	453	496	▼ -0.91%	<i>panankilon</i> , a medicinal herb
071223048	Pantudlan	1.9%	841	808	▲ 0.40%	from <i>tulod-tulod</i> the thrusting action of the waves shifting sand by the wind blow
071223049	Pig-ot	1.6%	694	592	▲ 1.61%	<i>pi-ot</i> the narrow stretch of road which widened by blasting, resulting in the fleeing of the monkeys from their habitat
071223052	Pondol	3.6%	1,593	1,476	▲ 0.77%	<i>pundo-pundo</i> or <i>pondol</i> juts into the sea or pools of water
071223053	Quinobcoban	0.4%	176	185	▼ -0.50%	<i>kinubkoban</i> holes dug looking for sources of water.

Philippine Standard Geographic Code	Barangay	Population			±% p.a.	Origin of the Name	
		2020	2010				
071223054	Sondol	1.6%	692	690	▲	0.03%	<i>sondol</i> or <i>donsol</i> , a sea slug species abundant in its seashore
071223055	Song-on	1.6%	686	683	▲	0.04%	<i>so-ongon</i> , an arch-like rock formation along the shoreline; where one has to stoop ( <i>so-ong</i> ) to pass
071223056	Talisay	2.7%	1,178	1,310	▼	-1.06%	<i>talisay</i> trees which growing on cliffs over the shoreline
071223057	Tan-awan	0.3%	119	110	▲	0.79%	<i>tan-awan</i> means a place where one gets a good view of the villages below it
071223058	Tangnan	1.9%	857	867	▼	-0.12%	<i>tangnan</i> is cave that contains fresh water
071223059	Taytay	0.7%	323	292	▲	1.02%	<i>taytay</i> a bridge, narrow hilltop-located pathway that leads to the center of the village
071223060	Ticugan	0.9%	381	373	▲	0.21%	<i>tikog</i> plant whose leaf strips can be woven into mats
071223061	Tiwi	0.3%	144	112	▲	2.55%	<i>tiwi</i> the trees that once grew on the eastern part
071223062	Tontonan	1.6%	696	607	▲	1.38%	<i>tontonan</i> means to use a rope ( <i>tonton</i> ) to scale a high mountain
071223063	Tubodacu	0.9%	415	395	▲	0.50%	<i>tubod</i> means spring
071223064	Tubodio	0.5%	241	207	▲	1.54%	<i>daku</i> means big <i>diyo</i> means small
071223065	Tubuan	0.7%	317	285	▲	1.07%	<i>tuburan</i> is a spring
071223066	Ubayon	1.6%	707	635	▲	1.08%	<i>nag-ubay sa baybayon</i> means straddling the shoreline
071223067	Ubojan	1.4%	600	486	▲	2.14%	<i>ulbohan</i> a well where water gushed in spurts ( <i>ga ulbo-ulbo</i> )
	<b>TOTAL</b>		44,224	42,800	▲	0.33%	

## HISTORICAL TIMELINE

- June 22, 1753* Establishment of Loon as a Spanish mission or "visita"; founding and establishment of the Parroquia de la Nuestra Señora de la Luz or the Our Lady of Light Parish with Fray Manuel de Elizalde, a Jesuit, as the first parish priest.
- 1754* Arrival in Loon of the replica, reportedly a painting, of the Virgen de la Luz (*Birhen sa Casilak*, later called *Birhen sa Kasilak*) from Cainta, Rizal where it was first introduced in 1727 by the Jesuits. This historical development confirms the fact that the *Virgen sa Casilac*, established its second home in the Philippines in the town of Loon.
- 1768* The Jesuits ceded administration of the Our Lady of Light Parish to the Recollects. Years later, the image of the Kasilak was permanently enthroned in the church of Loon which was completed in around 1855, destroyed by the 2013 earthquake, and completely reconstructed in 2021.
- 1810* Assumption into office of Tomas Sevilla, the first town mayor, then called 'cabeza de barangay'. He served for 15 years.
- 1855* Completion of the construction of the Our Lady of Light (*Birhen sa Kasilak*) church.
- 1879* Reportedly, according to records of Recollect historian Father Patricio Marcellan, the Recollects enthroned another titular or patron saint, the Our Lady of the Scepter. This claim is supported by the inscription on one of the church bells in the Loon church, which is dedicated to the Nuestra Señora del Cetro. Despite these developments, however, the Loonanons continued their devotion to the *Birhen sa Kasilak* with even greater fervor. Reportedly, the Our Lady of the Scepter icon was instead introduced in Mindanao by itinerant Loonanons as the *Birhen sa Kasilak*.
- About 1899 -1900* The burning of Loon by the Americans to subdue the alleged remaining members of an anti-American movement in Bohol.
- March 14, 1900* Major H.C. Hale and the B and C companies of the 44th Volunteer Infantry sailed for Bohol from Iloilo aboard the transport Elcano. With them was George Percival Scriven, who was particularly interested in the establishment of a Loon-Argao cable communications linkage, which was later accomplished.
- April 2, 1900* George Percival Scriven, in his diary, wrote that Loon was a fertile plateau planted with coconut, corn and tobacco, and a progressive town of 16,000 people. He took note of the imposing structures of the town like the church and convent, stone stairway or *Inang-angan*, and wharf; children going to school; an affluent community with well-kept environs; and a spring flowing from a cave on the northern edge of the town, after which the name Loon was coined.



- 1903** During the nationwide census of population, Loon's record was described as fairly large at 18,114 residents. At that time, no other Bohol municipality, including Tagbilaran, registered more than 10,000 residents.
- 1915** Completion of the construction of the Gabaldon Building, the main structure of the Loon South Central Elementary School
- 1929** Completion of the American-style public plaza that features a monument dedicated to the national hero, the only Rizal monument in Bohol that is topped by a replica of the Statue of Liberty; and a fountain that depicts the legend of Tubig-Loon.
- June 1942** Arrival in Catagbacan of Captain Francisco Salazar, hero of the Battle of Moalong, from Mindanao via Leyte.
- September 27, 1942** Battle of Moalong, now jointly commemorated annually, since 2001, with the Municipal Day of Prayer for World Peace.
- 1946** Opening of Loon Institute (Rafael Palma College Branch), first secondary school. It is now UB Loon Institute.
- 1947** Founding of Sacred Heart Academy, first sectarian high school, by Msgr. Felix Zafra.
- 1952** Establishment of the Loon Municipal Library during the incumbency of Mayor Juan 'Aning' M. Relampagos.
- January 28, 1958** Fr. Gorgonio C. Pueblos started serving the Mary Help of Christians (Auxilium Christianorum) Parish as its first parish priest.
- 1968** Typhoon Reming destroyed most houses and damaged agricultural crops and livestock. It also destroyed the old municipal building, then used as Loon Central Annex in Moto Norte.
- December 13, 1975** Energization of Loon by the Bohol Electric Cooperative (BOHECO I). Prior to this, electricity was already available from the local power plant established by the municipal government in about 1968.
- March 28-29, 1977** Organized by Reynaldo P. Monreal, first president of the municipal federation of Kabataan Barangay (now Sangguniang Kabataan) chairmen, the Loon Youth Team grabbed the grand championship of the first-ever Provincial Kabataang Barangay Sportsfest basketball finals that was participated in by all 47 municipalities previously competing in inter-town elimination rounds.
- 1979** Loon hosted the annual National Science and Technology Fair which was participated in by high school students who won in the science fair (investigative projects) and quiz competitions in their respective regions.

- February 20, 1988** Canonical erection of San Lorenzo Ruiz de Manila Parish. Its first parish priest, Fr. Bernardito T. Getigan, officially reported on May 12, 1988.
- February 8, 1989** The Loon Municipal Hall was attacked by alleged members of the New People's Army.
- December 15, 1990** Establishment of the Holy Cross Parish in Cabilao with Fr. Gaudioso C. Zamora as first parish priest.
- November 24, 1991** Archbishop Gian Vincenzo Moreni, DD, Apostolic Nuncio to the Philippines, visited the Our Lady of Light Parish Church.
- June 8, 1998** The Loon Waterworks System received the Gawad Galing Pook for 1997-98.
- 1999** *Muro-Ami (Reef Hunters)*, a film that depicts one of the worst forms of child labor in illegal fishing, was shot in many parts of southwestern Bohol including the municipal waters of Loon and the old fish port in Catagbacan Norte. More than 25 adult male residents of Napo were especially chosen to play the roles of divers, with Erwin Sevilla given speaking parts. Also serving as extras were Valeriano Sevilla and Teodoro Peñaranda, as old and young divers, respectively, and Maria Paz Lopez as a fish vendor. Directed by Marilou Diaz-Abaya, the movie won major local and international awards.
- July 2000** The Kadugong Loonanon contingent grabbed the grand prize in the Bohol Sandugo Street Dancing Competition.
- September 11, 2000** Enactment by the 7th Sangguniang Bayan of the corporate seal of the Municipality of Loon designed by Reynaldo P. Monreal. A competition to search for the most appropriate seal was launched earlier in the same year by Mayor Cesar Tomas M. Lopez, MD and Vice Mayor Raul P. Barbarona.
- November 19, 2000** Establishment of the Our Lady of Peace and Good Voyage Parish in Cuasi with Fr. Blair Lope M. Sabaricos as first chaplain.
- June 22, 2002** Opening of the Loon South High School, the town's seventh secondary school, in Cuasi.
- August 30 - September 8, 2005** PaghiuSadya 2005, first global homecoming of Loonanons.
- 2006** Segments of *Ang Panday*, a fantasy television series aired by ABS-CBN, were shot in Basac and Napo. It starred Jericho Rosales as Tristan/Panday and Heart Evangelista as Eden/Camia.
- January 2007** A diarrhea outbreak caused by *Shigella flexneri*, a water-borne bacterium, claimed the lives of at least 11, mostly children.

- June 2007** Dengue outbreak that left at least three children dead.
- June 16, 2007** An *alimpu'os* (cyclone) hit Calayugan Norte and Calayugan Sur destroying houses, fishing boats and crops.
- November 22, 2007** The Commission on Audit conferred on the Local Government Unit the following four recognitions: first Municipality in the entire country to implement the electronic New Government Accounting System (e-NGAS), LGU with the shortest e-NGAS roll-out period; LGU with the most updated budget reports; and LGU with the most updated financial statements.
- November 27, 2007** A storm surge heavily damaged the causeway on Tajang Pass and Tulay, the fish port in Napo, as well as the fish ponds in Catagbacan and some houses on the national highway in Pondol.
- December 15-16, 2007** The first Loon Creative Industry Festival was launched. According to Mr. Blair Panong, DTI - Bohol representative, Loon is the first LGU in the entire country to have sponsored an activity of such kind. The creativesfest gave birth to the now famous Torta de Loon.
- July 21, 2010** Declaration of the Our Lady of Light Church as a National Historical Landmark by the National Historical Commission of the Philippines in NHCP Resolution No. 04, Series of 2010.
- September 5, 2010** Inauguration of the new Mecado de Loon and Loon Macaques.
- October 25, 2010** Docking of Galeon Andalucia at the port in Catagbacan
- March 11, 2010** Location shooting of the independent film *Amigo* in Panas Cave between Lintuan and Basdacu. Written and directed by John Sayles the film takes place in 1900 during the Philippine-American War.
- December 10, 2010** Declaration of the church and convent, *Inang-angan* or coral stairway, *morada* or mortuary kiosk, and circular graveyard, collectively called the Loon Church Complex, as National Cultural Treasures.
- November 12, 2012** The Loon Hymn, a recorded song composed by the Loon Music Society with vocals provided by Fr. Jonas M. Mejares, was played for the first time during the Monday flag raising ceremony at the Loon Municipal Hall.
- October 15, 2013** The Great Bohol Earthquake
- October 23, 2013** Pres. Benigno S. Aquino III spent a night inside a tent in Lintuan after being apprised of the post-earthquake situation in Loon.

- February 23, 2014** Philippine Arts Festival / National Arts Month / Tanghal 8 National Theater Festival culmination at Loon Sports and Cultural Center Ground Zero (Art on the Edge: Arts for Healing, Arts for All). Special guests: Dr. Hubert Guizen, UNICEF Director for Asia and the Pacific; Tobias Blancone, Secretary General of the International Theater Institute (ITI); and Ramon Magsaysay Awardee Cecile Guidote-Alvarez, President of the Philippine ITI Center. Performers: Theater groups from all over the country.
- February 24, 2014** National celebration of the 28<sup>th</sup> EDSA People Power Anniversary in Loon graced by Pres. Noynoy Aquino; he inspected the bunkhouses at the back of the Catholic cemetery before proceeding to the Natalio P. Castillo Sr. Memorial Hospital for the anniversary program. On the same day, he formally inaugurated the energization of Cabilao island by the Bohol Electric Cooperative (BOHECO) I.
- March 2014** Ceramics and other artifacts were discovered inside a cave overlooking the seashore in Song-on. Amy Garong of the National Museum said the ceramic objects could have been manufactured in about 1200.
- February 22, 2016** Punta Baluarte on Cabilao Island hosted the first stopover of the Cebu-Siquijor Philippine Hobie Challenge which was participated in by about 80 sports enthusiasts of different nationalities.
- June 22, 2016** First observance of Loon's foundation day on the occasion of its 263<sup>rd</sup> anniversary since its founding in 1753.
- July 2016** The Lumad Napoanon contingent was declared as the grand champion in the *kuradang*-based Bohol Sandugo Street Dancing competition.
- December 14, 2016** Turnover to the Local Government Unit of the completely restored *Inangangan* (coral stairway) from the National Museum and the restored Rizal monument and improved public plaza from the National Historical Commission of the Philippines.
- June 22, 2017** Opening of the Tubig Loon Spring Park
- June 23, 2017** The Great Debate, a highly publicized verbal joust between ministers of the Iglesia ni Cristo and the Roman Catholic Church took place at the Loon South Central Elementary School grounds.
- July 2017** The Lumad Napoanon contingent was declared as the grand champion in the *kuradang*-based Bohol Sandugo Street Dancing competition for the second straight year.
- September 3, 2017** The Mercado de Loon in Cogon Norte was inaugurated.

- February 26, 2018** Archbishop Gabriele Giordano Caccia, Apostolic Nuncio to the Philippines, visited the ruins of the Our Lady of Light Parish Church while reconstruction was ongoing.
- July 2018** The Lumad Napoanon contingent was declared as the grand champion in the *kuradang*-based Bohol Sandugo Street Dancing competition for the third straight year.
- July 29-30, 2019** UB-Loon Institute hosted the very first Provincial Meet of the Bohol Association of Private Secondary Schools.
- July 28, 2020** The 14th Sangguniang Bayan enacted an ordinance redefining the corporate seal of the Municipality of Loon and amending the ordinance enacted in 2000. Reynaldo P. Monreal, who designed the original municipal seal, was commissioned to enhance and redefine the seal.
- September 7, 2021** The reconstructed Our Lady of Light Church, which was totally destroyed by the 7.2 magnitude earthquake that struck on October 15, 2013, was officially turned over by the National Museum of the Philippines to the Diocese of Tagbilaran.
- December 12, 2021** Most Rev. Archbishop Charles Brown, Apostolic Nuncio in the Philippines, and His Excellency Jorge Moragas Sanchez, Spanish Ambassador to the Philippines, visited the newly restored Our Lady of Light Church. They were accompanied by Bishop Alberto Sy Uy of the Diocese of Tagbilaran and National Museum of the Philippines Director General Jeremy R. Barns.
- December 16-17, 2021** Super Typhoon Odette struck, leaving the entire province of Bohol in disarray. In Loon, almost all infrastructure, mostly residential buildings, were destroyed. Seven persons were officially listed as casualties of the calamity.

# FRONTLINE SERVICES

## OFFICE OF THE MAYOR

**Frontline Service 1: Issuance of Mayor's Permits, Clearances, Referrals, Recommendations, Endorsements and other Certifications.** Permits include those for sociocultural activities; research and surveys; product promotion and sale; cutting of non-endangered tree species; announcements through flyers, posters, streamers and billboards; and other activities. Clearances and other certifications are those related to employment, residency, indigency, good moral character, and others.

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAYOR'S OFFICE					
1	▪ Express request	▪ Interview client	1 min			R. Monreal A. Saligumba	Mayor's Office
2	▪ Listen	▪ Instruct client to pay fee at MTO	1 min			R. Monreal A. Saligumba	Mayor's Office
3	▪ Pay fee at MTO	▪ Type details of application on requested document	5 min	OR	P100 - P500 depending on activity	R. Monreal A. Saligumba	MTO Mayor's Office
4	▪ Wait	▪ Have the document signed by the Mayor or duly authorized person	1 min	Printed document		R. Monreal A. Saligumba	Mayor's Office
5	▪ Wait	▪ Affix municipal seal on the approved Mayor's Permit	1 min	Approved document		J. Mejares L. Marimon	Mayor's Office
6	▪ Accept signed document	▪ Present signed document to client	2 min	Signed document		J. Mejares	Mayor's Office
			11-15 min				

**Frontline Service 2: Approval of Business Permit.** This permit is required for all types of business that operate within the Municipality of Loon.

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAYOR'S OFFICE					
1	▪ Present documents from BPLO	▪ Accept and sign business permit	30 sec	Accomplished forms	None	R. Monreal	Mayor's Office
2	▪ Accept approved business permit	▪ Present signed permit to BPLO personnel	30 sec	Accomplished forms	None	R. Monreal	Mayor's Office
			1 min				

**Frontline Service 3: Receipt of Incoming Communication (Letters, Barangay Resolutions, Invitations, etc.).** Communications include only those that are personally delivered. Those that are received through the e-mail and post office are attended to by the municipal mayor through his private secretary.

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAYOR'S OFFICE					
1	<ul style="list-style-type: none"> <li>▪ Present communication to receiving staff</li> </ul>	<ul style="list-style-type: none"> <li>▪ Accept communication</li> </ul>	30 sec			M. Roslinda A. Guballa	Mayor's Office
2	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Stamp "Received" on original and duplicate copies of the communication</li> <li>▪ Affix signature and current date on both copies</li> </ul>	1 min	Stamp pad Ballpen		M. Roslinda A. Guballa	Mayor's Office
3	<ul style="list-style-type: none"> <li>▪ Accept duplicate copy</li> </ul>	<ul style="list-style-type: none"> <li>▪ Present duplicate copy to client</li> <li>▪ Give original copy of communication to actual addressee for appropriate action</li> </ul>	2 min			M. Roslinda A. Guballa	Mayor's Office
			3.5 min				

**Frontline Service 4: Permit to Use the LGU Activity Center and other Facilities.**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAYOR'S OFFICE					
1	<ul style="list-style-type: none"> <li>▪ Express intention to use the facility</li> </ul>	<ul style="list-style-type: none"> <li>▪ Accept reservation</li> </ul>	1 min	Personal appearance or phone call		J. Mejares	Mayor's Office
2		<ul style="list-style-type: none"> <li>▪ Instruct facility in-charge of the reservation</li> </ul>	2 min	Personal appearance or phone call		J. Mejares	Mayor's Office
			3 min				

**Frontline Service 5: Request for Solemnization of Marriage.** This applies only to couples who are legally eligible for marriage and have possession of all documentary requirements as advised by the Office of the Municipal Civil Registrar.

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAYOR'S OFFICE					
1	<ul style="list-style-type: none"> <li>▪ Express intention to get married in civil rites</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview applicant couple</li> </ul>	3 min	Must have consulted first with the Local Civil Registrar		M. Roslinda	Mayor's Office
2	<ul style="list-style-type: none"> <li>▪ Propose a wedding schedule</li> </ul>	<ul style="list-style-type: none"> <li>▪ Schedule a possible date</li> <li>▪ Confirm date with the mayor</li> </ul>	5 min	Phone		M. Roslinda	Mayor's Office
3	<ul style="list-style-type: none"> <li>▪ Wait</li> <li>▪ Prepare documents</li> </ul>	<ul style="list-style-type: none"> <li>▪ Inform applicants of final schedule</li> </ul>	1 min			M. Roslinda	Mayor's Office MTO
4	<ul style="list-style-type: none"> <li>▪ Report on scheduled date</li> </ul>	<ul style="list-style-type: none"> <li>▪ Solemnize marriage</li> </ul>	8 min			E. Relampagos	Mayor's Office
			17-20 min				

## OFFICES OF THE VICE MAYOR AND SANGGUNIANG BAYAN

### Frontline Service 1: Receipt and Recording of Barangay Resolutions, Application for Subdivision Projects, Franchise Applications, Application for NGO Accreditation, and Other Requests

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	VMO/SB					
1	<ul style="list-style-type: none"> <li>▪ Submit copy of pertinent document</li> </ul>	<ul style="list-style-type: none"> <li>▪ Accept copy of pertinent document</li> </ul>	1 min	Transmittal letter Pertinent documents		F. Coritico	VMO/SB
2	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Stamp "Received" on original and duplicate copies of transmittal</li> <li>▪ Affix signature and current date on both copies</li> </ul>	1 min	Stamp pad Ballpen		Support Staff	VMO/SB
3	<ul style="list-style-type: none"> <li>▪ Receive stamped duplicate copy</li> </ul>	<ul style="list-style-type: none"> <li>▪ Present stamped duplicate copy to client</li> </ul>	1 min	None		Support Staff	VMO/SB
4	<ul style="list-style-type: none"> <li>▪ Leave</li> </ul>	<ul style="list-style-type: none"> <li>▪ Record details of the received document, make them ready for any legislative process</li> </ul>	2 min	Record book Ballpen		Support Staff	VMO/SB
5a	<ul style="list-style-type: none"> <li>▪ Receive notice</li> <li>▪ (only when called for)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Inform client to appear before SB during a regular session</li> </ul>	2 min	Notice Transport cost for messenger		F. Coritico Support Staff	VMO/SB
5b	<ul style="list-style-type: none"> <li>▪ Appear before the SB</li> <li>▪ (only when called for)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Record client's attendance</li> </ul>	-	Logbook		F. Coritico	VMO/SB
			7 min				

### Frontline Service 2: Application for the Holding of a Special Derby

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	VMO/SB					
1	<ul style="list-style-type: none"> <li>▪ Submit letter from derby promoter duly indorsed by the Mayor especially as regards beneficiary</li> </ul>	<ul style="list-style-type: none"> <li>▪ Accept documents</li> </ul>	1 min	Letter request Mayor's endorsement		F. Coritico	VMO/SB
2	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Refer documents to appropriate SB Committee</li> </ul>	1 mo	Letter request Mayor's endorsement		F. Coritico	VMO/SB
3	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Review / Approve application</li> </ul>	-	Letter request Mayor's endorsement		SB Members	VMO/SB
4	<ul style="list-style-type: none"> <li>▪ Accept approval document</li> </ul>	<ul style="list-style-type: none"> <li>▪ Present approval document</li> </ul>	1 min	Approval document (SB Resolution)		F. Coritico	VMO/SB
			@ 1 mo				



### Frontline Service 3: Issuance of Certified Copies of Legislative Documents

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	VMO/SB					
1	<ul style="list-style-type: none"> <li>▪ Express request, or present request letter</li> </ul>	<ul style="list-style-type: none"> <li>▪ Accept request, or read request letter</li> </ul>	2 min	Letter request		F. Coritico	VMO/SB
2	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Locate document and determine number of pages</li> </ul>	5 min	Document files		Support Staff	VMO/SB
3	<ul style="list-style-type: none"> <li>▪ Pay fee at MTO</li> </ul>	<ul style="list-style-type: none"> <li>▪ Reproduce/Photocopy the requested document</li> <li>▪ Affix signature and municipal seal</li> </ul>	10 min	Photocopier Paper Stamp pad Ballpen	P20/page	F. Coritico Support Staff	VMO/SB
4	<ul style="list-style-type: none"> <li>▪ Accept reproduced document</li> </ul>	<ul style="list-style-type: none"> <li>▪ Present certified true copy of requested document</li> <li>▪ Record transaction</li> </ul>	1 min	Approval document (SB Resolution)		F. Coritico	VMO/SB
			18 min				

## MUNICIPAL PLANNING AND DEVELOPMENT OFFICE

**Frontline Service 1: Issuance of Zoning Clearance or Zoning Certification.** These clearances are made especially when the clients are applying for building permits at the Office of the Municipal Engineer.

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MPDO					
1	<ul style="list-style-type: none"> <li>▪ Ask for requirements</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview applicant</li> </ul>	1 min			R. Crodua L. Longos	MPDO
2	<ul style="list-style-type: none"> <li>▪ Receive application form and list of requirements</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provide application form and list of requirements</li> </ul>	1 min			R. Crodua L. Longos	MPDO
3	<ul style="list-style-type: none"> <li>▪ Listen and interact</li> </ul>	<ul style="list-style-type: none"> <li>▪ Explain how to accomplish the form and the importance of other supporting documents</li> <li>▪ Tell client to come back with complete documents</li> </ul>	2 min			R. Crodua L. Longos	MPDO
4	<ul style="list-style-type: none"> <li>▪ Submit filled-out application form and complete documents</li> </ul>	<ul style="list-style-type: none"> <li>▪ Receive and review the submitted documents</li> </ul>	5 min	Filled-out application form and supporting documents		R. Crodua L. Longos A. Relator	MPDO
5	<ul style="list-style-type: none"> <li>▪ Propose schedule of site inspection</li> </ul>	<ul style="list-style-type: none"> <li>▪ Confirm schedule of site inspection</li> <li>▪ Conduct site inspection</li> </ul>	Minimum of 30 min depending on distance	Site plan Vicinity map		R. Crodua A. Relator	MPDO
6	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare inspection/evaluation report</li> </ul>	5 min	Inspection /Report form		R. Crodua A. Relator	MPDO
7	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare and sign decision on application</li> </ul>	15 min			R. Crodua A. Relator	MPDO
8	<ul style="list-style-type: none"> <li>▪ Receive copy of clearance/certification</li> </ul>	<ul style="list-style-type: none"> <li>▪ Release decision</li> </ul>	1 min			A. Relator	MPDO
			1 hr				

## Frontline Service 2: Review of Simple Subdivision Plan for SB Approval

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MPDO					
1	<ul style="list-style-type: none"> <li>▪ Ask for requirements</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview applicant</li> </ul>	1 min			R. Crodua A. Relator	MPDO
2	<ul style="list-style-type: none"> <li>▪ Receive application form and list of requirements</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provide application form and list of requirements</li> </ul>	1 min	List of requirements		R. Crodua A. Relator	MPDO
3	<ul style="list-style-type: none"> <li>▪ Listen and interact</li> </ul>	<ul style="list-style-type: none"> <li>▪ Explain how to accomplish the form and the importance of other supporting documents</li> <li>▪ Tell client to come back with complete documents</li> </ul>	3 min	List of requirements		R. Crodua A. Relator	MPDO
4	<ul style="list-style-type: none"> <li>▪ Submit filled-out application form and complete documents</li> </ul>	<ul style="list-style-type: none"> <li>▪ Receive and review the submitted documents</li> </ul>	5 min	Filled-out application form and supporting documents		Rey Crodua L. Longos A. Relator	MPDO
5	<ul style="list-style-type: none"> <li>▪ Propose schedule of site inspection</li> </ul>	<ul style="list-style-type: none"> <li>▪ Confirm schedule of site inspection</li> <li>▪ Conduct site inspection</li> </ul>	Minimum of 30 min depending on distance	Site plan Vicinity map		R. Crodua A. Relator	MPDO
6	<ul style="list-style-type: none"> <li>▪ Tell client to make follow-up on SB resolution after 3 session days</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare inspection/evaluation report &amp; certification</li> </ul>	20 min	Inspection /Report form		R. Crodua A. Relator	MPDO
7		<ul style="list-style-type: none"> <li>▪ Indorse/Submit to SB the application for simple subdivision</li> </ul>	5 min			R. Crodua A. Relator	MPDO
			65 min				

## MUNICIPAL BUDGET OFFICE

### Frontline Service 1: Certification of Obligation Request (ObR) as to Existence of Appropriation

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MBO					
1	<ul style="list-style-type: none"> <li>▪ Submit voucher/payroll of obligation</li> </ul>	<ul style="list-style-type: none"> <li>▪ Receive voucher/payroll of obligation</li> </ul>	1 min	Supporting documents (required by the Municipal Accountant)		R. Cuba L. Lastra	MBO
2	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Verify as to existence of appropriation</li> </ul>	1 min	Budget records		R. Cuba L. Lastra	MBO
3	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare Obligation Request</li> </ul>	3 min	Office Supplies		R. Cuba L. Lastra	MBO
4	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Review and approve ObR</li> <li>▪ Certify as to existence of appropriation</li> </ul>	5 min	Office Supplies		S. Castrojo	MBO
5	<ul style="list-style-type: none"> <li>▪ Receive voucher/payroll with attached ObR for signature at concerned requesting office</li> </ul>	<ul style="list-style-type: none"> <li>▪ Release voucher/payroll with attached ObR</li> </ul>	1 min	Logbook		R. Cuba L. Lastra	MBO
			11 min				

### Frontline Service 2: Preliminary / Technical Review of Barangay Budgets

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MBO					
1	<ul style="list-style-type: none"> <li>▪ Submit barangay budget for preliminary /technical review</li> </ul>	<ul style="list-style-type: none"> <li>▪ Receive barangay/SK budget and record on logbook</li> </ul>	1 min	Logbook		R. Cuba L. Lastra	MBO
2	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Check budget as to completeness</li> </ul>	5min			S. Castrojo L. Lastra	MBO
3	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Review budget items and limitations</li> </ul>	1 hour			S. Castrojo L. Lastra	MBO
4	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare recommendation and submit to SB for appropriate action</li> </ul>	10 min	Office Supplies		S. Castrojo L. Lastra	MBO
5	<ul style="list-style-type: none"> <li>▪ Receive the budget</li> </ul>	<ul style="list-style-type: none"> <li>▪ Present budget to client and instruct him/her if there are corrections</li> </ul>	5 min			S. Castrojo	MBO
			1 hr, 21 min				

## MUNICIPAL ACCOUNTING OFFICE

### Frontline Service: Review of Disbursement Vouchers as to Completeness of Supporting Documents

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION			
	CLIENT	MACCO								
1	<ul style="list-style-type: none"> <li>▪ Submit the documents for pre-audit (simple/routinely disbursement vouchers)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evaluate and review as to completeness of supporting documents.</li> </ul>	1 hr	Supporting documents per COA Circular 2012-001 and other documents deemed necessary		MAA II	Accounting Office			
	<ul style="list-style-type: none"> <li>▪ Submit the documents for pre-audit (billings from contractors or suppliers)</li> </ul>		2 days							
2		<ul style="list-style-type: none"> <li>▪ Final review and sign the document certifying completeness of supporting documents.</li> </ul>	10 min						Municipal Accountant	Accounting Office
3		<ul style="list-style-type: none"> <li>▪ Forward the approved documents to the Treasurer's Office</li> </ul>	5 min						Document Processor	Accounting Office
			2 days, 1 hr, 11 min							

## MUNICIPAL TREASURER'S OFFICE

### Frontline Service 1: Assessment of Business Tax and Licenses (New)

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MTO					
1	<ul style="list-style-type: none"> <li>▪ File application for new business</li> </ul>	<ul style="list-style-type: none"> <li>▪ Review and validate submission</li> <li>▪ Assess eligibility for renewal based on record of businesses with Occupancy Permits transmitted previously by MEO/OBO</li> </ul>	Maximum of 1 hr	Duly filled-out Unified Form Occupancy Permit or Contract of Lease (if lessee) DTI/SEC/CDA/DOLE Registration		F. Millanes M. Arocha	BPLO Counters 10 & 4
2	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Assess business taxes, charges and fees, and fire safety fees</li> <li>▪ Prepare tax order of payment (ToP)</li> <li>▪ Issue ToP and advise client to pay at payment counters</li> </ul>	Maximum of 1 hr	All documents from Step 1		F. Millanes S. Yamas	BPLO Counters 10 & 5
3	<ul style="list-style-type: none"> <li>▪ Pay</li> <li>▪ Receive OR</li> <li>▪ Claim Mayor's Permit or clearances</li> </ul>	<ul style="list-style-type: none"> <li>▪ Accept payment</li> <li>▪ Print OR</li> <li>▪ Have the Mayor's Permit and other clearances printed and signed</li> <li>▪ Issue OR, Mayor's Permit or clearances</li> </ul>	Maximum of 1 hr		Revenue Taxes	R. Ladeza	BPLO Counter 9
			3 hr				

### Frontline Service 2: Business Tax and Licenses (Renewal)

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MTO					
1	<ul style="list-style-type: none"> <li>▪ File application for renewal of business permit</li> </ul>	<ul style="list-style-type: none"> <li>▪ Review and validate submission</li> <li>▪ Assess eligibility for retirement based on record of businesses with Occupancy Permits</li> </ul>	Maximum of 1 hr	Duly filled-out Sales Declaration (previous year) /Barangay Certification (retirement)  Mayor's Permit (previous year)		F. Millanes	BPLO Counter 5
2	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Assess business taxes, charges and fees, and fire safety fees</li> <li>▪ Prepare tax order of payment (ToP)</li> <li>▪ Issue ToP and advise client to pay at payment counters</li> </ul>	Maximum of 1 hr	All documents from Step 1		F. Millanes	BPLO Counter 5

3	<ul style="list-style-type: none"> <li>▪ Pay</li> <li>▪ Receive OR</li> <li>▪ Claim Mayor's Permit or clearances</li> </ul>	<ul style="list-style-type: none"> <li>▪ Accept payment</li> <li>▪ Print OR</li> <li>▪ Print and sign Retirement's Permit and other clearances</li> <li>▪ Have the Mayor's Permit and other clearances printed and signed</li> <li>▪ Issue OR, Mayor's Permit and other clearances</li> </ul>	3 hr	All documents from Step 1	Revenue Taxes	R. Ladeza	BPLO Counter 9
			5 hr				

### Frontline Service 3: Business Tax and Licenses (Retirement)

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MTO					
1	<ul style="list-style-type: none"> <li>▪ File application for business retirement</li> </ul>	<ul style="list-style-type: none"> <li>▪ Review and validate submission</li> <li>▪ Assess eligibility for retirement</li> </ul>	Maximum of 1 hr	Duly filled-out Unified Form Barangay Clearance Income Tax Return/Sales Declaration (previous year)		F. Millanes M. Arocha	BPLO Counters 10 & 4
2	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Assess business taxes, charges and fees</li> <li>▪ Prepare tax order of payment (ToP)</li> <li>▪ Issue ToP</li> <li>▪ Advise client to pay at payment counter</li> </ul>	Maximum of 1 hour	All Documents from Step 1		F. Millanes S. Yamas	BPLO Counters 10 & 5
3	<ul style="list-style-type: none"> <li>▪ Pay</li> <li>▪ Receive OR</li> <li>▪ Claim retirement permit or clearances</li> </ul>	<ul style="list-style-type: none"> <li>▪ Accept payment</li> <li>▪ Print OR</li> <li>▪ Print and sign retirement permit and other clearances</li> <li>▪ Issue OR, retirement permit and other clearances</li> </ul>	Maximum of 1 hour	All Documents from Step 1	Revenue Taxes	R. Ladeza	BPLO Counter 9
			3 hr				

### Frontline Service 4: Real Property Tax Payment

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MTO					
1	<ul style="list-style-type: none"> <li>▪ Present previous Official Receipt (OR) or Real Property Tax (RPT) ledger</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evaluate RPT ledger</li> </ul>	5 min	Previous OR /RPT Ledger		V. Camilotes S. Rosco	MTO Counters 11 & 12
2	<ul style="list-style-type: none"> <li>▪ Demand for OR</li> </ul>	<ul style="list-style-type: none"> <li>▪ Issue OR</li> </ul>	3 min		Real Property Taxes	V. Camilotes S. Rosco	MTO Counters 11 & 12
			8 min				

### Frontline Service 5: Issuance of Community Tax Certificate (Cedula)

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MTO					
1	▪ Reply to pertinent questions	▪ Interview customer	1 min			G. Rebucas	MTO Counter 1
2	▪ Wait for assessment	▪ Inform customer of amount to be paid	1 min			G. Rebucas	MTO Counter 1
3	▪ Pay the required fees	▪ Process payment	1 min.		Community Tax	G. Rebucas	MTO Counter 1
4	▪ Claim Community Tax Certificate	▪ Issue Community Tax Certificate	1 min		None	G. Rebucas	MTO Counter 1
			4 min				

### Frontline Service 6: Water Bill Payment

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MTO					
1	▪ Present water bill	▪ Accept customer and locate entry	30 sec	Water bill		A. Cadungog	MTO Counter 3
2	▪ Pay the amount due	▪ Process payment, attach OR to bill	2 min		Water bill	A. Cadungog	MTO Counter 3
3	▪ Receive Official Receipt	▪ Issue Official Receipt	1 min			A. Cadungog	MTO Counter 3
			3.5 min				



## MUNICIPAL ASSESSOR'S OFFICE

### Frontline Service 1: Issuance of True Copy of Real Property Old/Latest/Revised Tax Declaration

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	ASSESSOR'S OFFICE					
1	<ul style="list-style-type: none"> <li>▪ Request for service at front desk</li> <li>▪ Complete the data/lot description</li> </ul>	<ul style="list-style-type: none"> <li>▪ Let client fill out billing slip</li> <li>▪ Verify tax payment as to date</li> </ul>	3 min	Billing slip Updated Real Property Tax		L. Patentes A. Sangarios A. Baratas	MASSO
2	<ul style="list-style-type: none"> <li>▪ Pay at MTO</li> <li>▪ Present OR at front desk</li> </ul>	<ul style="list-style-type: none"> <li>▪ Verify records; if positive, instruct client to pay at MTO</li> </ul>	3 min	OR	P50/pc	L. Patentes R. Cuizon A. Baratas	MASSO MTO
3	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Produce true copy</li> <li>▪ Review and check records</li> <li>▪ Supply name of signatory</li> </ul>	3min			N. Oreña	MASSO
4	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Affix initial and official seal</li> </ul>	2 min			R. Solarte	MASSO
5	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Authenticate copy</li> <li>▪ Approve copy</li> </ul>	2 min			R. Solarte	MASSO
6	<ul style="list-style-type: none"> <li>▪ Receive true copy</li> <li>▪ Sign on logbook</li> </ul>	<ul style="list-style-type: none"> <li>▪ Post and record the Tax Declaration</li> <li>▪ Release copy to client</li> </ul>	2 min			N. Oreña	MASSO
			15 min				

### Frontline Service 2: Issuance of Real Property Certificate of Improvement or No Improvement

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	ASSESSOR'S OFFICE					
1	<ul style="list-style-type: none"> <li>▪ Request for service at front desk</li> <li>▪ Complete the required data/lot description</li> </ul>	<ul style="list-style-type: none"> <li>▪ Let client fill out billing slip</li> <li>▪ Verify tax payment as to date</li> </ul>	3 min	Billing slip Updated Real Property Tax		A. Sangarios L. Patentes E. Saligumba A. Baratas	MASSO
2	<ul style="list-style-type: none"> <li>▪ Pay at MTO</li> <li>▪ Present OR at front desk</li> </ul>	<ul style="list-style-type: none"> <li>▪ Verify records; if positive, instruct client to pay at MTO</li> </ul>	4 min	Official Receipt	P50/pc	L. Patentes R. Cuizon A. Baratas	MASSO MTO
3	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Produce certificate(s)</li> <li>▪ Review and check records</li> <li>▪ Supply name of signatory</li> </ul>	5min			N. Oreña	MASSO
4	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Affix initial and official seal</li> </ul>	2 min			R. Solarte	MASSO
5	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Authenticate and approve the certificate</li> </ul>	2 min			R. Solarte	MASSO
6	<ul style="list-style-type: none"> <li>▪ Receive certificate(s)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Post and record the certificate</li> </ul>	2 min			N. Oreña	MASSO

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	ASSESSOR'S OFFICE					
	<ul style="list-style-type: none"> <li>▪ Sign on logbook</li> </ul>	<ul style="list-style-type: none"> <li>▪ Release copy to client</li> </ul>	18 min				

### Frontline Service 3: Issuance of Real Property Certificate of Landholding or No Holding

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	ASSESSOR'S OFFICE					
1	<ul style="list-style-type: none"> <li>▪ Request for service at front desk</li> <li>▪ Complete the names</li> </ul>	<ul style="list-style-type: none"> <li>▪ Let client fill out requisition slip</li> <li>▪ Verify tax payment as to date</li> </ul>	3 min	Billing slip Updated Real Property Tax		E. Saligumba A. Sangarios L. Patentes A. Baratas	MASSO
2	<ul style="list-style-type: none"> <li>▪ Wait</li> <li>▪ Pay at MTO</li> <li>▪ Submit OR at front desk</li> </ul>	<ul style="list-style-type: none"> <li>▪ Verify records if, positive, instruct client to pay at MTO</li> </ul>	4 min	OR	P50/pc	L. Patentes N.Oreña A. Baratas	MASSO MTO
3	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Produce certificate(s)</li> <li>▪ Review and check records</li> <li>▪ Supply name of signatory</li> </ul>	5 min			N. Oreña	MASSO
4	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Affix initial and official seal</li> </ul>	2 min			R. Solarte A. Sangarios	MASSO
5	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Authenticate the certificate(s)</li> <li>▪ Approve the certificate(s)</li> </ul>	2 min			R. Solarte	MASSO
6	<ul style="list-style-type: none"> <li>▪ Receive certificate(s)</li> <li>▪ Sign on logbook</li> </ul>	<ul style="list-style-type: none"> <li>▪ Post and record the certificate(s),</li> <li>▪ Release copy to client</li> </ul>	2 min			L. Patentes	MASSO
			18 min				

### Frontline Service 4: Issuance of Certificate of Real Property Transfer of Ownership (Titled or Untitled)

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	ASSESSOR'S OFFICE					
1	<ul style="list-style-type: none"> <li>▪ Request for service at front desk</li> <li>▪ Fill out the forms</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provide forms</li> <li>▪ Let the client fill out requisition slip</li> <li>▪ Verify tax payment as to date</li> </ul>	5 min	Billing slip Updated Real Property Tax		N. Oreña	MASSO MTO
2	<ul style="list-style-type: none"> <li>▪ Pay at MTO</li> <li>▪ Present OR at front desk</li> </ul>	<ul style="list-style-type: none"> <li>▪ Verify records and check data</li> <li>▪ Review documents submitted initially; if incomplete return immediately to client; if complete instruct client to pay at MTO</li> </ul>	8 min	OR	50/pc.	A. Sangarios	MASSO MTO
3	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare FAAS, TDs and adjustments</li> </ul>	10 min			A. Sangarios	MASSO

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	ASSESSOR'S OFFICE					
		<ul style="list-style-type: none"> <li>Prepare endorsement of the request</li> </ul>				L. Patentes	
4	<ul style="list-style-type: none"> <li>Wait</li> </ul>	<ul style="list-style-type: none"> <li>Check (final) for endorsement</li> </ul>	20 min			R. Solarte	MASSO
5	<ul style="list-style-type: none"> <li>Wait</li> </ul>	<ul style="list-style-type: none"> <li>Submit to PASSO</li> <li>Make follow-up on request</li> </ul>	Depends on schedule of PASSO			R. Solarte	MASSO
6	<ul style="list-style-type: none"> <li>Receive copy</li> <li>Sign on logbook</li> </ul>	<ul style="list-style-type: none"> <li>Post and record the TaxDec</li> <li>Release copy to client</li> </ul>	2 min			N. Oreña	MASSO
7	<ul style="list-style-type: none"> <li>Wait</li> </ul>		1 day or more			PASSO Staff or officer	PASSO
			45 min at LGU 1 day or more at PASSO				

#### Frontline Service 5: Issuance of Real Property Sketch Plan or Vicinity Map

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	ASSESSOR'S OFFICE					
1	<ul style="list-style-type: none"> <li>Request for service at front desk</li> <li>Complete lot data</li> </ul>	<ul style="list-style-type: none"> <li>Let the client fill out requisition slip</li> <li>Verify tax payment as to date</li> </ul>	3 min	Billing slip Updated Real Property Tax		A. Sangarios L. Patentes A. Baratas	MASSO
2	<ul style="list-style-type: none"> <li>Wait</li> <li>Pay at MTO</li> <li>Present OR at front desk</li> </ul>	<ul style="list-style-type: none"> <li>Verify records; if positive, instruct client to pay at MTO</li> <li>Produce the plan(s)/map(s)</li> </ul>	5 min	OR	50/pc.	A. Sangarios L. Patentes	MASSO MTO
3	<ul style="list-style-type: none"> <li>Wait</li> </ul>	<ul style="list-style-type: none"> <li>Draw plan/map based on file</li> <li>Review and check records</li> <li>Supply name of signatory</li> </ul>	Vicinity Map: 25 min Sketch Plan: 20 min			A. Sangarios L. Patentes A. Baratas	MASSO
4	<ul style="list-style-type: none"> <li>Wait</li> </ul>	<ul style="list-style-type: none"> <li>Affix initial and official seal</li> </ul>	2 min			R. Solarte	MASSO
5	<ul style="list-style-type: none"> <li>Wait</li> </ul>	<ul style="list-style-type: none"> <li>Authenticate and approve the certificate</li> </ul>	2 min			R. Solarte	MASSO
6	<ul style="list-style-type: none"> <li>Receive copy</li> <li>Sign on logbook</li> </ul>	<ul style="list-style-type: none"> <li>Post and record the plan/map</li> </ul>	2 min			N. Oreña	MASSO
			Vicinity map: 35 min Sketch plan: 30 min				

#### Frontline Service 6: Issuance of Certificate of Real Property Transfer or Subdivision / Consolidation

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	ASSESSOR'S OFFICE					
1	<ul style="list-style-type: none"> <li>Request for service</li> </ul>	<ul style="list-style-type: none"> <li>Let client fill out requisition slip</li> </ul>	3 min	Billing slip		N. Oreña	MASSO

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	ASSESSOR'S OFFICE					
	at front desk ▪ Fill out the forms	▪ Verify tax payment as to date		Updated Real Property Tax			
2	▪ Wait ▪ Pay at MTO ▪ Present OR at front desk	▪ Verify records and check data ▪ Review documents submitted initially; if incomplete return immediately to client; if complete, instruct client to pay at MTO	5 min	OR	P50/pc	A. Sangarios	MASSO MTO
3	▪ Wait	▪ Prepare FAAS, TDs and adjustments ▪ Prepare endorsement of the request signatory	10 min			A. Sangarios	MASSO
4	▪ Wait	▪ Check (final) for endorsement	15 min			R. Solarte	MASSO
5	▪ Wait	▪ Submit to PASSO ▪ Make follow-up on request	Depends on schedule of PASSO			R. Solarte	MASSO
6	▪ Wait	▪ Draw and update map with approved sub-division/consolidation	25min	Approved cancellation/consolidation		R. Solarte	MASSO
7	▪ Receive copy ▪ Sign on logbook	▪ Post and record TaxDec ▪ Release copy to client	2 min			N. Oreña	MASSO
8	▪ Wait		1 day or more			PASSO Staff or officer	PASSO
			1 hr at LGU 1 day or more at PASSO				

#### Frontline Service 7: Issuance of Real Property Cancellation of Tax Declaration

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	ASSESSOR'S OFFICE					
1	▪ Request for service at front desk ▪ Fill out the forms	▪ Let the client fill out requisition slip ▪ Verify tax payment as to date	3 min	Billing slip Updated Real Property Tax		N. Oreña A. Sangarios A. Baratas	MASSO
2	▪ Wait ▪ Pay at MTO ▪ Present OR at front desk	▪ Verify records and check data ▪ Review documents submitted initially; if incomplete return immediately to client; if complete, instruct client to pay at MTO	5 min	OR	50/pc	A. Sangarios L. Patentés	MASSO MTO
3	▪ Wait	▪ Prepare FAAS, TDs and adjustments ▪ Prepare endorsement of the request	10 min			A. Sangarios L. Patentés	MASSO

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	ASSESSOR'S OFFICE					
						A. Baratas	
4	▪ Wait	▪ Check (final) for endorsement	20 min			R. Solarte	MASSO
5	▪ Wait	▪ Submit to PASSO ▪ Make follow-up on request	Depends on schedule of PASSO			R. Solarte	MASSO
6	▪ Wait	▪ Update and cancel records in the computerized list of TDs	4 min			N. Oreña	MASSO
7	▪ Receive copy ▪ Sign on logbook	▪ Post and record the TaxDec ▪ Release copy to client	2 min			PASSO Staff or officer	PASSO
			43 min at LGU 1 day or more at PASSO				

**Frontline Service 8: Transactions Involving Duplication (New tie-up / wrong tie-up, and others)**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	ASSESSOR'S OFFICE					
1	▪ Request for service at front desk ▪ Fill out the forms	▪ Provide forms ▪ Let the client fill out billing slip. ▪ Verify date of tax payment	3 min	Billing slip Updated Real Property Tax		N. Oreña A. Sangarios L. Patentes A. Baratas	MTO
2	▪ Wait ▪ Pay at MTO ▪ Submit OR at front desk	▪ Verify records and check data, review documents submitted initially; if incomplete return immediately if, complete let client pay at MTO	8 min	OR	P50/pc	A. Sangarios	MASSO MTO
3	▪ Wait	▪ Prepare FAAS, TDs and adjustments Prepare endorsement of the request	10 min			A. Sangarios	MASSO
4	▪ Wait	▪ Check (final) for endorsement	20 min			R. Solarte	MASSO
5	▪ Wait	▪ Submit to Provincial Assessor's Office ▪ Follow-up request	Depends on schedule of PASSO			R. Solarte	MASSO
6	▪ Receive copy ▪ Sign on logbook	▪ Post and record the TaxDec ▪ Release copy to client	4 min			N. Oreña L. Patentes	MASSO
7	▪ Wait		1 day			PASSO Staff or officer	PASSO
			42 min at LGU 1 day or more at PASSO				

### Frontline Service 9: Request for Location, Boundaries and Vicinity of Property on Field Maps

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	ASSESSOR'S OFFICE					
1	<ul style="list-style-type: none"> <li>▪ Request for service at front desk</li> <li>▪ Supply complete names, lot number and barangay</li> </ul>	<ul style="list-style-type: none"> <li>▪ Verify records</li> </ul>	3 min			A. Sangarios	MASSO
2	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Scan field map and locate the property based on data provided by client</li> </ul>	20 min		P50/pc	L. Patentes A. Sangarios	MASSO MTO
3	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Check records (TMCR, TD books, records of authenticity, perhaps in the cadastral maps on file). If necessary, draw/sketch to satisfy client</li> </ul>	10 min			L. Patentes	MASSO
4	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Approve map if necessary</li> </ul>	2 min			R. Solarte	MASSO
			35 min				

### Frontline Service 10: Request for Tax Mapping/ Assessment for New Discoveries: Residential, Commercial, Industrial, Machinery, and Others

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	ASSESSOR'S OFFICE					
1	<ul style="list-style-type: none"> <li>▪ Request for service at front desk</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview client</li> </ul>	3 min			L. Patentes N. Oreña	MASSO
2	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare needed equipment for inspection</li> <li>▪ Check for exact location</li> <li>▪ Inspect site and assess property</li> <li>▪ Record data</li> </ul>	1 hr			L. Patentes A. Sangarios R. Solarte	MASSO MTO
3	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Compute data</li> <li>▪ Prepare FAAS, TDs and adjustments</li> <li>▪ Prepare endorsement of the request</li> </ul>	6 hr			L. Patentes A. Sangarios	MASSO
4	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Check (final) documents for endorsement</li> </ul>	30 min			R. Solarte	MASSO
5	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Submit to PASSO</li> <li>▪ Make follow-up on request</li> </ul>	Depends on schedule of PASSO			R. Solarte	MASSO
6	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Update record in the computer</li> </ul>	30 min	Approved document		N. Oreña	MASSO
7	<ul style="list-style-type: none"> <li>▪ Receive copy</li> <li>▪ Sign on logbook</li> </ul>	<ul style="list-style-type: none"> <li>▪ Post and record the TaxDec</li> <li>▪ Release copy to client</li> </ul>	1 min			N. Oreña	MASSO
			7 hr at LGU 1 day or more at PASSO				

## MUNICIPAL AGRICULTURE OFFICE

**Program:** Livestock and Poultry Program  
**Frontline Service:** Technical Assistance on Livestock & Poultry Development

### A. Animal Consultation / Treatment

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAO					
1	▪ Sign on logbook	▪ Entertain client	2 min			MAO Staff	MAO
2	▪ Seek advice	▪ Interview client	5 min			Livestock Technician	MAO
3	▪ Buy veterinary medicine at the local agrivet store	▪ Advice client and give prescription	10 min			Livestock Technician	MAO
4	▪ Present the biologics/medicine	▪ Visit client's home and treat sick animal	Depending on distance			Livestock Technician	Location of animal
			17 min at LGU				

### B. Issuance of Certificate of Inspection for Livestock & Poultry & Other Animals to be Shipped

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAO					
1	▪ Sign on logbook	▪ Instruct client to log in	2 min			MAO Staff	MAO
2	▪ Present animal for inspection	▪ Interview client ▪ Inspect animal	10 min			Livestock Technician	Municipal Nursery
3	▪ Pay at MTO	▪ Instruct client to pay at MTO	10 min		P50	Livestock Technician	Municipal Nursery
4	▪ Present official receipt	▪ Prepare Certificate of Inspection	2 min	Official receipt		Livestock Technician	Municipal Nursery
5	▪ Receive Certificate of Inspection	▪ Release Certificate of Inspection	2 min			Livestock Technician	Municipal Nursery
6	▪ Bring certificate of inspection to the Office of the Provincial Veterinarian	▪ Instruct client to proceed to the Office of the Provincial Veterinarian for the issuance of Vet Health Certificate for Travel and Shipping Permit	1 min			Livestock Technician	Municipal Nursery
			27 min at LGU				

### C. Anti-Rabies Prevention, Eradication & Control (Registration & Vaccination of Dogs)

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAO					
<b>Massive Dog Vaccination</b>							
1	<ul style="list-style-type: none"> <li>▪ Bring the animal to the designated vaccination venue</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare dog cards</li> <li>▪ Check dog population survey</li> </ul>	5 min	<ul style="list-style-type: none"> <li>Dog cards</li> <li>Dog population survey of BALA</li> </ul>		MAO Vaccinators	Barangay hall or designated vaccination site
2	<ul style="list-style-type: none"> <li>▪ Present the animal for vaccination</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview client</li> </ul>	3 min	<ul style="list-style-type: none"> <li>Dog cards</li> </ul>		MAO Vaccinators	
			8 min				
<b>Non-Vaccination Schedule/ Special Vaccination for Walk-in Clients</b>							
1	<ul style="list-style-type: none"> <li>▪ Sign on logbook</li> </ul>	<ul style="list-style-type: none"> <li>▪ Entertain client</li> </ul>	1 min			MAO Staff	MAO
2	<ul style="list-style-type: none"> <li>▪ Bring the animal to be vaccinated</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview client</li> <li>▪ Check dog population survey</li> </ul>	5 min	<ul style="list-style-type: none"> <li>Dog card</li> </ul>	<ul style="list-style-type: none"> <li>Male dogs, castrated: ₱ 50</li> <li>Female dogs, male dogs uncastrated: ₱100</li> </ul>	MAO Vaccinators	MAO
3	<ul style="list-style-type: none"> <li>▪ Secure the animal</li> </ul>	<ul style="list-style-type: none"> <li>▪ Perform vaccination</li> </ul>	1 min	<ul style="list-style-type: none"> <li>Dog card</li> <li>Official receipt</li> </ul>		MAO Vaccinators	MAO
			7 min				
<b>Barangay Request for Dog Catching and Elimination</b>							
1	<ul style="list-style-type: none"> <li>▪ Submit letter request</li> <li>▪ Sign dog waiver</li> </ul>	<ul style="list-style-type: none"> <li>▪ Set schedule for dog catching and elimination</li> </ul>	2 min	<ul style="list-style-type: none"> <li>Letter request</li> <li>Dog waiver signed by owner</li> </ul>		MAO	MAO
2	<ul style="list-style-type: none"> <li>▪ Prepare dog cage, trap and burial site</li> </ul>	<ul style="list-style-type: none"> <li>▪ Notify the barangay of schedule through the BALA</li> </ul>	2 min	<ul style="list-style-type: none"> <li>Dog cage</li> <li>Dog trap</li> <li>Burial site</li> <li>Waiver of dog owner</li> </ul>		MAO	Barangay
3	<ul style="list-style-type: none"> <li>▪ Prepare dog cage, trap and burial site</li> </ul>	<ul style="list-style-type: none"> <li>▪ Conduct dog catching</li> <li>▪ Eliminate dogs three days after they are caught and impounded</li> </ul>	Depending on area and number of dogs	<ul style="list-style-type: none"> <li>Dog pound vehicle</li> </ul>		MAO	Barangay



#### D. Animal Dispersal

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAO					
1	▪ Sign on logbook	▪ Interview client	2 min			MAO Staff	MAO
2	▪ Sign on list	▪ Instruct client to sign on list of animal dispersal applicants	2 min			Livestock Technician	MAO
3	▪ Wait	▪ Advice applicant on availability of animals for dispersal	2 min			Livestock Technician	MAO
			6 min				
<b>Procedure in claiming the animal for dispersal once it is available</b>							
1	▪ Prepare requirements	▪ Inform recipient that the animal is available	2 min	Barangay clearance Picture of applicant Filled-out application form		Livestock Technician	Barangay where animal dispersal takes place
2	▪ Sign application form for dispersal	▪ Prepare application form	3 min			Livestock Technician	MAO
3	▪ Claim the animal	▪ Instruct applicant to claim the animal	2 min			Livestock Technician	MAO
			7 min				

#### E. Artificial Insemination of Large and Small Ruminants

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAO					
1	▪ Sign on logbook	▪ Interview applicant	1 min			AI Technician	MAO
2	▪ Request to avail of artificial insemination (AI) services ▪ Pay to MTO	▪ Verify the in-heat and estrus condition of the animal	5-10 min		₱200 (good for three (3) procedures if animal does not get pregnant during the first insemination)	AI Technician	MAO
3	▪ Prepare animal for AI	▪ Visit location of animal	30 min to 1 hr	Chute		AI Technician	Location of animal
4	▪ Wait	▪ Perform actual AI	10-15 min			AI Technician	Location of animal
5	▪ Prepare the animal for	▪ Take Pregnancy	10-15 min			AI Technician	Location

	pregnancy diagnosis	Diagnosis (PD) on serviced animal (4 months after insemination)					of animal
6	<ul style="list-style-type: none"> <li>▪ Wait for result</li> </ul>	<ul style="list-style-type: none"> <li>▪ Release PD result to identify need for another round of AI</li> </ul>	1 min			AI Technician	Location of animal
			@ 2.5 hr				

**Program:** Rice Production Program  
**Frontline Service:** Technical assistance on Rice Production and Input Distribution

**A. Barangay Request for Subsidized Rice Seeds (Inbred/Hybrid)**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAO					
1	<ul style="list-style-type: none"> <li>▪ List down names of beneficiaries who will avail of rice seeds</li> </ul>	<ul style="list-style-type: none"> <li>▪ Compare list on request with master list of beneficiaries</li> <li>▪ Consolidate list of beneficiaries</li> </ul>	1 hr	Master list of beneficiaries		MAO Staff Rice Technician	MAO
2	<ul style="list-style-type: none"> <li>▪ Receive rice seeds</li> </ul>	<ul style="list-style-type: none"> <li>▪ Distribute rice seeds to farmers</li> </ul>	3 min	RSBSA registration stub		MAO Rice Technician	MAO
3	<ul style="list-style-type: none"> <li>▪ Sign acknowledgment form upon receipt of rice seeds</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provide acknowledgement receipts</li> </ul>	5 min			Rice Technician	MAO
			1 hr, 8 min				

**Program:** Corn Production Program  
**Frontline Services:** Technical assistance on Corn Production and Provision of Farm Inputs like Seeds/Fertilizer

**A. Request for Corn Seeds and Fertilizer**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAO					
1	<ul style="list-style-type: none"> <li>▪ Sign on logbook</li> <li>▪ Ensure availability of area for corn production</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview client</li> </ul>	3 min	RSBSA registration stub		MAO Staff Corn Technician	MAO
2	<ul style="list-style-type: none"> <li>▪ Wait for the release of corn seeds/fertilizer</li> </ul>	<ul style="list-style-type: none"> <li>▪ Pack corn seeds for distribution according to area of distribution</li> </ul>	4 min			MAO Staff Corn Technician	MAO
3	<ul style="list-style-type: none"> <li>▪ Listen to the instruction</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provide instruction to farmers on planting method</li> </ul>	2 min			MAO Staff Corn Technician	MAO
4	<ul style="list-style-type: none"> <li>▪ Receive corn seeds/fertilizer</li> </ul>	<ul style="list-style-type: none"> <li>▪ Release corn seeds/fertilizer</li> </ul>	2 min			MAO Staff	MAO

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAO					
	▪ Sign acknowledgment form		11 min			Corn Technician	

**Program** : Farm Tractor Operation & Services

**Frontline service** : Plowing & harrowing of farm

**A. Request for Farm Tractor Services - Municipal Ordinance 19-007 (An Ordinance Establishing Guidelines for the Operation of Upland Tractors Owned by The LGU of Loon)**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAO					
1	▪ Sign on logbook ▪ Answer questions asked	▪ Interview client	5 min			MAO Staff	MAO
2	▪ Fill out application form	▪ Prepare application form	3 min			MAO Staff	MAO
3	▪ Listen to instructions	▪ Instruct client on rental/operation procedure	3 min			MAO Staff Tractor Operator	MAO
4	▪ Guide MAO staff to farm site	▪ Conduct site validation	Depends on distance			MAO Staff Tractor Operator	MAO
5	▪ Render appropriate payment to MTO	▪ Refer client to MTO for payment	3 min	Payment for the rental of tractor	Depends on area of farm	MTO Staff	MTO
6	▪ Present OR to MAO Staff	▪ Accept and record O R	1 min	Official Receipt		MAO Staff Tractor Operator	MAO

**Program:** High Value Crops Development Program (HVCDP)

**Frontline Service:** Technical assistance, distribution of planting materials (seeds/seedlings).

**A. Request for Vegetable Seeds and Fruit Seedlings**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAO					
1	▪ Sign on logbook	▪ Register client on logbook	1 min			MAO Staff	MAO
2	▪ State the type of vegetable seeds/fruit seedlings needed	▪ Inform client on available varieties of vegetable seeds/fruit seedlings	2 min			MAO Staff	MAO
3	▪ Answer questions	▪ Verify client necessity and willingness (location of farm/area to be planted)	2 min			MAO Staff	MAO
4	▪ Receive vegetable seeds / fruit seedlings	▪ Release available vegetable seeds/ fruit seedlings	2 min			MAO Staff	MAO

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAO					
	<ul style="list-style-type: none"> <li>Sign acknowledgment form</li> </ul>						
			7 min				

### B. Issuance of Certificate of Compliance for Tree Cutting (Mun. Ordinance 15-002)

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAO					
1	<ul style="list-style-type: none"> <li>Present Barangay Tree Cutting Clearance</li> </ul>	<ul style="list-style-type: none"> <li>Interview or entertain client</li> </ul>	1 min	Tree Cutting Clearance (2 copies)		MAO Staff	MAO
2	<ul style="list-style-type: none"> <li>Submit three (3) seedlings for every tree to be cut down</li> </ul>	<ul style="list-style-type: none"> <li>Inspect, verify and receive seedlings submitted</li> </ul>	2 min	Three (3) seedlings for every tree to be cut down (2 forest trees, 1 fruit tree or 3 fruit trees)		MAO Staff	MAO
3	<ul style="list-style-type: none"> <li>Sign on logbook</li> </ul>	<ul style="list-style-type: none"> <li>Issue Certificate of Compliance</li> </ul>	2 min			MAO Staff	MAO
4	<ul style="list-style-type: none"> <li>Follow instruction</li> </ul>	<ul style="list-style-type: none"> <li>Instruct client on payment</li> </ul>	5 min		P50/tree	MTO	MTO
5	<ul style="list-style-type: none"> <li>Present Official Receipt</li> </ul>	<ul style="list-style-type: none"> <li>Take one copy of the Certificate of Compliance</li> </ul>	1 min	OR		MAO Staff	MAO
6	<ul style="list-style-type: none"> <li>Bring Certificate of Compliance to MENRO</li> </ul>	<ul style="list-style-type: none"> <li>Instruct client on issuance of mayor's certification</li> </ul>	2 min	OR		MAO Staff MENRO Staff	MAO MENRO
			13 min				

**Program:** Organic Agriculture

**Frontline Service:** Technical assistance, distribution of vermicast / organic fertilizer

### A. Request for Vermicast / Organic Fertilizer

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAO					
1	<ul style="list-style-type: none"> <li>Sign on logbook</li> </ul>	<ul style="list-style-type: none"> <li>Register client on logbook</li> </ul>	1 min			MAO Staff	MAO
2	<ul style="list-style-type: none"> <li>Answer questions asked</li> </ul>	<ul style="list-style-type: none"> <li>Verify client's necessity to re: request</li> </ul>	2 min			MAO Staff	MAO
3	<ul style="list-style-type: none"> <li>Listen</li> </ul>	<ul style="list-style-type: none"> <li>Orient client on importance of organic farming</li> </ul>	4 min			MAO Staff	MAO
4	<ul style="list-style-type: none"> <li>Pay at MTO</li> </ul>	<ul style="list-style-type: none"> <li>Instruct client to proceed to MTO</li> </ul>	5 min		₱15/kg	MAO Staff	MAO
5	<ul style="list-style-type: none"> <li>Present OR</li> <li>Receive organic fertilizer</li> <li>Sign acknowledgment form</li> </ul>	<ul style="list-style-type: none"> <li>Release vermicast</li> </ul>	2 min			MAO Staff	MAO
			14 min				

**Program: Fishery Program**

**Frontline Services: Technical assistance to fisherfolk and provision of livelihood projects**

**A. Licensing and Permitting of Payaw, Target, Pamu and Bobo (fishpot) and other fishing paraphernalia (Mun.17-004 The Coastal Code of Loon as Amended)**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAO					
1	▪ Sign on logbook	▪ Interview client	1 min			MAO Staff	MAO
2	▪ Receive and fill out application form	▪ Provide application form to client	4 min	Brgy Clearance Police clearance Voter's affidavit ID picture Application form		MAO Staff Fishery Technician	MAO
3	▪ Give application form to MFARMC Chairman, MA & Bantay Dagat for approval	▪ Refer application to MFARMC Chairman, MA and Bantay Dagat for approval	More or less 1 day	Filled-out application form		MAO Staff Fishery Technician	MAO
4	▪ Prepare fishing gear for inspection	▪ Request for inspection of fishing gear to Bantay Dagat	More or less 1 day depending on schedule of Bantay Dagat	Filled-out application form		MAO Staff Fishery Technician	MAO
5	▪ Pay permit fee at MTO	▪ Refer client to MTO for appropriate payment after inspection	10 min	Filled-out application form	Depends on type of fishing gear	MTO Staff	MTO
6		▪ Encode and file registered fisherfolk with permit and license of fishing gear	5 min			MAO Staff Fishery Technician	MAO

**B. Registration of Fisherfolk (FishR) and Boat Registration (BoatR)**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAO					
1	▪ Sign on logbook	▪ Interview client	1 min			MAO Staff/ Fishery Technician	MAO
2	▪ Request for and fill out application form	▪ Provide application form to client	4 min	Picture, Duly accomplished		MAO Staff/ Fishery Technician	MAO

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAO					
				application form			
3	<ul style="list-style-type: none"> <li>▪ Prepare fishing boat</li> </ul>	<ul style="list-style-type: none"> <li>▪ Take pictures of boat and fisherfolk</li> </ul>	Depends on distance of barangay	Duly accomplished application form		MAO Staff/ Fishery Technician	MAO
4	<ul style="list-style-type: none"> <li>▪ Wait for the registration number</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provide registration number (FishR/BoatR)</li> </ul>	5 min			MAO Staff/ Fishery Technician	MAO
5		<ul style="list-style-type: none"> <li>▪ Encode and keep record of registered boats and fisherfolk</li> </ul>	5 min			MAO Staff/ Fishery Technician	MAO

### C. Dispersal of Tilapia Fingerlings

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAO					
1	<ul style="list-style-type: none"> <li>▪ Sign on logbook</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview client</li> </ul>	1 min			Fishery Technician MAO Staff	MAO
2	<ul style="list-style-type: none"> <li>▪ Answer questions</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview client</li> </ul>	4 min			Fishery Technician MAO Staff	MAO
3	<ul style="list-style-type: none"> <li>▪ Know the schedule and prepare area for validation</li> </ul>	<ul style="list-style-type: none"> <li>▪ Set schedule for site validation</li> </ul>	2 min			Fishery Technician MAO Staff	MAO
4	<ul style="list-style-type: none"> <li>▪ Receive fingerlings and sign acknowledgement form</li> </ul>	<ul style="list-style-type: none"> <li>▪ Release fingerlings after site validation</li> </ul>	5 min			Fishery Technician MAO Staff	MAO
5		<ul style="list-style-type: none"> <li>▪ Encode and keep records of beneficiaries</li> </ul>	5 min			Fishery Technician MAO Staff	MAO
			17 min				

**MUNICIPAL ENGINEERING OFFICE  
OFFICE OF THE BUILDING OFFICIAL**

**Frontline Service 1: Issuance of Certificate of Use**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MEO/OBO					
1	▪ Sign on logbook	▪ Interview client	1 min	None		E. Campeceño	OBO
2	▪ Submit requirements	▪ Verify requirements	5 min	Requirements specified by NBCP		E. Campeceño	OBO
3	▪ Submit plan	▪ Inspect plan and other requirements	2 hr	As built plan/ documents		E. Campeceño	OBO
4	▪ Submit plan for safety inspection	▪ Inspect plan for issuance of Fire Safety Inspection Certificate (FSIC)	2 hr	As built plan/ documents		BFP Staff	BFP
5	▪ Wait	▪ Assess fees	1 min	As built plan/ documents		E. Campeceño	OBO
6	▪ Pay fees at MTO	▪ Wait	2 min		Variable	MTO Staff	MTO
7	▪ Wait	▪ Issue FSIC	5 min	As built plan/ documents, OR		E. Campeceño	BFP
8	▪ Receive certificate	▪ Issue certificate of use	20 min	As built plan Inspection report FSIC OR		N. Castrojo	OBO
			4 hr, 34 min				

**Frontline Service 2: Issuance of Building Permit**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MEO/OBO					
1	▪ Sign on logbook	▪ Interview client	1 min			E. Campeceño	OBO
2	▪ Comply with and present requirements	▪ Verify requirements and check plan	10 min depending on compliance	Standard Building Permit requirements based on NBCP		N. Castrojo	OBO
3	▪ Wait or accompany the inspection team	▪ Inspect proposed structure	2 hr	Building plan and other documents		E. Campeceño	OBO
4	▪ Wait	▪ Assess fees ▪ Instruct client to pay fees	10 min	Plan, estimates		E. Campeceño	OBO
5	▪ Pay fees	▪ Wait	5 min	Assessment papers	Variable	MTO Staff	MTO
6	▪ Present OR, wait	▪ Prepare certification, land use certificate, mayor's permit, Building Permit, and other	30 min	OR Inspection report		E. Campeceño	OBO

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MEO/OBO					
		documents					
7	▪ Wait	▪ Sign certification, mayor's permit, zoning compliance	10 min	OR All documents		N. Castrojo A. Relator E. Relampagos	OBO MPDO MO
8	▪ Go to the Bureau of Fire Protection	▪ Issue FSIC	5 min	OR, plan and estimates, BP form		BFP Staff	BFP
9	▪ Back to OBO, wait	▪ Issue building permit	2 min	All documents		N. Castrojo	OBO
10	▪ Receive permit	▪ Furnish copy to client	5 min	All documents			OBO
			3 hr, 15 min				
<i>Note: Within 15 days of issuance of Building Permit from payment of fees based on NBCP</i>							

### Frontline Service 3: Issuance of Electrical Permit

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MEO/OBO					
1	▪ Sign on logbook	▪ Interview client	1 min			E. Campeceño	OBO
2	▪ Comply with and present requirements	▪ Verify requirements and check plan	5 min, depending on compliance	Standard Electrical Permit requirement based on NBCP		E. Campeceño	OBO
3	▪ Wait or accompany the inspection team	▪ Inspect proposed structure (or old structure)	2 hr	Electrical plan		E. Campeceño	OBO
4	▪ Wait	▪ Assess fees, instruct client to pay fees at MTO	2 min	Plan, estimates		E. Campeceño	OBO
5	▪ Pay fees	▪ Wait	3 min	Assessment papers	Variable	MTO Staff	MTO
6	▪ Present OR, Wait	▪ Prepare Mayor's Permit, Electrical Permit forms, etc.	20 min	OR, various forms, inspection report		E. Campeceño	OBO
7	▪ Wait	▪ Sign Mayor's Permit	10 min	Document		D. Relampagos	MO
8	▪ Go to the Bureau of Fire Protection	▪ Issue FSIC	5 min	All documents		BFP Staff	BFP
9	▪ Back to OBO, wait	▪ Issue Electrical Permit	2 min	All documents		N. Castrojo	OBO
10	▪ Receive permit	▪ Furnish copy to client	5 min	All documents			OBO
			2 hr, 52 min				



#### Frontline Service 4: Issuance of Fencing Permit

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MEO/OBO					
1	▪ Sign on logbook	▪ Interview client	1 min			E. Campeceño	OBO
2	▪ Comply with and present requirements	▪ Verify requirements and check plan	5 min, depending on compliance	Standard Fencing Permit requirement based on NBCP		E. Campeceño	OBO
3	▪ Wait or go with the inspector team	▪ Inspect proposed structure	2 hr	Fencing plan and other documents		E. Campeceño	OBO
4	▪ Wait	▪ Assess fees	2 min	Plan, estimates		E. Campeceño	MTO
5	▪ Pay fees	▪ Wait	3 min	Assessment papers	Variable	Collection Clerk	MTO
6	▪ Present OR, wait	▪ Prepare Mayor's Permit, Electrical Permit forms, etc.	20 min	OR, inspection report		E. Campeceño	OBO
7	▪ Wait	▪ Sign Mayor's Permit	10 min	All documents		E. Relampagos	MO
8	▪ Go to the Bureau of Fire Protection	▪ Issue FSIC	5 min	OR, plan and estimates, Fencing Permit form		BFP Staff	BOF
9	▪ Back to OBO ▪ Wait	▪ Issue Electrical Permit (only when applicable)	2 min	All documents		Engr. Castrojo	OBO
10	▪ Receive permit	▪ Furnish copy to client	5 min	All documents			OBO
			2 hr, 52 min				

#### Frontline Service 5: Subdivision Approval

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MEO/OBO					
1	▪ Sign on logbook	▪ Interview client	1 min			E. Campeceño	OBO
2	▪ Comply with and present requirements	▪ Verify requirements and check plan	10 min	All documents/ plans		E. Campeceño	OBO
3	▪ Wait	▪ Assess fees ▪ Instruct client to pay fees at MTO	5 min	Assessment papers		E. Campeceño	MTO
4	▪ Pay fees at MTO	▪ Wait	5 min		P250	MTO Staff	
5	▪ Wait or go with inspector	▪ Inspect projects	1 hr			E. Campeceño	OBO
6	▪ Wait	▪ Evaluate reports and endorse to SB for approval	3 min	OR, all documents		E. Campeceño	OBO
7	▪ Wait	▪ Approve subdivision	2 weeks			SB in Session	SB
			2 wk, 1 hr, 19 min				

### Frontline Service 6: Preparation of Program of Works

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MEO/OBO					
1	▪ Sign on logbook	▪ Interview client	1 min			E. Campeceño	MEO
2	▪ Provide details of project	▪ Ask type of project, source of funds, etc.	3 min			N. Castrojo E. Campeseño	MEO
3	▪ Wait or accompany the inspector	▪ Inspect site if necessary	4 hr			N. Castrojo E. Campeceño	MEO
4	▪ Wait	▪ Estimates plan	4 hr - 2 days			N. Castrojo E. Campeceño	MEO
5	▪ Wait	▪ Encode the estimates	2 hr (if more than 3 sheets)			E. Campeceño	MEO
6	▪ Wait	▪ Check price on POW	1 hr			E. Campeseño	MEO
7	▪ Wait	▪ Print POW	1 min			E. Campeceño	MEO
8	▪ Wait	Sign POW: ▪ If Municipal IRA  ▪ If Barangay IRA  ▪ If Provincial funds, and others	15 min  1 min  1min			E. Campeceño N. Castrojo A. Relator E. Relampagos  E. Campeceño N. Castrojo Barangay Treasurer Punong Barangay  E. Campeceño N. Castrojo Barangay Treasurer Punong Barangay	MEO MBO MPDO MO  MEO MBO Barangay Barangay  MEO OBO Barangay Barangay
			2 days, 11 hr, 22 min				

**Frontline Service 7: Maintenance and Repair of Public Buildings and Roads (including Street Lighting (Municipal Structures))**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MEO/OBO					
1	▪ Sign on logbook	▪ Entertain client	1 min			E. Campeceño	MEO
2	▪ Report proposed repair	▪ Schedule	10 min			E. Campeceño	MEO
3	▪ Wait or accompany inspection team	▪ Inspect site	2 hr			E. Campeseño	MEO
4	▪ Wait	▪ Prepare plan and estimates	3 days			MEO Draftsmen	MEO
5	▪ Wait	▪ Approve plan and estimates	10 min	All documents		E. Relampagos	MO
6		▪ Prepare canvass/bidding documents	Variable	All documents		BAC Secretariat	BAC Office
7		▪ Schedule canvass/bidding	Variable	All documents		BAC Secretariat	BAC Office
8		▪ Conduct bidding	Variable	All documents		BAC Secretariat	BAC Office
9		▪ Inspect materials delivered	4 hr	Delivery Receipt		GSO Staff	GSO
10		▪ Implement project	Variable	Approved plan		MEO Staff	MEO

## MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

### Frontline Service 1: Social Case Study for Financial / Material Assistance to Distressed Individuals / Families

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MSWDO					
1	<ul style="list-style-type: none"> <li>▪ Sign on logbook</li> <li>▪ Request for assistance</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview client</li> </ul>	2 min	Barangay Certificate of Indigency For medicines: Doctor's Prescription For hospital bills: Billing statement For burial: Death Certificate, Funeral Contract Routing slip signed by the LCE or GIS signed by LCE		MSWD Staff	MSWDO
2	<ul style="list-style-type: none"> <li>▪ Present problems/needs</li> <li>▪ Fill out General Intake Sheet</li> </ul>	<ul style="list-style-type: none"> <li>▪ Guide client</li> </ul>	30 min			MSWD Staff	MSWDO
3	<ul style="list-style-type: none"> <li>▪ Interact</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provide counseling (set schedule if needed)</li> </ul>	45 min - 1 hour			MSWD Staff	MSWDO
4	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare case summary</li> </ul>	1 hour	Documents needed		MSWD staff	MSWDO
5	<ul style="list-style-type: none"> <li>▪ Come back upon notice from MTO if assistance is ready for release</li> </ul>	<ul style="list-style-type: none"> <li>▪ Submit case summary and other documents to MTO</li> <li>▪ Instruct client to come back when aid is ready</li> </ul>	1 - 2 weeks	Social case summary report Documents needed		MSWD staff	MSWDO
6	<ul style="list-style-type: none"> <li>▪ Claim assistance</li> </ul>	<ul style="list-style-type: none"> <li>▪ Facilitate release of assistance</li> </ul>	5 min	ID card of claimant		MSWD staff	MSWDO

### Frontline Service 2: Financial Assistance - Aid for Individuals in Crisis Situation (AICS)

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MSWDO					
1	<ul style="list-style-type: none"> <li>▪ Sign on logbook</li> <li>▪ Express request</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview client</li> <li>▪ Record interview proceedings on logbook</li> </ul>	2 min	Routing Slip from Mayor Application forms		MSWDO Staff	MSWDO
2	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare case summary, certificate of eligibility, voucher and PR</li> <li>▪ Forward documents to concerned offices</li> </ul>	First come - first served 1 hour - case summary 30 min - all supporting documents			MSWDO Staff	MSWDO

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MSWDO					
3	<ul style="list-style-type: none"> <li>▪ Come back upon notice from MTO if assistance is ready for release</li> </ul>	<ul style="list-style-type: none"> <li>▪ Submit PR to MO for signature</li> <li>▪ Instruct client to come back when aid is ready</li> </ul>	1 - 2 wks			MSWDO Staff MTO Staff	MTO
4	<ul style="list-style-type: none"> <li>▪ Claim assistance</li> </ul>	<ul style="list-style-type: none"> <li>▪ Facilitate release of assistance</li> </ul>	5 min	Approved voucher		C. Legitimas	MTO

### Frontline Service 3: Special Social Services for Women with Marital Conflict / Victims of Domestic Violence

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MSWDO					
1	<ul style="list-style-type: none"> <li>▪ Sign on logbook</li> <li>▪ Express request</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview client</li> </ul>	2 min			MSWD Staff	MSWDO
2	<ul style="list-style-type: none"> <li>▪ Fill out GIS</li> </ul>	<ul style="list-style-type: none"> <li>▪ Guide client</li> </ul>	30 min			MSWD Officer	MSWDO
3	<ul style="list-style-type: none"> <li>▪ Provide details about problem</li> </ul>	<ul style="list-style-type: none"> <li>▪ Conduct in-depth interview</li> </ul>	2 hr			MSWD Officer	MSWDO
4	<ul style="list-style-type: none"> <li>▪ Listen/Interact</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provide counseling</li> </ul>	2 hr			MSWD Officer	MSWDO
5	<ul style="list-style-type: none"> <li>▪ Agree</li> </ul>	<ul style="list-style-type: none"> <li>▪ Set schedule for home visit if needed</li> <li>▪ If husband or partner is violent, advice client/victim to get BPO or refer to Bohol Crisis Center</li> </ul>	15 min			MSWD Officer	MSWDO
			4 hr, 51 min				

### Frontline Service 3: Referral of clients to GOs, NGOs and other agencies

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MSWDO					
1	<ul style="list-style-type: none"> <li>▪ Sign on logbook</li> </ul>	<ul style="list-style-type: none"> <li>▪ Welcome client</li> </ul>	2 min			MSWD Officer	MSWDO
2	<ul style="list-style-type: none"> <li>▪ Fill out GIS</li> </ul>	<ul style="list-style-type: none"> <li>▪ Guide client</li> </ul>	30 min	Barangay Certificate of Indigency For medicines: Doctor's prescription For hospital bill: Billing statement For burial: Death Certificate, funeral contract		MSWD Officer	MSWDO

				For transportation: Barangay Certification For food: Barangay Certification For Children: Birth Certificate, police blotter, Report Card, Form 137			
3	▪ Interact	▪ Get details from client in regard to problems	15 min			MSWD Officer	MSWDO
4	▪ Listen	▪ Provide information regarding programs and services for PWDs ▪ Advice PWD on what to do	10 min			MSWD Officer	MSWDO
5	▪ Wait	▪ Prepare recommendation or referral	5 min			MSWD Officer	MSWDO
			62 min				

#### Frontline Service 5: Issuance of OSCA ID, PWD ID, and Solo Parent ID

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MSWDO					
1	▪ Sign on logbook ▪ Express request	▪ Interview client	5 min	2 pcs 1" x 1" ID photo Barangay certification if solo parent Medical certificate (PWD only)	P10 if new SC applicant P100 if SC ID is lost (for replacement, supported with affidavit of loss) None for PWDs and solo parents	Sector Head (for solo parent)	MSWDO
2	▪ Wait or come back later	▪ Prepare ID for Mayor's signature	15 min			Sector Head (for solo parent) E. Relampagos	MSWDO
3	▪ Listen	▪ Brief applicant on privileges and benefits	2 min			Sector Head MSWDO (for solo parent)	MSWDO
4	▪ Receive ID	▪ Release ID	1 min			Sector Head Support Staff	MSWDO
			23 min				

### Frontline Service 6: Issuance of Certificate of Indigency

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MSWDO					
1	<ul style="list-style-type: none"> <li>▪ Express intent</li> <li>▪ Sign on logbook</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview client</li> <li>▪ Explain about Certificate of Indigency</li> </ul>	5 min			MSWD Staff	MSWDO
2	<ul style="list-style-type: none"> <li>▪ Pay at MTO</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare Certificate of Indigency</li> </ul>	10 min	Barangay Certificate of Indigency	P50	MTO Staff MSWD Staff	MTO MSWDO
3	<ul style="list-style-type: none"> <li>▪ Claim certificate</li> </ul>	<ul style="list-style-type: none"> <li>▪ Release Certificate of Indigency</li> </ul>	1 min			MSWD Staff	MSWDO
			16 min				

### Frontline Service 7: Special Social Services for Abused Children

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MSWDO					
1	<ul style="list-style-type: none"> <li>▪ Express intent</li> <li>▪ Sign on logbook</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview client</li> </ul>	2 min			MSWD Staff	MSWDO
2	<ul style="list-style-type: none"> <li>▪ Fill out GIS</li> </ul>	<ul style="list-style-type: none"> <li>▪ Guide client</li> </ul>	5 - 10 min			MSWD Officer	MSWDO
3	<ul style="list-style-type: none"> <li>▪ Interact</li> </ul>	<ul style="list-style-type: none"> <li>▪ Assess client's problems/needs</li> </ul>	1 hr			MSWD Officer	MSWDO
4	<ul style="list-style-type: none"> <li>▪ Proceed to MHO and PNP Station whenever necessary</li> </ul>	<ul style="list-style-type: none"> <li>▪ Coordinate with PNP and MHO whenever necessary</li> </ul>	30-40 min			MSWD Officer	MSWDO
5	<ul style="list-style-type: none"> <li>▪ Interact</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provide counseling</li> </ul>	1 hr			MSWD Officer	MSWDO
6	<ul style="list-style-type: none"> <li>▪ Agree</li> </ul>	<ul style="list-style-type: none"> <li>▪ Set schedule of home visit, if necessary</li> </ul>	10 min			MSWD Officer	MSWDO

### Frontline Service 8: Special Social Services for Children in Conflict with the Law (Turned Over by PNP)

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MSWDO					
1	<ul style="list-style-type: none"> <li>▪ Express intent</li> <li>▪ Sign on logbook</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview client</li> </ul>	5 min			MSWD Staff	MSWDO
2	<ul style="list-style-type: none"> <li>▪ Present details of problems and needs</li> <li>▪ Fill out GIS</li> </ul>	<ul style="list-style-type: none"> <li>▪ Conduct in-depth interview</li> <li>▪ Guide client on GIS</li> </ul>	1-3 hr, depending on case			MSWD Officer	MSWDO

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MSWDO					
3	<ul style="list-style-type: none"> <li>▪ Listen</li> </ul>	<ul style="list-style-type: none"> <li>▪ Conduct counseling</li> </ul>	1 hr			MSWD Officer	MSWDO
4	<ul style="list-style-type: none"> <li>▪ Agree with MSWDO personnel</li> </ul>	<ul style="list-style-type: none"> <li>▪ Set schedule for home visit</li> <li>▪ Gather collateral information from community</li> </ul>	5 min-1 hr			MSWD Officer	MSWDO
5	<ul style="list-style-type: none"> <li>▪ Suggest eligible custodian</li> </ul>	<ul style="list-style-type: none"> <li>▪ Scout custodian for child's temporary placement</li> </ul>	1 hr	Social Case Study Report Referral Child's Report Card Form 137 Medical Certificate Police Blotter Barangay Certificate of Residency		MSWD Officer	MSWDO
6	<ul style="list-style-type: none"> <li>▪ Help facilitate</li> </ul>	<ul style="list-style-type: none"> <li>▪ Turn over child to identified custodian</li> </ul>	3 hr, depending on distance			MSWD Officer	MSWDO



## LOCAL CIVIL REGISTRAR'S OFFICE

### Description of the frontline services:

1. Issuance of Certified Copy of Birth, Marriage and Death Records and Civil Registry Documents on SECPA (Security Paper). Civil Registry documents such as birth, marriage and death certificates may be availed of by securing a certified transcript or photocopy from the LCRO.
2. Registration of Birth and Marriage. Pursuant to Republic Act No. 3753, all births and marriages taking place in the Municipality of Loon shall be recorded at LCRO. The birth of a child shall be registered within thirty (30) days from the time of birth.
3. Registration of Death. It shall be the responsibility of the nearest relative or spouse who has knowledge of the death to report the same within forty-eight (48) hours if the deceased died without medical attendance. The Municipal Health Officer shall examine and sign the death certificate and direct the concerned person to register the death certificate at the LCRO within the reglamentary period of thirty (30) days.
4. Registration of Court Orders/Decrees and Request of Annotated Record. Like other civil registry documents, any decree or order concerning the status of a person that is issued by the Municipal Trial Court in Loon shall be registered in the LCRO within ten (10) days after such decree or order has become final.
5. Registration of Legal Instruments / Legitimation of Natural Child. All legal instruments that are executed in the Municipality of Loon shall be registered in the LCRO.
6. Endorsement of Registry Records to the Civil Registrar General. All civil registrars shall submit civil registry documents to the Office of the Civil Registrar-General (OCRG) thru their respective NSO provincial offices. There are instances when the OCRG cannot issue copy/copies to the interested party because it has no available record in its archive, or the current document is still being processed by the NSO provincial office. To facilitate the issuance of requested documents, the concerned Provincial Statistics Officer (PSO) or Local Civil Registrar is required to submit or indorse the needed document on a piecemeal basis to the NSO.
7. Delayed Registration of Civil Registry Records. Following the lapse of the reglamentary period to register, all births, marriages and deaths occurring and court decrees issued in the Municipality of Loon shall be filed at the LCRO.
8. Applying for a Marriage License. Where a marriage license is required, each of the contracting parties shall file separate sworn application for such license with the local civil registrar of the place where either or both parties reside. The local civil registrar concerned shall enter all applications for marriage license filed with him/her in a registry book strictly in the order in which the same are received.
9. Filing of Petition for Change of First Name (CFN) or Correction of Clerical Error/s (CCE). Republic Act No. 9048 authorizes the local civil registrar or the consul general to correct a clerical or typographical error in an entry and/or change of the first name or nickname in the civil register without need of a judicial order. An administrative remedy in nature, it is a departure from the usual judicial process in correcting clerical errors or changing an entry in civil registry documents. It is aimed at according a petitioner an expeditious and cheaper way of correcting errors found in his/her record.
10. Registration of Foundling/Abandoned Children. A foundling is a deserted or abandoned infant or child found, with parents, guardian, or relatives being unknown, or a child committed in an orphanage or charitable or similar institution with unknown facts of birth and parentage.

### Frontline Service 1: Issuance of Certified Certificate of Live Birth, Death, or Marriage

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> <li>Express request</li> </ul>	<ul style="list-style-type: none"> <li>Ask client for particulars</li> </ul>	3 min	Written authorization if applicable		Support Staff M. Buling	LCRO
2	<ul style="list-style-type: none"> <li>Wait</li> </ul>	<ul style="list-style-type: none"> <li>Verify record</li> <li>Retrieve document</li> </ul>	5 min			Support Staff	LCRO
3	<ul style="list-style-type: none"> <li>Sign logbook</li> </ul>	<ul style="list-style-type: none"> <li>Instruct client to pay fee and reproduce document</li> </ul>	2 min			Support Staff	LCRO
4	<ul style="list-style-type: none"> <li>Pay fee at MTO</li> <li>Reproduce machine copy of document</li> </ul>	<ul style="list-style-type: none"> <li>Wait</li> </ul>	10 min		P15 - domestic use P15 - domestic use, for PRC, with documentary stamp P50 - foreign use, with documentary stamp P1.50/page - photocopy	MTO Staff OMA Staff	MTO OMA
5	<ul style="list-style-type: none"> <li>Present OR, original document and machine copy</li> </ul>	<ul style="list-style-type: none"> <li>Receive document</li> </ul>	30 sec	OR Original document Machine copy		Support Staff	LCRO
6	<ul style="list-style-type: none"> <li>Wait</li> </ul>	<ul style="list-style-type: none"> <li>Prepare document</li> <li>Verify correctness of entry</li> </ul>	10 min	OR Machine copy of document Office supplies		Support Staff	LCRO
6	<ul style="list-style-type: none"> <li>Wait</li> </ul>	<ul style="list-style-type: none"> <li>Sign document</li> </ul>	1 min	Document		M. Buling A. Ladeza	LCRO
7	<ul style="list-style-type: none"> <li>Receive document</li> </ul>	<ul style="list-style-type: none"> <li>Release document</li> </ul>	30 sec	Document		Support Staff	LCRO
			32 min				

### Frontline Service 2: Issuance of Copy of Consent to Marriage / Advice upon Intended Marriage

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> <li>Express request</li> </ul>	<ul style="list-style-type: none"> <li>Ask client for particulars</li> </ul>	3 min			Support Staff M. Buling	LCRO
2	<ul style="list-style-type: none"> <li>Listen</li> </ul>	<ul style="list-style-type: none"> <li>Tell client to pay fee</li> </ul>	3 min			Support Staff M. Buling	LCRO
3	<ul style="list-style-type: none"> <li>Pay fee at MTO</li> </ul>	<ul style="list-style-type: none"> <li>Prepare document</li> </ul>	10 min	Office supplies	P 25.00	MTO Staff Support Staff	MTO LCRO

4	▪ Present OR	▪ Accept OR	30 sec	OR		Support Staff	LCRO
5	▪ Wait	▪ Sign document	1 min	Document		A. Ladeza	LCRO
6	▪ Receive document	▪ Release document	30 sec	Document		Support Staff	LCRO
			18 min				

### Frontline Service 3: Request for Copy of Certificate of Finality (R.A. 9048)

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	▪ Express request	▪ Ask client for particulars	3 min			Support Staff M. Buling	LCRO
2	▪ Listen	▪ Tell client to pay fee	3 min			Support Staff M. Buling	LCRO
3	▪ Pay fee at MTO	▪ Prepare document	10 min	Office supplies	P 50.00	Support Staff MTO staff	MTO LCRO
4	▪ Present OR	▪ Accept OR	30 sec	OR		Support Staff	LCRO
5	▪ Wait	▪ Sign document	1 min	Document		A. Ladeza	LCRO
6	▪ Receive document	▪ Release document	30 sec	Document		Support Staff	LCRO

### Frontline Service 4: Issuance of Copy of Court Documents

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	▪ Express request	▪ Ask client for particulars	3 min			Support Staff M. Buling	LCRO
2	▪ Wait	▪ Verify record, retrieve document	5 min	Registry Archive		Support Staff M. Buling	LCRO
3	▪ Listen	▪ Tell client to pay fee at MTO and reproduce machine copy of the document at the Office of the Municipal Accountant	3 min			Support Staff M. Buling	LCRO
4	▪ Pay fee and reproduce machine copy of the document	▪ Wait	15 min		P30 - one-page document P30.00 + P 20.00 for each succeeding page of multi-page document P1.50/page - photocopy	MTO Staff OMA Staff	MTO OMA

5	▪ Present OR, original documents and machine copies	▪ Receive documents	5 min	OR Original documents Machine copies		Support Staff	LCRO
6	▪ Wait	▪ Prepare documents	5 min	Office supplies		Support Staff	LCRO
7	▪ Wait	▪ Sign documents	1 min	Documents Ballpen		A. Ladeza	LCRO
8	▪ Receive documents	▪ Release documents	1 min	Documents		Support Staff	LCRO
			38 min				

**Frontline Service 5: Issuance of Copy / Photocopy of R.A. 9048 Petition [Re: Change of First Name (CFN) or Correction of Clerical Error/s (CCE)]**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	▪ Express request	▪ Ask client for particulars	3 min			Support Staff M. Buling	LCRO
2	▪ Wait	▪ Verify record ▪ Retrieve document	5 min	File Archive		Support Staff M. Buling	LCRO
3	▪ Listen	▪ Instruct client to pay fee at MTO and reproduce machine copy of the document	3 min			Support Staff M. Buling	LCRO
4	▪ Pay fee at MTO ▪ Reproduce machine copy of the document	▪ Wait	15 min		P 20.00 P1.50/page (photocopy)	MTO Staff OMA Staff	MTO OMA
5	▪ Present OR, original document and machine copy	▪ Prepare document	5 min	OR Original document Machine copy Office supplies		Support Staff	LCRO
6	▪ Sign on logbook	▪ Sign document	1 min	Document Ballpen Logbook		A. Ladeza	LCRO
7	▪ Receive document	▪ Release document	1 min	Document		Support Staff	LCRO
			33 min				

### Frontline Service 6: Issuance of Certified Copy of Other Certifications and Instruments

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> <li>Express request</li> </ul>	<ul style="list-style-type: none"> <li>Ask client for particulars</li> </ul>	3 min			Support Staff M. Buling	LCRO
2	<ul style="list-style-type: none"> <li>Wait</li> </ul>	<ul style="list-style-type: none"> <li>Verify record, retrieve document</li> </ul>	5 min	File Archive		Support Staff M. Buling	LCRO
3	<ul style="list-style-type: none"> <li>Listen</li> </ul>	<ul style="list-style-type: none"> <li>Instruct client to pay fee at MTO and reproduce machine copies of the documents</li> </ul>	3 min			Support Staff M. Buling	LCRO
4	<ul style="list-style-type: none"> <li>Pay fee at MTO</li> <li>Reproduce machine copies of the document</li> </ul>	<ul style="list-style-type: none"> <li>Wait</li> </ul>	15 min		P20.00 P1.50/page - photocopy	MTO Staff OMA Staff	MTO OMA
5	<ul style="list-style-type: none"> <li>Present OR, original documents and machine copies</li> </ul>	<ul style="list-style-type: none"> <li>Receive documents</li> </ul>	3 min	OR Original documents Machine copies		Support Staff	LCRO
6	<ul style="list-style-type: none"> <li>Wait</li> </ul>	<ul style="list-style-type: none"> <li>Prepare document</li> </ul>	5 min	Office supplies		Support Staff	LCRO
7	<ul style="list-style-type: none"> <li>Wait</li> </ul>	<ul style="list-style-type: none"> <li>Sign document</li> </ul>	1 min	Documents Ballpen		A. Ladeza	LCRO
8	<ul style="list-style-type: none"> <li>Receive document</li> </ul>	<ul style="list-style-type: none"> <li>Release document</li> </ul>	1 min	Documents		Support Staff	LCRO
			36 min				

### Frontline Service 7: Timely Registration of Legitimate Births or COLB (Hospital and IMAP Lying-in facility)

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> <li>Submit accomplished COLB</li> </ul>	<ul style="list-style-type: none"> <li>Receive COLB, sign transmittal and return the latter to client</li> </ul>	5 min	Accomplished COLB		Support Staff M. Buling	LCRO
2	<ul style="list-style-type: none"> <li>Pay at MTO</li> </ul>	<ul style="list-style-type: none"> <li>Review COLB for sequencing</li> <li>Assign Registry Number to COLB</li> <li>Enter particulars in the Civil Register of Births</li> <li>Sign the COLB for release</li> </ul>	15 min				
	<ul style="list-style-type: none"> <li>Claim duly registered COLB</li> <li>Sign on logbook (Client: mother/parent of child)</li> </ul>	<ul style="list-style-type: none"> <li>Release COLB</li> </ul>					
			@ 30 min				

**Frontline Service 8: Timely Registration of Acknowledged Illegitimate Birth per R.A. 9255 (COLB) - Individual**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> <li>▪ Express request</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provide client draft form of COLB to fill out, assist to ensure correctness of entries</li> </ul>	25 min	Relevant information such as name, date of birth, place of birth, name of parents, birth order, attendant at birth, informant  If possible the mother of the child should be the client. The biological father or grandparents of the child may be acceptable in certain cases  COLB Form No. 102  Affidavit of Acknowledgement / Admission of Paternity signed by father and mother  Valid CTC		Support Staff M. Buling	LCRO
2	<ul style="list-style-type: none"> <li>▪ Wait</li> <li>▪ Provide information</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare COLB</li> <li>▪ Ask client to verify accuracy/ correctness of entries</li> </ul>	20 min	Valid CTC		Support Staff	LCRO
3	<ul style="list-style-type: none"> <li>▪ Listen</li> </ul>	<ul style="list-style-type: none"> <li>▪ Instruct client to pay fee at MTO</li> </ul>	1 min			Support Staff	LCRO
4	<ul style="list-style-type: none"> <li>▪ Pay fee at MTO</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare waiver on correctness, accuracy and responsibility of client as regards document entries</li> </ul>	15 min	Valid CTC	P 125	MTO Staff Support Staff	MTO LCRO
5	<ul style="list-style-type: none"> <li>▪ Present OR of AUSF</li> <li>▪ Sign COLB and waiver</li> </ul>	<ul style="list-style-type: none"> <li>▪ Receive OR, instruct client to come back for the document after 2-3 days</li> </ul>	3 min	OR for AUSF Pen with black ink		Support Staff	LCRO
			64 min				

**Frontline Service 9: Delayed Registration of Birth of Acknowledged Illegitimate Children Prior to R.A. 9255**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION	
	CLIENT	LCRO						
1	<ul style="list-style-type: none"> <li>▪ Express request</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provide client draft form of COLB to fill out, assist to ensure correctness of entries</li> </ul>	30 min	<ol style="list-style-type: none"> <li>1. NSO Negative Certification of Birth</li> <li>2. Relevant information with correct spelling and entries of name, date of birth, place of birth, name of parents, birth order, attendant at birth, informant</li> <li>3. If possible the document owner is the registrant if of legal age. The mother/father should be the registrant and informant if minor. If not able or the parents are dead, the nearest kin of legal age is the registrant or the person authorized in an SPA.</li> <li>4. At least 2 public or private documents containing the document owner's/registrant's date of birth, place of birth consistent with current usage of his/her name such as baptismal cert., Voter's Registration Record/Certification, scholastic record</li> <li>5. Joint Affidavit of Delayed Registration of Birth by 2 disinterested persons attesting to the facts of birth duly notarized</li> <li>6. The Affidavit of Acknowledgment / Admission of Paternity must be signed by the father.</li> <li>7. Separate duly authorized Affidavit of Acknowledgment as biological father must be presented</li> <li>8. Valid CTC of client</li> <li>9. COLB</li> </ol>	P325 - 1 year and over, advanced reporting  P275 - 1 year and over, regular reporting	Support Staff M. Buling	LCRO	
2	<ul style="list-style-type: none"> <li>▪ Wait, provide information</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare COLB</li> <li>▪ Ask client to verify accuracy/ correctness of entries</li> </ul>	25 min		P275 - 6 months less than 1 year, advanced reporting  P175 - 6 months less than 1 year, regular reporting	Support Staff M. Buling	LCRO	
3	<ul style="list-style-type: none"> <li>▪ Listen</li> </ul>	<ul style="list-style-type: none"> <li>▪ Instruct client to pay fee at MTO</li> </ul>	10 min				Support Staff	LCRO
4	<ul style="list-style-type: none"> <li>▪ Pay fee at MTO</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare waiver on correctness, accuracy and responsibility of client as regards document entries</li> </ul>	20 min			P225 - 1 month less than 6 months, advanced reporting  P125 - 1 month less than 6 months, regular reporting	MTO Staff Support Staff	MTO LCRO
5	<ul style="list-style-type: none"> <li>▪ Present OR</li> <li>▪ Sign waiver and COLB in black ink only</li> </ul>	<ul style="list-style-type: none"> <li>▪ Receive OR</li> <li>▪ Instruct client to come back on a working day after the reglamentary posting period of ten (10) days</li> </ul>	5 min			P200 - more than 30 days less than 1month, advanced reporting  P100 - more than 30 days less than 1 month, regular reporting	Support Staff	LCRO
			90 min					

**Frontline Service 10: Delayed Registration of Birth of Acknowledged Illegitimate Children under R.A. 9255**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
	<ul style="list-style-type: none"> <li>▪ Express request</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provide client draft form of COLB to fill out, assist to ensure correctness of entries</li> </ul>	30 min	<ol style="list-style-type: none"> <li>1. NSO Negative Certification for birth occurring more than 6 months</li> <li>2. Relevant information with correct spelling and entries of name, date of birth, place of birth, name of parents, birth order, attendant at birth, informant.</li> <li>3. If possible the document owner is the registrant if of legal age. The mother/father should be the registrant and informant if minor. If not or the parents are dead, the nearest kin of legal age is the registrant or the person authorized in an SPA.</li> <li>4. At least 2 public or private documents containing the document owner's/registrant's date of birth, place of birth consistent with current usage of his/her name such as baptismal certificate, Voter's Registration Record/Certification, scholastic record</li> <li>5. Joint Affidavit of Delayed Registration of Birth by 2 disinterested persons attesting to the facts of birth duly notarized</li> <li>6. The Affidavit of Acknowledgment/ Admission of Paternity must be signed by the father.</li> <li>7. Separate duly authorized Affidavit of Acknowledgment as biological father must be</li> </ol>	<p>P325 - 1 year and over, advanced reporting</p> <p>P275 - 1 year and over, regular reporting</p> <p>P275 - 6 months less than 1 year, advanced reporting</p>	Support Staff M. Buling	LCRO
2	<ul style="list-style-type: none"> <li>▪ Wait, provide information</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare COLB, ask client to verify accuracy/ correctness of entries</li> </ul>	25 min		<p>P175 - 6 months less than 1 year, regular reporting</p>	Support Staff M. Buling	LCRO
3	<ul style="list-style-type: none"> <li>▪ Listen</li> </ul>	<ul style="list-style-type: none"> <li>▪ Instruct client to pay fee at MTO</li> </ul>	1 min		<p>P 225 - month less than 6 months, advanced reporting</p>	Support Staff	LCRO
4	<ul style="list-style-type: none"> <li>▪ Pay fee at MTO</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare waiver on correctness, accuracy and responsibility of client as regards document entries</li> </ul>	20 min		<p>P125 - 1 month less than 6 months, regular reporting</p> <p>P 200 - more than 30 days less than 1month, advanced reporting</p>	MTO Staff Support Staff	MTO LCRO
5	<ul style="list-style-type: none"> <li>▪ Present OR, sign COLB and waiver in black ink only</li> </ul>	<ul style="list-style-type: none"> <li>▪ Receive OR, instruct client to come back on a working day after the reglamentary posting period of ten (10) days</li> </ul>	3 min		<p>P100 - more than 30 days less than 1month, regular reporting</p>	Support Staff	LCRO



				presented by the father as public instrument. 8. Valid CTC 9. COLB			
			79 min				

**Frontline Service 11: Processing of Out-of-Town Late Registration of Births for Towns and Cities Outside Bohol**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION	
	CLIENT	LCRO						
1	<ul style="list-style-type: none"> <li>Express request</li> </ul>	<ul style="list-style-type: none"> <li>Inform client about the documents required in out-of-town registration, provide client with draft COLB to fill out, assist to ensure correctness of entries</li> </ul>	30 min	<ol style="list-style-type: none"> <li>NSO Negative Certification of Birth</li> <li>Relevant information with correct spelling and entries of name, date of birth, place of birth, name of parents, birth order, date and place of marriage, attendant at birth, informant</li> <li>If possible the document owner is the registrant if of legal age. The mother/father should be the registrant and informant if minor. If not or the parents are dead, the nearest kin of legal age is the registrant or the person authorized in an SPA.</li> <li>Proof of marriage, if married; civil marriage prevails over church marriage.</li> <li>At least 2 public or private documents containing the document owner's/registant's date of birth, place of birth consistent with current usage of his/her name such as baptismal certificate, Voter's Registration Record/Certification, scholastic record</li> <li>Affidavit for out-of-town delayed registration of birth with corroboration of two witnesses duly notarized</li> </ol>		Support Staff M. Buling	LCRO	
2	<ul style="list-style-type: none"> <li>Listen</li> </ul>	<ul style="list-style-type: none"> <li>Instruct client to pay fee at MTO, and PMO at the post office</li> </ul>	1 min				Support Staff M. Buling	LCRO
3	<ul style="list-style-type: none"> <li>Pay fee at MTO, and PMO at post office</li> </ul>	<ul style="list-style-type: none"> <li>Prepare COLB</li> </ul>	30 min			P100 - processing fee P100 - Postal Money Order	Support Staff Postmaster	MTO
4	<ul style="list-style-type: none"> <li>Present OR and PMO, leave document for disposition by LCRO, sign logbook</li> </ul>	<ul style="list-style-type: none"> <li>Instruct client to verify or make follow-up of document at LCRO after 15 working days from mailing</li> </ul>	5 min				Support Staff Assistant	LCRO

				7. Valid CTC 8. COLB 9. OR of payment at MTO 10. PMO			
			46 min				

**Frontline Service 12: Timely Registration of Death - Individual / Hospital / Fetal**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> <li>Express request</li> </ul>	<ul style="list-style-type: none"> <li>Instruct client to pay burial permit at MTO, and to RHU for the preparation of Death Certificate to be signed by the MHO or Rural Health Physician</li> </ul>	3 min			Support Staff M. Buling	LCRO RHU
2	<ul style="list-style-type: none"> <li>Pay fee at MTO</li> </ul>	<ul style="list-style-type: none"> <li>Wait</li> </ul>	5 min	Money	P10	MTO Staff	MTO
3	<ul style="list-style-type: none"> <li>Present OR to RHU</li> </ul>	<ul style="list-style-type: none"> <li>Wait</li> </ul>	30 min to 1 hr (depends on distance from RHU)	OR of Burial Permit Certificate of Death Municipal Form 103		RHU Staff MHO or Rural Health Physician	RHU
4	<ul style="list-style-type: none"> <li>Present accomplished Death Certificate</li> </ul>	<ul style="list-style-type: none"> <li>Check sufficiency, consistency and correctness of document entries</li> </ul>	5 min	Accomplished Death Certificate		Support Staff	LCRO
5	<ul style="list-style-type: none"> <li>Leave document for registration</li> </ul>	<ul style="list-style-type: none"> <li>Receive document</li> <li>Sort document for registration</li> <li>Instruct client to claim document in 3-4 days</li> </ul>	2 min	Document		Support Staff	LCRO
			45-75 min				

### Frontline Service 13: Delayed Registration of Death

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> <li>Express request</li> </ul>	<ul style="list-style-type: none"> <li>Ask client for particulars, instruct him to pay fee at MTO and to proceed to RHU for the preparation of death certificate to be signed by MHO or Rural Health Physician</li> </ul>	5 min	<ol style="list-style-type: none"> <li>Certificate of Death duly accomplished with signatures</li> <li>Affidavit executed by the nearest relative of the deceased stating the name of the deceased, the facts of his death, the place of burial, the reason for not reporting the death within 30 days after death.</li> <li>Signature of MHO</li> <li>Proof of death by disposal of corpse</li> <li>Valid CTC</li> </ol>	P50 - more than 30 days but not more than 3 months P75 - 3 months, less than 1 year P125 - one year or more	Support Staff M. Buling	LCRO
2	<ul style="list-style-type: none"> <li>Pay fee at MTO</li> </ul>	<ul style="list-style-type: none"> <li>Wait</li> </ul>	5 min			MTO Staff	MTO
3	<ul style="list-style-type: none"> <li>Proceed to RHU for the preparation of death certificate</li> </ul>	<ul style="list-style-type: none"> <li>Wait</li> </ul>	30 min to 1 hr (Depends on distance from RHU)			RHU Staff	RHU
4	<ul style="list-style-type: none"> <li>Present duly accomplished and signed Certificate of Death and supporting documents</li> </ul>	<ul style="list-style-type: none"> <li>Receive document, sort for registration and disposal</li> <li>Instruct client to claim document or prepare for mailing in 3-4 days</li> </ul>	5 min			Support Staff	LCRO
			45-75 min				

### Frontline Service 14: Timely Registration of Marriage - Individual

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> <li>Present Certificate of Marriage for registration</li> </ul>	<ul style="list-style-type: none"> <li>Check sufficiency and correctness of entries</li> </ul>	5 min	Duly accomplished and signed Certificate of Marriage		Support Staff M. Buling	LCRO
2	<ul style="list-style-type: none"> <li>Leave Certificate of Marriage for registration</li> </ul>	<ul style="list-style-type: none"> <li>Receive document, sort for registration for claiming in 3-4 days</li> </ul>	5 min	Municipal Form 97 (Form No. 13)		Support Staff	LCRO
			10 min				

### Frontline Service 15: Delayed Registration of Marriage

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	▪ Express request	▪ Ask client for particulars	10 min	<ol style="list-style-type: none"> <li>1. Duly accomplished reconstructed Certificate of Marriage, Municipal Form 97 (Form No. 13)</li> <li>2. Church certification of Marriage as basis of delayed registration</li> <li>3. Court certification as basis for registration</li> <li>4. Mayor's certification as basis for registration</li> <li>5. Copies of original documents of Certificate of Marriage or Marriage Contract kept by the spouse but was not reported to the LCRO for whatever reason</li> <li>6. Other proof of marriage such as wedding pictures of spouses and witnesses, etc.</li> <li>7. Affidavit of support by the person presenting the document for registration stating the exact place and date of marriage, the facts and circumstances of marriage and the cause of the delay.</li> <li>8. Waiver</li> <li>9. Valid CTC</li> </ol>	P25 - more than 30 days, less than 3 months	Support Staff M. Buling	LCRO
2	▪ Present Certificate of Marriage and supporting papers	▪ Check sufficiency, correctness of entries, and completeness of supporting papers	30 min		P50 - 3 months but less than 6 months	Support Staff M. Buling	LCRO
3	▪ Listen	▪ Instruct client to pay fee at MTO	1 min		P100 - 6 months but less than 1 year	Support Staff	LCRO
4	▪ Pay fee at MTO	▪ Wait	10 min			MTO Staff	MTO
5	▪ Present OR	▪ Receive OR, attach it to Certificate of Marriage. ▪ Instruct client to claim document after the reglamentary posting period of 10 days	5 min		P200 - one year and over		LCRO
			55 min				

### Frontline 16: Registration of Marriage Exempt from Marriage License

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	▪ Express request and present documents	▪ Check documents for sufficiency, correctness of entries and completeness of supporting paper	10 min	<ol style="list-style-type: none"> <li>1. Duly accomplished Certificate of Marriage, Municipal Form 97 (Form No. 13)</li> <li>2. Duly notarized affidavit executed by spouses stating that each has no legal impediment to marry and that they have lived as husband and wife for 5 years or more</li> <li>3. Waiver, that the spouses, not the LCRO personnel, are responsible for the contents of the marriage</li> </ol>		Support Staff M. Buling	LCRO

2	<ul style="list-style-type: none"> <li>Leave document for registration</li> </ul>	<ul style="list-style-type: none"> <li>Receive document, sort for registration. Instruct client to claim document in 3-4 days</li> </ul>	5 min	<p>contract and the affidavit under Article 34 of the Family Code</p> <ol style="list-style-type: none"> <li>Valid CTC</li> <li>The certificate of marriage must be signed by the solemnizing office that he ascertained the qualifications of the spouses.</li> </ol>		Support Staff	LCRO
			15 min				

### Frontline Service 17: Application of Marriage License by both Filipino Citizens of the Philippines

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION	
	CLIENT	LCRO						
1	<ul style="list-style-type: none"> <li>Both male and female parties personally apply for license</li> </ul>	<ul style="list-style-type: none"> <li>Check documents and supporting papers for sufficiency and completeness</li> </ul>	15 min	<ol style="list-style-type: none"> <li>Original birth certificate, baptismal certificate</li> <li>The parties shall be at least 18 years old or over.</li> <li>If the parties are previously married, the death certificate of the spouse shall be presented.</li> <li>Judicial decree of annulment or declaration of nullity of his or her previous marriage</li> <li>For parties ages 18-20, written consent of the father</li> <li>For parties ages 21-25, written advice of father and mother</li> <li>Pre-marriage counseling seminar</li> <li>CENOMAR of persons over 25 years old</li> <li>CENOMAR of persons not from Loon</li> <li>Notice</li> <li>Application for marriage license, Mun. Form No.90 (Form No.2)</li> <li>Necessary affidavits of support</li> <li>Other necessary documents</li> <li>OR</li> </ol>	P50 per person for residents of Loon  P5 per person for non-residents of Loon	Support Staff M. Buling		
2	<ul style="list-style-type: none"> <li>Fill out draft application form</li> </ul>	<ul style="list-style-type: none"> <li>Provide draft application form for marriage license, instruct clients to pay fees at MTO</li> </ul>	30 min				P50 - Marriage counseling  P50 - Marriage license fee (LGU Ordinance)	Support Staff M. Buling
3	<ul style="list-style-type: none"> <li>Pay fees at MTO</li> </ul>	<ul style="list-style-type: none"> <li>Prepare application for marriage license</li> </ul>	30 min			P200 - Marriage license receipt	Support Staff	LCRO
4	<ul style="list-style-type: none"> <li>Present OR</li> </ul>	<ul style="list-style-type: none"> <li>Receive OR, instruct parties to sign the application form</li> </ul>	5 min			P25 - Advice for intended marriage	Support Staff	MTO
5	<ul style="list-style-type: none"> <li>Wait for LCR's advice</li> </ul>	<ul style="list-style-type: none"> <li>Keep and register the application for marriage license, instruct applicants to claim license a day after the reglamentary period.</li> </ul>	3 min			P25 - Consent for intended marriage	Support Staff	LCRO
			83 min					

### Frontline Service 18: Application of Marriage License by a Filipino and a Foreigner

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> <li>Both male and female parties personally apply for license</li> </ul>	<ul style="list-style-type: none"> <li>Check documents and supporting papers for sufficiency and completeness</li> </ul>	15 min	<ol style="list-style-type: none"> <li>Original birth certificate, baptismal certificate</li> <li>The parties shall be at least 18 years old or over.</li> <li>If the parties are previously married, the death certificate of the spouse shall be presented.</li> <li>Judicial decree of annulment or declaration of nullity of his or her previous marriage</li> <li>For parties ages 18-20, written consent of the father</li> <li>For parties ages 21-25, written advice of father and mother</li> <li>Pre-marriage counseling seminar</li> <li>CENOMAR of Loonanon applicant</li> <li>Legal capacity of the foreigner to contract marriage issued by his/her Embassy/ Consulate in the Philippines with English translation if language is other than English</li> <li>Divorce papers if any</li> <li>Passport of the foreigner</li> <li>Notice</li> <li>Application for marriage license, Municipal Form No.90 (Form No. 2)</li> <li>Necessary affidavits of support</li> <li>Other necessary documents</li> <li>OR</li> </ol>	P50 for Loonanon  P50 - Marriage counseling  P50 - Marriage license fee (LGU Ordinance)	Support Staff M. Buling	LCRO
2	<ul style="list-style-type: none"> <li>Fill out draft application form</li> </ul>	<ul style="list-style-type: none"> <li>Provide draft application form for marriage license, instruct clients to pay fees at MTO</li> </ul>	30 min		P200 - Marriage license receipt	Support Staff M. Buling	LCRO
3	<ul style="list-style-type: none"> <li>Pay fees at MTO</li> </ul>	<ul style="list-style-type: none"> <li>Prepare application for marriage license</li> </ul>	30 min		P25 - Advice for intended marriage	Support Staff	MTO
4	<ul style="list-style-type: none"> <li>Present OR, sign application for marriage license</li> </ul>	<ul style="list-style-type: none"> <li>Receive OR</li> </ul>	5 min		P25 - Consent for intended marriage  P150 - foreigner's fee	Support Staff	LCRO
5	<ul style="list-style-type: none"> <li>Wait for LCR's advice</li> </ul>	<ul style="list-style-type: none"> <li>Keep and register the application for marriage license, instruct applicants to claim license a day after the reglamentary period.</li> </ul>	3 min			Support Staff	LCRO
			83 min				

**Frontline Service 19: Registration of Acknowledgement by Father of Previously Registered Illegitimate Child - for Births Before or After August 3, 1988**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION	
	CLIENT	LCRO						
1	▪ Request registration of affidavit of acknowledgment and annotation of the record of birth (Client: Biological father of illegitimate child)	▪ Ask client to present required documents, and examine their sufficiency and authenticity	15 min	1. Authentic Certificate of Live Birth of the illegitimate Child 2. Duly notarized Affidavit of Acknowledgment executed by the father 3. OR		M. Buling Support Staff		
2	▪ Listen	▪ Instruct client to pay fee at MTO	1 min			A. Ladeza		
3	▪ Pay fee at MTO	▪ Register Affidavit of Acknowledgment in the Register of Legal Instruments	30 min			P299	MTO Staff Support Staff	
4	▪ Present OR	▪ Advise client to claim document in 3-4 days for endorsement to NSO	5 min				A. Ladeza Support Staff	
			51 min					

**Frontline Service 20: Processing of Acknowledgment of previously Registered Illegitimate Child - Under R.A. 9255**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION	
	CLIENT	LCRO						
1	▪ Request registration of acknowledgment to use surname of father (Client: Biological father of the child)	▪ Request client to present required documents; examine documents for their validity; refer documents to LCR	15 min	1. Authentic Certificate of Live Birth of illegitimate Child 2. Affidavit of Acknowledgment executed by the father, duly notarized 3. Prescribed and duly notarized AUSF 4. Valid CTC 5. OR		Support Staff M. Buling	LCRO	
2	▪ Wait	▪ Further examine the documents, prepare draft of prescribed AUSF and give it to client to be notarized	20 min			A. Ladeza	LCRO	
3	▪ Have the AUSF notarized	▪ Wait	Depends on client					
4	▪ Present duly notarized AUSF and other documents	▪ Receive notarized AUSF and other documents, instruct client to pay fee at MTO	15 min				Support Staff A. Ladeza	LCRO
5	▪ Pay fee at MTO	▪ Wait	10 min			P299	MTO Staff	MTO
6	▪ Present OR	▪ Attach OR to AUSF and advise client to claim document in 3-4 days	5 min				Support Staff Assistant	
			65 min at LGU					

### Frontline Service 21: Legitimization of Child by Subsequent Marriage of Parents

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	Express request (Client: Father of child)	Instruct client to present required documents; examine documents for their sufficiency and authenticity	15 min	1. Authentic Certificate of Live Birth of child to be legitimated 2. Admission of Paternity executed by father 3. Certificate of No Marriage of the father and the mother from NSO 4. Certificate of Marriage of father and mother 5. Duly notarized Affidavit of legitimation executed by the father and mother stating that the spouses had no legal impediment to marry each other during the conception of the child 6. OR	P467	Support Staff M. Buling	LCRO
2	Listen	Instruct client to pay fee at MTO				Support Staff	LCRO
3	Pay fee at MTO	Wait	15 min			MTO Staff	MTO
4	Presents OR	Advise client to claim document in 3-4 days for endorsement to NSO	5 min			LCR, Support Staff	
			35 min				

### Frontline Service 22: Processing of Birth, Death and Marriage Records for Correction of Clerical Error - Under R.A. 9048

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	Express request	Ask particulars of client's petition; require him/her to present supporting documents	20 min	1. Authentic Certificate of Birth, Death or Marriage to be corrected (from NSO) 2. At least two authentic birth record correctly and currently used by document owner/ petitioner such as baptismal certificate, voter's registration record, scholastic record, etc. 3. At least two authentic death record from church, hospital, other authentic public or private record 4. At least two authentic marriage records from church, court, municipal mayor and other authentic documents that	P1,000 - filing fee  Corresponding fee for other documents and certifications  P50 - Certificate of Finality  P115 - courier service (LBC)	Support Staff M. Buling	LCRO
2	Present valid supporting documents	Prepare petition, review content and correctness, give to client to be notarized	30 min			Support Staff M. Buling	LCRO
3	Have the petition notarized	Wait	Depends on client				LCRO
4	Present duly notarized petition	Receive petition and other documents; instruct client to pay fees	15 min			M. Buling Support Staff	LCRO
5	Pay fees at MTO	Wait				MTO Staff	MTO
6	Present OR, leave petition for	Receive petition, advise client to arrange for	5 min			Support Staff	LCRO



	posting and decision for 15 working days	mailing of petition to NSO after 15 working days		establish the purpose of the petitioner/ document owner			
7	▪ Wait for LCR's advice	▪ Ask for mailing expense of petition with LBC (OR to be presented to him later)	5 min	5. Valid CTC 6. Duly accomplished, prescribed and notarized petition for CCE 7. OR		Support Staff	LCRO
			75 min at LGU				

**Frontline Service 23: Processing of Changes of First Name of Person - R.A. 9048 CFN**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	▪ Petitioner/person who seeks correction (if of age), mother, father, brother, sister, son, daughter requests Change of First Name of Person	▪ Ask particulars of the name to be changed and their supporting documents	20 min	1. Authentic Certificate of Live Birth to be corrected from NSO. 2. At least two authentic public and/or private record establishing the name currently used such by document owner/petitioner such as baptismal certificate, voter's registration record, scholastic record, etc.	P3,000 - filing fee  Corresponding fees for other documents and certifications	Support Staff M. Buling	LCRO
2	▪ Present valid supporting documents	▪ Prepare the petition; review content and correctness, gives to client to be notarized	30 min	3. Duly accomplished prescribed & notarized petition for CFN. 4. Certificate of Employment, if employed issued by the employer stating that the applicant has no pending criminal, civil, administrative charge.	P50 - Certificate of Finality  P115 - courier service (LBC)	Support Staff M. Buling	LCRO
3	▪ Present duly notarized petition	▪ Receive petition and documents, tell client to pay fees	15 min	5. Affidavit of Non-employment by the applicant if not employed. 6. Valid NBI Clearance 7. Police Clearance		M. Buling Support Staff	LCRO
4	▪ Present OR and leave petition for posting and decision 2 consecutive weeks (15 days publication in a newspaper)	▪ Advise client to arrange for mailing of petition after posting, publication and decision to NSO	5 min			Support Staff	LCRO

5	<ul style="list-style-type: none"> <li>Arrange for mailing of petition to NSO</li> </ul>	<ul style="list-style-type: none"> <li>Ask from client mailing expense of petition (LBC)</li> </ul>	5 min	8. Publication in a newspaper of general publication. 9. Newspaper clippings or proof of publication 10. Valid CTC 11. OR		Support Staff	LCRO
			55 min				

**Frontline Service 24: Advance Reporting to NSO of Birth, Death, Marriage with Request for Security Paper through Authorized Regional Office**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> <li>Claim document</li> <li>Request advanced reporting with SECPA</li> </ul>	<ul style="list-style-type: none"> <li>Prepare endorsement of document to PSA</li> <li>Instruct client to pay fees at MTO</li> </ul>	20 min	OCRG copy of the document  Transmittal cover  OR  LBC pouch	P140 - PMO  P100 - processing fee  P80 - courier service (LBC) for Central Visayas and Metro Manila  P85 - courier service for other regions	Support Staff	LCRO
2	<ul style="list-style-type: none"> <li>Pay fees at MTO</li> </ul>	<ul style="list-style-type: none"> <li>Wait</li> </ul>	15 min			MTO Staff	LCRO MTO
3	<ul style="list-style-type: none"> <li>Present OR for transmittal</li> <li>Leave document and money for mailing</li> </ul>	<ul style="list-style-type: none"> <li>Sign document for advance reporting</li> <li>Prepare pouch for mailing to regional office</li> </ul>	3 min			A. Ladeza Support Staff LBC Messenger	LCRO
			38 min				

**Frontline Service 25: Advance Reporting to PSA of Birth, Death, Marriage with request for Security Paper**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> <li>Claim document, request advance reporting with SECPA</li> </ul>	<ul style="list-style-type: none"> <li>Prepare endorsement of document to PSA</li> <li>Instruct client to pay at MTO and purchase PMO at Post Office</li> </ul>	20 min	OCRG copy of document  Transmittal cover  PMO  OR  LBC pouch	P140 - PMO  P100 - processing fee  P220 - courier service (LBC) to PSA Quezon City with prepaid pouch	Support Staff	LCRO
2	<ul style="list-style-type: none"> <li>Pay fees at MTO</li> </ul>	<ul style="list-style-type: none"> <li>Wait</li> </ul>	15 min			MTO Staff	MTO
3	<ul style="list-style-type: none"> <li>Present OR for transmittal</li> <li>Leave document and money for mailing</li> </ul>	<ul style="list-style-type: none"> <li>Sign document for advance reporting</li> <li>Prepare pouch for mailing</li> </ul>	3 min			A. Ladeza Support Staff LBC Messenger	LCRO
			38 min				

**Frontline Service 26: Endorsement to PSA of Acknowledgment of Illegitimate Child and Request for SecPa**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> <li>▪ Claim document, of annotated birth with request for SECPA from PSA</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare endorsement of document to PSA</li> <li>▪ Instruct client to pay fees at MTO and purchase PMO at Post Office</li> </ul>	20 min	<ol style="list-style-type: none"> <li>1. OCRG copy of annotated and unannotated birth certificate</li> <li>2. OCRG Copy of Affidavit of Acknowledgment/ Public Instrument</li> <li>3. OCRG copy of Certificate of Registration</li> <li>4. Transmittal cover</li> <li>5. PMO</li> <li>6. OR</li> <li>7. LBC pouch</li> </ol>	P100 - processing fee P140 - PMO P220 - LBC to PSA Quezon City with prepaid pouch P20 - certification	Support Staff	LCRO
2	<ul style="list-style-type: none"> <li>▪ Pay fees at MTO</li> <li>▪ Purchase PMO at Post Office</li> </ul>	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	15 min				
3	<ul style="list-style-type: none"> <li>▪ Present OR for transmittal</li> <li>▪ Leave document and money for mailing</li> </ul>	<ul style="list-style-type: none"> <li>▪ Sign document</li> <li>▪ Prepare pouch for mailing</li> </ul>	3 min			A. Ladeza Support Staff LBC Messenger	LCRO
			38 min				

**Frontline Service 27: Endorsement to PSA of AUSF and Request for Annotated for Annotated Security Paper**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> <li>▪ Claim document of annotated birth with request for SECPA from PSA</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare endorsement of document to PSA</li> <li>▪ Instruct client to pay fee at MTO and purchase PMO at Post Office</li> </ul>	20 min	<ol style="list-style-type: none"> <li>1. OCRG copy of annotated and unannotated birth certificate</li> <li>2. OCRG Copy of Affidavit of Acknowledgment</li> <li>3. OCRG copy of AUSF</li> <li>4. OCRG copy of certificate of acknowledgment</li> <li>5. OCRG copy of certificate of registration of AUSF</li> <li>6. Transmittal cover</li> <li>7. PMO</li> <li>8. OR</li> <li>9. LBC pouch</li> </ol>	P100 - processing fee P140 - PMO P220 - LBC to PSA Quezon City with prepaid pouch P40 - certifications	Support Staff	LCRO
2	<ul style="list-style-type: none"> <li>▪ Pay fees at MTO</li> <li>▪ Purchase PMO at Post Office</li> </ul>	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	15 min				
3	<ul style="list-style-type: none"> <li>▪ Present OR for transmittal</li> <li>▪ Leave document and money for mailing</li> </ul>	<ul style="list-style-type: none"> <li>▪ Sign document, prepare pouch for mailing</li> </ul>	3 min			LCR Support Staff LBC Messenger	LCRO
			38 min				

**Frontline Service 28. Endorsement to PSA of Legitimated, Annotated Birth by Subsequent Marriage with Request for Security Paper**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> <li>▪ Claim legitimated, annotated birth by subsequent marriage with request for SECPA from PSA</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare endorsement of document to PSA</li> <li>▪ Instruct client to pay fees at MTO and purchase PMO at Post Office</li> </ul>	20 min	<ol style="list-style-type: none"> <li>1. OCRG copy of birth annotated and unannotated birth certificate</li> <li>2. OCRG Copy of Admission of Paternity</li> <li>3. OCRG copy of Affidavit</li> <li>4. OCRG copy of Certification of Registration of Admission of Paternity</li> <li>5. OCRG copy of Certification of Registration of Affidavit of Legitimation</li> <li>6. Transmittal cover</li> <li>7. PMO</li> <li>8. OR</li> <li>9. LBC pouch</li> </ol>	P100 – processing fee  P140 - PMO  P220 - LBC to PSA Quezon City with prepaid pouch  P40 - certifications	Support Staff	LCRO
2	<ul style="list-style-type: none"> <li>▪ Pay fees at MTO</li> <li>▪ Purchase PMO at Post Office</li> </ul>	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	15 min			Support Staff Postmaster MTO Staff	LCRO
3	<ul style="list-style-type: none"> <li>▪ Present OR and PMO for transmittal</li> <li>▪ Leave document and money for mailing</li> </ul>	<ul style="list-style-type: none"> <li>▪ Sign document, prepare pouch for mailing</li> </ul>	3 min			LCR Support Staff LBC Messenger	LCRO
			38 min				

**Frontline Service 29: Endorsement of Affirmed Petition of CCE/CFN to PSA for PSA Certification of Annotated Corrected/Changed with Request for Security Paper**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> <li>▪ Claim affirmed petition (corrected/changed) and request for SECPA from PSA</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare endorsement of document to PSA</li> <li>▪ Instruct client to pay fees at MTO and purchase PMO at Post Office</li> </ul>	20 min	<ol style="list-style-type: none"> <li>1. Certified copy of OCRG of affirmed petition by CRG</li> <li>2. Certificate of Finality</li> <li>3. Certified annotated and unannotated document</li> <li>4. Transmittal Cover</li> <li>5. PMO</li> </ol>	P 100 – processing fee  P140 - PMO  P220 - LBC to PSA Quezon City with prepaid pouch	Support Staff	LCRO
2	<ul style="list-style-type: none"> <li>▪ Pay fees at MTO,</li> <li>▪ Purchase PMO at Post Office</li> </ul>	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	15 min			MTO Staff Postmaster	LCRO

3	<ul style="list-style-type: none"> <li>▪ Present OR and PMO for transmittal</li> <li>▪ Leave document and money for mailing</li> </ul>	<ul style="list-style-type: none"> <li>▪ Sign document, prepare pouch for mailing</li> </ul>	3 min	6. OR 7. LBC pouch		LCR Support Staff LBC Messenger	LCRO
			38 min				

**Frontline Service 30: Endorsement of Court Order/Decree/Decision of PSA with Certificate of Registration with the LCRO in the Court of Origin, with request for Security Paper**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> <li>▪ Request endorsement of court order/decree/decision to the PSA with request for SECPA</li> </ul>	<ul style="list-style-type: none"> <li>▪ Request client to present copy of valid court order, decree, decision, certificate of finality, certificate of registration with the LCRO where the court is located</li> </ul>	20 min	<ol style="list-style-type: none"> <li>1. Valid copy of court order, decree, decision of the RTC issuing the document.</li> <li>2. Certificate of Finality of the court decision</li> <li>3. Certificate of Registration of the decision with the LCRO wherein the court is located</li> <li>4. Certified copy of unannotated and annotated document</li> <li>5. OR</li> <li>6. PMO</li> <li>7. Transmittal Cover</li> </ol>	P100 -processing fee  P140 - PMO  P 220.00 LBC to PSA Quezon City with prepaid pouch	Support Staff M. Buling	LCRO
2	<ul style="list-style-type: none"> <li>▪ Pay fees at MTO</li> <li>▪ Purchase PMO at Post Office</li> </ul>	<ul style="list-style-type: none"> <li>▪ Review documents</li> </ul>	20 min			MTO Staff A. Ladeza	MTO LCRO
3	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare documents for transmittal cover for mailing and signature of LCR</li> </ul>	10 min			Support Staff A. Ladeza	LCRO
4	<ul style="list-style-type: none"> <li>▪ Present OR and PMO for transmittal</li> <li>▪ Leave document and money for mailing</li> </ul>	<ul style="list-style-type: none"> <li>▪ Certify and sign transmittal</li> </ul>	5 min			A. Ladeza Support Staff	LCRO
			55 min				

**MUNICIPAL HEALTH OFFICE  
RURAL HEALTH UNITS 1 AND 2**

**Frontline Service 1: General Medical Consultation**

STEP	ACTIVITIES/PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MHO/RHU1/RHU2					
1	<ul style="list-style-type: none"> <li>▪ Get priority number</li> <li>▪ Wait for number to be called</li> </ul>	<ul style="list-style-type: none"> <li>▪ Issue priority number</li> </ul>	1 min	Patient's card with Family No.		BHW/Health Aide	RHU reception area
2	<ul style="list-style-type: none"> <li>▪ Respond</li> </ul>	<ul style="list-style-type: none"> <li>▪ Call out priority number</li> <li>▪ Get family folder (ITR, CB, MR, FP)</li> </ul>	5 min			BHW/Health Aide	RHU reception area
3	<ul style="list-style-type: none"> <li>▪ Allow service provider to get vital signs</li> </ul>	<ul style="list-style-type: none"> <li>▪ Get vital signs</li> <li>▪ Fill out Individual Treatment Record (ITR)</li> </ul>	10 min			RHM	RHU reception area
4	<ul style="list-style-type: none"> <li>▪ Proceed to waiting area</li> </ul>	<ul style="list-style-type: none"> <li>▪ Assist client, give initial tx</li> <li>▪ Bring ITR to doctor's room</li> </ul>	5 min			PHN	PHN room
5	<ul style="list-style-type: none"> <li>▪ Enter consultation room when number/ name is called</li> </ul>	<ul style="list-style-type: none"> <li>▪ Physical examine; DX, treatment</li> </ul>	10-15 min			MHO	Consultation/ Treatment room
6	<ul style="list-style-type: none"> <li>▪ Get medicine, if available</li> </ul>	<ul style="list-style-type: none"> <li>▪ Give the medicine with proper instruction</li> </ul>	3-5 min			PHN (Pharmacy Aide if available)	Dispensing Area (Pharmacy)
7	<ul style="list-style-type: none"> <li>▪ Return ITR</li> </ul>	<ul style="list-style-type: none"> <li>▪ Assist client</li> </ul>	1 min			BHW/Health Aide	
8	<ul style="list-style-type: none"> <li>▪ Sign on logbook</li> </ul>	<ul style="list-style-type: none"> <li>▪ Assist client</li> </ul>	1 min			BHW/Health Aide	Exit Area
			44 min				

**Frontline Service 2: Issuance of Medical Certificate**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MHO/RHU1/RHU2					
1	<ul style="list-style-type: none"> <li>▪ Express intent</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview client</li> </ul>	1 min	OR from MTO	P50	RHM/BHW	RHU waiting area
2	<ul style="list-style-type: none"> <li>▪ Submit to procedure</li> </ul>	<ul style="list-style-type: none"> <li>▪ Take vital signs</li> </ul>	5 min	Thermometer, watch Sphygmomanometer		RHM/BHW	Registration area
3	<ul style="list-style-type: none"> <li>▪ Submit to procedure</li> </ul>	<ul style="list-style-type: none"> <li>▪ Perform history and physical examination</li> </ul>	10 min	Stethoscope, otoscope Tongue depressor		MHO	Doctor's Office
4	<ul style="list-style-type: none"> <li>▪ Submit to procedure</li> </ul>	<ul style="list-style-type: none"> <li>▪ Give available medicine</li> </ul>	5 min	Rx form; medicine/ drugs		Pharmacy Aide	Pharmacy
5	<ul style="list-style-type: none"> <li>▪ Receive medical certificate</li> </ul>	<ul style="list-style-type: none"> <li>▪ Issue medical certificate</li> </ul>	2 min	Medical certificate form, Doctor's signature, License # & PTR #		MHO	Doctor's Office
			23 min				

### Frontline Service 3: Issuance of Referral Form

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MHO/RHU1/RHU2					
1	▪ Express intent	▪ Interview client	1 min	Patient's family #; MDR		RHM/BHW	RHU waiting area
2	▪ Submit to procedure	▪ Take vital signs ▪ Fill out ITR	5 min	Treatment card, thermometer, watch, sphygmomanometer		RHM/BHW	Registration Area
3	▪ Submit to procedure	▪ Call patient and take history ▪ Perform physical exam, diagnosis, and treatment ▪ Explain reason for referral	15 min	Stethoscope Otoscope Tongue depressor		MHO	Doctor's Office
4	▪ Submit to procedure	▪ Give/Prescribe needed first dose meds/drugs	5 min			Pharmacy aide	Pharmacy
5	▪ Receive meds and referral form	▪ Issue referral form and facilitate transport	10 min	Referral form Doctor's prescription		MHO	Doctor's Office
			36 min				

### Frontline Service 4: Issuance of Death Certificate

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MHO/RHU1/RHU2					
1	▪ Express intent ▪ Answer questions	▪ Interview kin/relative	10 min	Medical records Lab results of deceased (optional)		MHO	Doctor's Office
2	▪ Wait	▪ Fill out death certificate form	5 min			MHO	Doctor's Office
	▪ Accept	▪ Issue death certificate	1 min				
			16 min				

### Frontline Service 5: Issuance of Sanitary Permit

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MHO/RHU1/RHU2					
1	▪ Express intent	▪ Interview client	5 min	OR from MTO	P70 - stool and sputum exam	Sanitary Inspector	MTO/RHU
2	▪ Submit to inspection	▪ Inspect business establishment	30 min - 1 hr	Business establishment		Sanitary Inspector	Business Area
3	▪ Accept permit	▪ Issue Sanitary Permit	1 min	Report from sanitary inspector, sanitary permit		MHO	Doctor's Office
			35 min - 1 hr				

### Frontline Service 6: Medicolegal Services

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MHO/RHU1/RHU2					
1	▪ Get priority number	▪ Give priority number	1 min	Patient's Family No. MDR and police request		Health Aide	RHU reception area
2	▪ Respond	▪ Call priority number	1 min			Health Aide	RHU reception area
3	▪ Respond/Interact	▪ Get family folder/ ITR ▪ Interview patient ▪ Get vital signs ▪ Fill out ITR	7 min			Health Aide	RHU reception area
4	▪ Wait	▪ Bring ITR to doctor's table	5 min				RHU reception area
5	▪ Go inside MHO's office	▪ Interview patient ▪ Perform physical exam ▪ Conduct counseling ▪ Provide treatment	10 min	Police request		MHO	MHO's Office
6	▪ Wait	▪ Fill out ITR ▪ Issue medical certificate	10 min	OR	P50-200	MHO	MHO's Office
7	▪ Wait at pharmacy	▪ Prepare meds	5 min	MHO's prescription		Pharmacist	Pharmacy
8	▪ Receive meds ▪ Sign on logbook	▪ Issue meds	2 min				
			41 min				

### Frontline Service 7: Maternal Health Services, Prenatal / Family Planning Services

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MHO/RHU1/RHU2					
1	▪ Wait	▪ Get family folder/ITR/FP/ ▪ Prenatal record	1 min	Mother and child book/FP service record/MDR		RHM	RHU birthing center
2	▪ Interact	▪ Interview patient ▪ Get vital signs and fill out record	3 min			RHM	RHU birthing center
3	▪ Lie on examining table ▪ Listen to advice	▪ Perform prenatal examination ▪ Conduct counseling	10 min			RHM	RHU birthing center
4	▪ Wait	▪ Refer to MHO if the need arises	10 min			RHM/MHO	RHU
5	▪ Wait	▪ Provide vitamins ▪ Give other instructions	3 min			RHM	RHU birthing center
			17-27 min				



### Frontline Service 8: Immunization / Vaccination (EPI)

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MHO/RHU1/RHU2					
1	▪ Wait for name to be called	▪ Usher the mother into the waiting area	1 min	ECCD card		BHW	RHU waiting area
2	▪ Sit in front of the RHM table	▪ Call in the mother and check ECCD card	2 min			BHW/RHM	RHU
3	▪ Wait	▪ Record child's weight and length	5 min			RHM	RHU
4	▪ Listen intently	▪ Inform child's mother what vaccine her child will get	5 min			RHM	RHU
5	▪ Submit to the procedure	▪ Administer the vaccine	5 min			RHM	RHU
6	▪ Wait	▪ Fill out ECCD card ▪ Inform mother when to come back	5 min			RHM	RHU
			23 min				

### Frontline Service 9: Vaccination of Animal Bite Patients at Animal Bite Treatment Center (ABTC)

#### A. INITIAL VISIT

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MHO/RHU1/RHU2					
1	▪ Get priority number	▪ Give priority number	1 min	Patient's Card with Family No.		Health Aide	RHU reception area
2	▪ Wait for number to be called	▪ Call priority number	1min			Health Aide	RHU reception area
3	▪ Sit in front of service provider	▪ Interview patient/get history	10 min			ABTC nurse/ MHO	ABTC area at RHU
4	▪ Sit in front of service provider	▪ Get vital signs, inspect the bite and fill out ABTC form	10 min			ABTC nurse/ MHO	ABTC area at RHU
5	▪ Sit in front of service provider	▪ Explain to patient what category is the bite and the corresponding vaccines needed	15 min			ABTC nurse/ MHO	ABTC area at RHU
6	▪ Sit in front of service provider	▪ Preparation of the vaccine	5 min			ABTC nurse/ MHO	ABTC area at RHU
7	▪ Sit in front of service provider	▪ Administer due vaccine	3-5 min			ABTC nurse/ MHO	ABTC area at RHU
			57 mins				

### Frontline Service 10: Issuance of Pre-marriage Counseling (PMC) Certificate

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MHO/RHU1/RHU2					
1	▪ Fill out application form and questionnaire	▪ Collect filled-out forms	5 min	Filled-out PMC forms and questionnaires	P200	PMC counsellor	Lecture room
2	▪ Attend PMC	▪ Give lecture	2 hr	PMC forms		PMC counsellor	Lecture room
3	▪ Wait	▪ Prepare certificate	5 min			PMC counsellor	RHU
4	▪ Claim PMC certificate	▪ Issue PMC certificate	5 min			PMC counsellor	RHU
			2 hr, 15 min			PMC counsellor	

### Frontline Service 11: Issuance of Exhumation Permit

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MHO/RHU1/RHU2					
1	▪ Express intent	▪ Advise client to pay permit fee at MTO	2 min	Death certificate of body to be exhumed		Sanitary Inspector	RHU
2	▪ Pay fee at MTO	▪ Prepare exhumation permit	10 min		P200	Sanitary Inspector	MTO RHU
3	▪ Present OR	▪ Issue permit	2 min	OR		MHO	
			14 min				

### Frontline Service 12: Issuance of Permit to Transfer Human Dead Body/Cadaver

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MHO/RHU1/RHU2					
1	▪ Express intent	▪ Advise client to pay at MTO	5 min	Death certificate		Sanitary Inspector	RHU
2	▪ Pay permit fee at MTO	▪ Prepare transfer permit if cause of death is non-communicable disease	5 min		P100	MTO Collector	MTO
3	▪ Present OR	▪ Issue permit	1 min	OR		Sanitary Inspector	RHU
			11 min				

## LOON WATERWORKS SYSTEM (ECONOMIC ENTERPRISE)

### Frontline Service 1: Repair and Maintenance of Water Lines and other Service Connections

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LWS					
1	▪ Report leakage	▪ Interview client	3 min			Support Staff	LWS Office
2	▪ Wait	▪ Prepare service request form	3 min			Support Staff	LWS Office
3	▪ Pay service charge at MTO	▪ Wait for concessionaire	4 min	Request Form Official Receipt	P100/job	Sharon Yamas Support Staff	MTO LWS Office
4	▪ Wait	▪ Schedule for inspection ▪ Provide list of fittings/materials	1 day	None		Plumber Inspector	Address of client
5	▪ Prepare fittings/ materials	▪ Act promptly on request	4 hr	Fittings/materials		Plumber	Address of client
			1 day, 4 hr, 10 min				

### Frontline Service 2: Application for New Water Connection

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LWS					
1	▪ Request for water connection	▪ Interview applicant ▪ Provide request form for inspection	3 min			Support Staff	LWS Office
2	▪ Wait	▪ Schedule for inspection ▪ Provide list of requirements	2 days			Support Staff	Applicant's address
3	▪ Submit requirements	▪ Accept requirements ▪ Prepare application form ▪ Conduct orientation	20 min	a. Barangay Clearance with OR b. Community Tax Certificate c. Tax Clearance d. Photocopy of Land title/Tax declaration e. Affidavit of Consent - (if not the Land Owner) f. Deed of Sale g. Photocopy of Building Permit h. Photocopy of Plumbing permit i. Photocopy of Vicinity Map j. Certification from Punong Barangay	Refer to Application form	Support Staff	LWS Office

				k. Certification from DSWD l. House Picture			
4	▪ Wait	▪ Recommend application for approval ▪ Provide list of fittings/ materials to be purchased	1 day	Application form		Support Staff	LWS Office
5	▪ Pay fees at MTO	▪ Wait	10 min	OR Application Form	Refer to Application form	Support Staff	MTO LWS Office
	▪ Wait	▪ Recommend application for approval by Mayor	1 day	Application form		E. Relampagos	Mayor's Office
6	▪ Prepare fittings/ materials	▪ Accept fittings/ materials ▪ Install new water connection	4 hr	Fittings/ materials		Support Staff	LWS Office
			4 days, 4 hr, 33 min				

### Frontline Service 3: Preparation of Plan of Works (POW) of Barangay Water System

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LWS					
1	▪ Request for plan and POW	▪ Interview Punong Barangay	30 min			J Requina	LWS Office
2	▪ Wait	▪ Inspect site	1 day			J Requina	Barangay
3	▪ Wait	▪ Prepare plan and POW	10 days				LWS Office
4	▪ Wait	▪ Give Plan and POW to Punong Barangay	3 min			Support Staff	LWS Office
			11 days, 33 min				

### Frontline Service 4: Repair of All Pipeline Damages

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LWS					
1	▪ Report damage (call or text damage) line	▪ Acknowledge report	1 min			Support Staff	LWS Office
2	▪ Wait	▪ Act promptly on the report	1 hr			Plumber	On site
			1 hr, 1 min				

### Frontline Service 5: Issuance of Water Bill Clearance

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LWS					
1	<ul style="list-style-type: none"> <li>▪ Express request</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare water bill clearance</li> <li>▪ Record on logbook</li> </ul>	5 min	Official Receipt of latest bill		Support Staff	LWS Office
			5 min				

### Frontline Service 6: Reconnection of Concessionaire's Water Connection

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LWS					
1	<ul style="list-style-type: none"> <li>▪ Express intent</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare reconnection form</li> </ul>	3 min	OR of unpaid bills		Support Staff	LWS Office
2	<ul style="list-style-type: none"> <li>▪ Pay reconnection fee at MTO</li> </ul>	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	10 min	OR	P100	Support Staff	MTO
3	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Act promptly on request</li> </ul>	4 hr	None		Plumber	Address of client
			17 min				

## LOCAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

### Frontline Service 1: Certification for Passenger Boats

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LDRRMO					
1	<ul style="list-style-type: none"> <li>▪ Present filled-out certification</li> </ul>	<ul style="list-style-type: none"> <li>▪ Sign certification</li> </ul>	1 min	Certification signed by President of Pumpboat Operators Asso./ Punong Barangay		LDRRMO	MDRRMO
2	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Photocopy certification for file</li> </ul>	1 min			LDRRMO	MDRRMO
3	<ul style="list-style-type: none"> <li>▪ Accept certification</li> </ul>	<ul style="list-style-type: none"> <li>▪ Release signed certification</li> </ul>	1 min			MDRRMO Staff	
			3 min				

### Frontline Service 2: Request for Ambulance Service

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LDRRMO					
1	<ul style="list-style-type: none"> <li>▪ Express request, or present letter of request</li> </ul>	<ul style="list-style-type: none"> <li>▪ Accept request</li> </ul>	1 min	Verbal or written request		Rescuer Radio Operator	ALAGAD Center
2	<ul style="list-style-type: none"> <li>▪ Respond</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview client as regards date, time and place ambulance is needed</li> </ul>	2 min	Request form Ballpen		Rescuer Radio Operator	ALAGAD Center
3	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Verify availability of driver and ambulance</li> </ul>	1 min			Rescuer Radio Operator	ALAGAD Center
4	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Wait for go signal from in-charge</li> </ul>	1 min	Filled-out request form Ballpen		Rescuer Radio Operator	ALAGAD Center
5	<ul style="list-style-type: none"> <li>▪ Accept filled-out request form</li> </ul>	<ul style="list-style-type: none"> <li>▪ Release filled-out request form</li> </ul>	1 min	Signed request form		Rescuer Radio Operator	ALAGAD Center
6	<ul style="list-style-type: none"> <li>▪ Listen</li> </ul>	<ul style="list-style-type: none"> <li>▪ Instruct client to see ALAGAD Rescue Unit Driver</li> <li>▪ Provide fee for fuel replenishment</li> </ul>	1 min		P400 None for indigents	Rescuer Radio Operator	ALAGAD Center
7	<ul style="list-style-type: none"> <li>▪ Present filled-out request form to driver</li> </ul>	<ul style="list-style-type: none"> <li>▪ Instruct ALAGAD Rescue Unit Driver to confirm accommodation of request</li> </ul>	1 min	Instructions from in-charge		Head, ALAGAD Rescue Team	ALAGAD Center
			8 min				

### Frontline Service 3: Request for Emergency Rescue

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LDRRMO					
1	▪ Report emergency situation	▪ Accept verbal or phone report	15 sec	Verbal or phone report		Radio Operator	MDRRMO
2	▪ Respond to queries	▪ Take note of details, i.e., type of incident, persons affected, location, contact information, kind of assistance needed, etc.	2 min	Request form Ballpen		Radio Operator	MDRRMO
3	▪ Wait	▪ Verify availability of driver and vehicle	10 sec			Rescuers	MDRRMO
4	▪ Wait	▪ Prepare rescue equipment, medical kits	20 sec	Rescue equipment Medical kits		Rescuers	MDRRMO
5	▪ Wait	▪ Inform PNP/BFP for additional team support when necessary	3 min	Report of incident		PNP/BFP personnel	LGU
6	▪ Wait	▪ Move towards identified site/location	5-20 min			Rescuers	On-site
7	▪ Wait	▪ Conduct quick interview of knowledgeable persons, i.e. Punong Barangay, Purok Leader, etc.	5 min	Crowd control		Rescuers	On-site
8	▪ Answer relevant questions	▪ Apply first aid to victim/s	2-3 min	First aid kit		Rescuers	On-site
9	▪ Assist the rescuer/s when necessary	▪ Load patients to ambulance or rescue vehicle when necessary	5 sec	Spine board		Rescuers	On-site
10	▪ Accompany patient/s	▪ Bring the patient/s to nearest hospital	5-20 min	Ambulance/R escue Vehicle		Driver Rescuers	Hospital
			22-33 min, 50 sec				

**Frontline Service 4: Request for Rescue Vehicle Assistance (Multi-cab)**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LDRRMO					
1	▪ Express request, or present letter of request	▪ Accept request	1 min	Verbal or written request		Radio Operator	MDRRMO
2	▪ Respond to queries	▪ Take note of details, i.e., type of incident, persons affected, location, contact information, kind of assistance needed, etc.	2 min	Request form Ballpen		Radio Operator	MDRRMO
3	▪ Wait	▪ Verify availability of driver and vehicle	2 min	Request form Ballpen		Radio Operator	MDRRMO
4	▪ Wait	▪ Sign filled-out request form	1 min			Radio Operator	MDRRMO
5	▪ Accept filled-out request form	▪ Release filled-out request form	1 min	Filled-out request form		Radio Operator	MDRRMO
6	▪ Listen	▪ Instruct client to see driver and to prepare trip ticket/money for fuel	2 min	Trip Ticket/ Cash		Radio Operator	MDRRMO
7	▪ Present filled-out request form to driver	▪ Instruct driver to confirm accommodation of request	1 min	Filled-out request form		MDRRMO Staff	MDRRMO
			10 min				



## MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE

### Frontline Service 1: Request for Ocular Inspection re: Cutting Down of Trees

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MENRO					
1	<ul style="list-style-type: none"> <li>▪ Present verbal request for inspection</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ask for proof of ownership of the tree</li> </ul>	1 min	Land Title or Tax Declaration Barangay Certificate/Clearance		S. Caresosa	MENRO
2	<ul style="list-style-type: none"> <li>▪ Wait at the barangay site</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare trip tickets</li> </ul>	15 min	Verbal request		Support Staff	MENRO
3	<ul style="list-style-type: none"> <li>▪ Wait at the barangay site</li> </ul>	<ul style="list-style-type: none"> <li>▪ Assign personnel to inspect</li> </ul>	2 hr	Vehicle		Support Staff	On-site
4	<ul style="list-style-type: none"> <li>▪ Receive copy of inspection report</li> </ul>	<ul style="list-style-type: none"> <li>▪ Get copy of inspection report</li> </ul>	2 min	Inspection documents		S. Caresosa	MENRO
5	<ul style="list-style-type: none"> <li>▪ Wait until the cutting certificate is already finish</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare cutting certification</li> </ul>	3 min	Certificate of Compliance issued by Municipal Agriculture Office MTO-issued OR		J. Longjas	MENRO
			2 hr, 18 min				

### Frontline Service 2: Request for Ocular Inspection re: Compliance with the Municipal Revenue Code in Regard to the 20-meter Salvage Zone Setback

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MENRO					
1	<ul style="list-style-type: none"> <li>▪ Verbal request for inspection</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ask for proof of land ownership</li> </ul>	1 min	Land Title or Tax Declaration Barangay Certification/Clearance		S. Caresosa	MENRO
2	<ul style="list-style-type: none"> <li>▪ Wait on-site</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare trip ticket</li> </ul>	15 min	Verbal request		Support Staff	MENRO
3	<ul style="list-style-type: none"> <li>▪ Wait on-site</li> </ul>	<ul style="list-style-type: none"> <li>▪ Assign personnel to inspect</li> </ul>	3 hr	Vehicle		J. Longjas	On-site
4	<ul style="list-style-type: none"> <li>▪ Receive copy of inspection report</li> <li>▪ Submit report</li> </ul>	<ul style="list-style-type: none"> <li>▪ Get a copy of inspection report</li> <li>▪ Issue Certificate of Compliance</li> </ul>	5 min	Inspection documents	* ₱300	MTO Staff	MTO
			10 hr, 20 min				

\* The payment of ₱300 is charged if the bill of materials in the total project cost is ₱100,000.00 and above.

### Frontline Service 3: Request for Ocular Inspection re: Alleged Illegal Quarrying

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MENRO					
1	▪ Express request	▪ Take note of details, i.e., location, persons allegedly involved, etc.	5 min			S. Caresosa	MENRO
2	▪ Wait on-site	▪ Prepare trip ticket	15 min			J. Longjas	MENRO
3	▪ Wait on-site	▪ Inspect site	2 hr	Vehicle		J. Longjas	On-site
4	▪ Receive copy of inspection report	▪ Prepare inspection report ▪ Provide report to client ▪ Submit report to DENR	1 day	Transportation		S. Caresosa J. Longjas	DENR
			10 hr, 20 min				

### Frontline Service 4: Request for Annual Maintenance of Supplies, Materials and Paraphernalia for Marine Protected Areas

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MENRO					
1	▪ Present PO resolution	▪ Accept PO Resolution	1 wk	PO Resolution		PO President S. Caresosa	MENRO
2	▪ Submit Program of Works	▪ Review POW	1 wk	List of requested materials, supplies or paraphernalia		S. Caresosa	MENRO
3	▪ Wait for delivery of requested items	▪ Assign personnel to follow SOP, as follows: a. Purchase Request b. COA Submission c. Request for Quotation d. Serving of the Quotation e. Schedule of bidding f. Awarding g. Purchase Order issuance h. Delivery of supplies	60 days	Compliance with BAC guidelines		S. Caresosa J. Longjas BAC Personnel	MENRO
			2.5 mo				

## MARKET (ECONOMIC ENTERPRISE)

### Frontline Service 1: Collection of General Fees

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MERCADO DE LOON					
1	<ul style="list-style-type: none"> <li>▪ Express intent</li> </ul>	<ul style="list-style-type: none"> <li>▪ Welcome client</li> <li>▪ Weigh items (fish)</li> </ul>	1 min			Concerned Staff	Mercado de Loon
2	<ul style="list-style-type: none"> <li>▪ Receive OR</li> </ul>	<ul style="list-style-type: none"> <li>▪ Issue OR / cash ticket</li> </ul>	2-5 min		<p>Monthly rental fee - OR</p> <p>Daily rate per stall/area - cash ticket</p> <p>Parking fees, depends on no. of wheels - cash ticket</p> <p>Vendor's fee/kg (fish) - cash ticket</p>	<p>M. Santillana N. Mesina</p> <p>S. Sagetarios A. Matutes J. Piamonte</p> <p>B. Salavedra T. Lampios D. Miranda A. Matutes</p> <p>A. Libadisos M. Santillana</p>	Mercado de Loon
			2-5 min				

## MUNICIPAL ABATTOIR (ECONOMIC ENTERPRISE)

### Frontline Service: Request for Slaughter Services

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MUNICIPAL ABATTOIR					
1	<ul style="list-style-type: none"> <li>▪ Request for slaughter services</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview client as regards kind of animal to be slaughtered</li> </ul>	2 min	Animal health certificate Certificate of Ownership Certificate of Transfer for large animals (carabao/cattle)		M. Justol	Municipal Abattoir
2	<ul style="list-style-type: none"> <li>▪ Request for assessment for payment</li> </ul>	<ul style="list-style-type: none"> <li>▪ Compute for fee based on assessment per animal to be slaughtered</li> </ul>	2 min	Ballpen and calculator Assessment forms Credential document for large animals		M. Justol	Municipal Abattoir
3	<ul style="list-style-type: none"> <li>▪ Propose schedule (date and time) for slaughtering</li> </ul>	<ul style="list-style-type: none"> <li>▪ Inquire purpose of butchering, i.e. home or public consumption</li> </ul>	2 min	For public consumption: Business permit of butcher capitalist		M. Justol	Municipal Abattoir
4	<ul style="list-style-type: none"> <li>▪ Prepare livestock for butchering</li> </ul>	<ul style="list-style-type: none"> <li>▪ Accept the animals</li> <li>▪ Inspect animals and check credential documents for large animals</li> </ul>	3 min	Inspection tools Butchering accessories Scalding vat Firewood		M. Justol	Municipal Abattoir
5	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Proceed with the slaughtering procedure</li> </ul>	10 min	Butcher's knife, container for blood bleeding		Butchers	Municipal Abattoir
6	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Take out internal organs and conduct postmortem inspection of carcass</li> <li>▪ Clean the outer and internal parts of the carcass</li> </ul>	5 min	Pail/basin for viscera/offal or other internal organs		M. Justol Butchers	Municipal Abattoir
7	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prepare knives and clean inspection accessories</li> </ul>	3 min	Knives and hook Inspection table		M. Justol	Municipal Abattoir
8	<ul style="list-style-type: none"> <li>▪ Wait</li> </ul>	<ul style="list-style-type: none"> <li>▪ Weigh and brand the carcass</li> </ul>	3 min	Weighing scale with meat bucket Ballpen and calculator Slaughter assessment form Logbook		M. Justol	Municipal Abattoir

9	<ul style="list-style-type: none"> <li>▪ Receive duplicate copy of assessment form for payment</li> </ul>	<ul style="list-style-type: none"> <li>▪ Furnish duplicate copy of assessment form to client</li> <li>▪ Advise client to pay at MTO or Mercado de Loon</li> </ul>	5 min	Duplicate of assessment form	Depends on assessment	M. Justol	Municipal Abattoir
10	<ul style="list-style-type: none"> <li>▪ Pay fees</li> </ul>	<ul style="list-style-type: none"> <li>▪ Issue OR to client and receive payment</li> </ul>	3 min	Duplicate of assessment forms	Depends on animal slaughtered	M. Arocha	MDL MTO
11	<ul style="list-style-type: none"> <li>▪ Ask for copy of meat inspection certificate</li> <li>▪ Present OR</li> </ul>	<ul style="list-style-type: none"> <li>▪ Issue meat inspection certificate</li> <li>▪ Check OR to confirm payment</li> </ul>	2 min	OR Meat Inspection Certificate		M. Justol	Municipal Abattoir
			40 min				

## MUNICIPAL LIBRARY AND INFORMATION CENTER

### Frontline Services 1: Assistance to Library Readers

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LIBRARY & INFO CENTER					
1	▪ Request for assistance	▪ Accept verbal request	1 min			J. Juanico	MLIC
2	▪ Listen	▪ Inform reader/ researcher that all reading materials shall be read inside the library only	2 min			J. Juanico	MLIC
3	▪ Select materials from various classifications according to need	▪ Allow reader/ researcher to select unlimited reading materials to use	5 min			J. Juanico	MLIC
4	▪ Inquire when needed reading materials are not found	▪ Assist reader/ researcher or show other materials related to what he/she needs	2 min			J. Juanico	MLIC
5	▪ Look for a seat	▪ Lead reader/ researcher to a seat	1 min	Paper Ballpen		J. Juanico	MLIC
6	▪ Return reading materials used to the proper book shelves	▪ Instruct readers to return reading materials to the proper places after reading	2 min			J. Juanico	MLIC
7	▪ Sign on reader's logbook	▪ Instruct reader/ researcher to sign on the logbook	1-2 min	Logbook Ballpen		J. Juanico	MLIC
			14-16 min				

### Frontline Service 2: Assistance to Library Borrowers

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LIBRARY & INFO CENTER					
1	▪ Request assistance verbally	▪ Accept verbal request	1 min			J. Juanico	MLIC
2	▪ Answer interview questions	▪ Get client's complete name, address, etc.	2 min			J. Juanico	MLIC
3	▪ Listen	▪ Inform which books can be borrowed; duration and quantity	2 min			J. Juanico	MLIC
4	▪ Select books to borrow and give to librarian	▪ Assist client in locating the books, accept selected books	5 min			J. Juanico	MLIC
5	▪ Wait	▪ Prepare borrower's logbook	4 min			J. Juanico	MLIC
6	▪ Sign borrower's logbook	▪ Instruct borrower to record details of the books borrowed	2 min			J. Juanico	MLIC
			16 min				

### Frontline Service 3: Library Encoding Assistance

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LIBRARY & INFO CENTER					
1	▪ Request for assistance	▪ Accept verbal request	1 min		None	J. Juanico	Library
2	▪ Wait	▪ Record client's details (complete name, address, etc.)	10-15 min depending on no. of pages	Material to be encoded	None	J. Juanico	Library
3	▪ Wait	▪ Encode and print	1 min			J. Juanico	Library
4	▪ Wait	▪ Accept payment	1 min		Black: P10/page Colored: P15/page Photos: P20/page	J. Juanico	Library
5	▪ Receive temporary receipt	▪ Issue temporary receipt	1 min	Temporary receipt	None	J. Juanico	Library
6	▪ Wait	▪ Record payment	1 min	Record book Pen		J. Juanico	Library
7	▪ Accept encoded documents	▪ Release encoded documents	1 min			J. Juanico	Library
			16-21 min				

### Frontline Service 4: Photocopying Assistance

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LIBRARY & INFO CENTER					
1	▪ Request for assistance	▪ Accept verbal request	1 min	Written documents		J. Juanico	Library
2	▪ Wait	▪ Photocopy documents	Depending on no. of pages			J. Juanico	Library
3	▪ Wait	▪ Arrange documents according to page				J. Juanico	Library
4	▪ Pay cost of photocopying	▪ Accept payment	1 min		P2/page	J. Juanico	Library
5	▪ Accept photocopied documents and temporary receipt	▪ Release photocopied documents ▪ Issue temporary receipt	1 min			J. Juanico	Library
6	▪ Wait	▪ Record payment	1 min	Record book		J. Juanico	Library
7	▪ Sign on logbook	▪ Instruct client to sign on logbook	1 min	Logbook		J. Juanico	Library
			5-10 min			J. Juanico	

## GENERAL SERVICES OFFICE

### Frontline Service 1: Request for Accountable Forms

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	GSO					
1	▪ Request for Accountable Forms	▪ Accept request for Accountable Forms	1 min	Request form		C. Orion	GSO
2	▪ Present the consumed forms	▪ Ensure that specified amount of collections (CTC or OR) have been remitted to MTO or deposited in the depository bank	1 min			C. Orion	GSO
3	▪ Pay	▪ Instruct barangay treasurer to pay at MTO for the forms requested ▪ Instruct barangay treasurer to return to GSO with the OR	2 min	OR		C. Orion	GSO
4	▪ Sign on logbook	▪ Request the barangay treasurer to sign the RIS and logbook	1 min			C. Orion	GSO
5	▪ Accept the forms	▪ Release the requested forms	1 min			C. Orion	GSO
			6 min				

## PUBLIC EMPLOYMENT SERVICE OFFICE

### Frontline Service 1. Request for Job Referrals

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	PESO					
1	▪ Request for service	▪ Guide client in filling out the NMRS Form	3 min	NMRS Form		S. Caresosa	PESO -Loon
2	▪ Wait	▪ Let client comply with requirements	3 days	Resume Passport Diploma Police Clearance	ID Picture Transcript of Records NBI Clearance Barangay Clearance	Job seekers	
3	▪ Submit papers to BEPO - Tagbilaran	▪ Provide referral	15 min			S. Caresosa	PESO-Loon
			3 days, 18 min				



## HUMAN RESOURCE MANAGEMENT OFFICE

### Frontline Service 1: Issuance of Service Record

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	HRMO					
1	▪ Request	▪ Interview client	1 min		None	Z. Capiolos	HRMO
2	▪ Pay fee at MTO	▪ Instruct client to pay fee at MTO	5 min		Active employee: ₱30 Separated employee: ₱50	S. Yamas	MTO
3	▪ Wait	▪ Prepare Service Record	5 min	OR		Z. Capiolos	HRMO
4	▪ Receive Service Record	▪ Sign and Release Service Record	2 min			M. Maestrado Z. Capiolos	HRMO
			13 min				

### Frontline Service 2: Issuance of Certificate of Employment

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	HRMO					
1	▪ Request	▪ Interview client and write down details of request	1 min			Z. Capiolos	HRMO
2	▪ Pay fee at Municipal Treasurer's Office	▪ Instruct client to pay fee at Municipal Treasurer's Office	5 min		₱50	S. Yamas	MTO
3	▪ Wait	▪ Encode details given by client ▪ Print Certificate of Employment	5 min	OR		Z. Capiolos	HRMO
4	▪ Receive Certificate of Employment	▪ Sign and release Certificate of Employment	2 min		None	M. Maestrado Z. Capiolos	HRMO
			13 min				

### Frontline Service 3: Issuance of Payslip

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	HRMO					
1	▪ Request	▪ Interview client	1 min			Z. Capiolos	HRMO
2	▪ Wait	▪ Print payslip	5 min			Z. Capiolos	HRMO
3	▪ Receive payslip	▪ Sign and release payslip	2 min			M. Maestrado	HRMO
			8 min				

**Frontline Service 4: Issuance of NOSA (Notice of Salary Adjustment) or NOSI (Notice of Salary Increment)**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	HRMO					
1	▪ Request	▪ Interview client	1 min	None	None	Z. Capiolos	HRMO
2	▪ Wait	▪ Retrieve and photocopy NOSA/NOSI	5 min	None	None	Z. Capiolos	HRMO
3	▪ Receive NOSA/NOSI	▪ Release NOSA/NOSI	1-2 min	None	None	Z. Capiolos	HRMO
			7-8 min				

**Frontline Service 5: Issuance of Leave Credits**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	HRMO					
1	▪ Request	▪ Interview client	1 min	None	None	M. Catayas	HRMO
2	▪ Wait	▪ Prepare and Print Leave Credits	10 min	None	None	M. Catayas	HRMO
3	▪ Receive Leave Credits	▪ Release Leave Credits	2 min	None	None	M. Catayas	HRMO
			13 min				

**Frontline Service 6: Issuance of PAG-IBIG certification and others**

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	HRMO					
1	▪ Request	▪ Interview client and write down details of request	1 min			Z. Capiolos	HRMO
2	▪ Pay fee at Municipal Treasurer's Office	▪ Instruct client to pay fee at Municipal Treasurer's Office	5 min		₱50	S. Yamas	MTO
3	▪ Wait	▪ Encode details given by client and as per records ▪ Print Certificate of Employment	5 min	OR		Z. Capiolos	HRMO
4	▪ Receive Certificate of Employment	▪ Sign and release PAG-IBIG Certifications	2 min		None	M. Maestrado Z. Capiolos	HRMO
			13 min				

## EMPLOYEES OF THE LOCAL GOVERNMENT UNIT

<b>OFFICE OF THE MAYOR</b>				
<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Position</b>	<b>Remarks</b>
Relampagos	Elvi Peter	Lopez	Municipal Mayor	Local Chief Executive
Monreal	Reynaldo	Prudente	Private Secretary	Municipal Culture Officer
Guballa	Apolinaria	Relampagos	Executive Assistant	Special Projects Coordinator
Roslinda	Maricris	Pantoja	Administrative Aide III	Appointment Secretary
Saligumba	Adam	Literatus	Clerk III	Mun. Information Officer
Agbon	William	Saturinas	Project Officer	Special events coordinator
Cavero	Julieta	Cuario	Community Organizer	Cultural projects staff
Calma	Reynaldo	Marimon	Support Staff	Office assistant
Luza	Paupette Socorro	Lera	Support Staff	ISO project staff
Marimon	Lyca		Support Staff	Office assistant
Mejares	Joan	Sevilla	Office Staff	Office assistant
Oleo	Jerry	Dela Peña	Support Staff	Maintenance
Rebucas	Leonida	Parami	Support Staff	Maintenance
Relampagos	Junrel	Genosas	Support Staff	Night guard
Roferos	Maria Rosalyn	Alvares	Utility Worker	Maintenance
Senon	Roselyn	Cañamo	Support Staff	Office assistant

<b>OFFICE OF THE VICE MAYOR AND SANGGUNIANG BAYAN</b>			
<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Position</b>
Lopez	Lloyd Peter	Mozo	Municipal Vice Mayor
Literatus Jr.	Pedro	Monreal	SB Member
Go	Ana Lisa	Orcullo	SB Member
Almasa	Lydia	Lodripas	SB Member
Tecson	Kristel	Palma	SB Member
Veloso	Judy Marie	Hencianos	SB Member
Coritico	Zaide	Yuson	SB Member
Legitimas	Timoteo	Lafuente	SB Member
Branzuela	Priscila	Ciano	SB Member
Veloso	Emalinda	Asilo	LnB President
Coritico	Fidelino	Poligrates	SB Secretary
Porlares	Danilo	Roslinda	Administrative Aide III (Driver I)
Albelda	Katherine Janina	Meguillo	Legislative Staff, Districts 1 & 2
Albelda	Maya Petri Hyacinth	Gablins	Autocad Draftsman/Estimator/Surveyor
Caet	Orlaine Mae	Lopez	VM Secretary; Head, Legislative Tracking Section
Mejorada	Merlyn	Tapayan	District Consultation; EIC Coordinator
Montalban	Marivic	Roslinda	Legislative Staff - District 3
Peñaranda	Claire	Orcullo	Architect
Portrias	Manilyn	Lanzaderas	Head, Policy and Legislation Tracking Section
Salomon	Roselle	Villaruel	Head, Records and Retrieval Section
Torremocha	Norman	Tamos	IT Staff/Web Developer
Cartagenas	Myrna	Supremo	Barangay Legislative Staff
Leopardas	Sheiny Roselle	Gama	Legislative Staff
Pelpinosas	Rosemarie	Sulilawa	Legislative Staff

Poligrates	Urcesia	Florenosos	LNB Support Staff
Lasco	Edelenn	Sefuentes	Support Staff
Literatus	Jessica	Medida	Support Staff
Mellejor	Francis	Lacierda	Support Staff
Oliveros	Mary Nedelyn	Patentes	Support Staff
Pejano	Evitha	Pantinos	Support Staff
Pregunta	Mariane Joyce	Pamplona	Support Staff
Pedrigal	Cesar	Rebucas	LnB Support Staff
Paulinio	Maricar	Taboada	Youth Affairs Coordinator

<b>MUNICIPAL PLANNING AND DEVELOPMENT OFFICE</b>			
<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Position</b>
Relator	Alan	Lupo	Municipal Planning and Development Coordinator
Maestrado	Manuel	Emnace	Architectural Consultant
Lanzaderas	Mark Roldan	Recitas	Engineering Assistant
Binongo	Marlou Kim	Supremo	Support Staff
Crodua	Rey	Lanzaderas	Support Staff
Longos	Lean	Fusillero	Monitoring Staff
Morastil	Erica Bianca	Miao	Support Staff
Mero	Renzcel	Palas	Support Staff
Robenta	Ronna Mae	Carcasona	Support Staff
Bahalla	John	Magallen	KALAH-CIDSS Coordinator
Castañares	Mary Jane	Biocos	KALAH-CIDSS Coordinator
Forones	Ma. Lorena	Cañeda	KALAH-CIDSS Coordinator
Galan	Geralin	Dominguez	KALAH-CIDSS Coordinator
Guiret	Rose	Angel Cuba	KALAH-CIDSS Coordinator
Laurel	Rosa	Bacalso	KALAH-CIDSS Coordinator
Macadini	Gertrudes	Rosales	KALAH-CIDSS Coordinator
Marimon	Ross Mark	Galvez	KALAH-CIDSS Coordinator
Masalta	Joan Theresa	Palgan	KALAH-CIDSS Coordinator
Mellejor	Jecelyn	L.	KALAH-CIDSS Coordinator
Mellejor	Justino	Lacierda	KALAH-CIDSS Coordinator
Monares	Jheann	Coritico	KALAH-CIDSS Coordinator
Morastil	Bernard	Miao	KALAH-CIDSS Coordinator
Soler	Dennis		KALAH-CIDSS Coordinator

<b>MUNICIPAL BUDGET OFFICE</b>			
<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Position</b>
Castrojo	Sheila	Laniba	Municipal Budget Officer
Suarez	Jhunie Ray	Pedrigal	Administrative Assistant II (Budgeting Assistant I)
Cuba	Rufa	Pamplona	Office Staff
Lastra	Liza	Salubre	Office Staff

<b>MUNICIPAL ACCOUNTING OFFICE</b>			
<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Position</b>
Relampagos	Arnulfo	Salinas	Municipal Accountant
Geonzon	Estrellita	Cantones	Administrative Officer IV (Management & Audit Analyst II)
Peña	Charlene	Tangcawan	Administrative Officer II (Management & Audit Analyst I)
Almonical	Ramonita	Ruta	Administrative Aide II (Market Operations)
Polgares	Lucy	Bagnuran	Accounting Clerk
Rulona	Jerry	Palma	Accounting Staff
Espinosa	Ann Jane	Rivera	Document Reviewer
Monton	Agape	Gablins	In-charge, Records Management
Relampagos	Jeremias	Sitones	Technical Support Staff
Bandala	Aniceta	Cartagenas	Accounting Staff
Corciega	Lorena	Cacho	Barangay Bookkeeper
Sapugay	Avita	Mejorada	Barangay Bookkeeper
Morallas	Jevi Ann	Portrias	Support Staff

<b>MUNICIPAL TREASURER'S OFFICE</b>			
<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Position</b>
Coritico	Teodomiro	Palmitos	Municipal Treasurer
Camilotes	Victoria	Corciega	Revenue Collection Clerk II
Legitimas	Celerina	Lafuente	Administrative Aide III (Utility Worker II)
Mesina	Justin	Relampagos	Revenue Collection Clerk III
Rebucas	Gumersinda	Mangaron	Administrative Aide I
Panis	Mark Anthony	Torillo	IT Support Staff
Bed-oc	Elsa	Masas	Support Staff
Cadungog	Aimee	Tago	LWS Billing
Palma	Anna Rizza	Palban	Support Staff
Recitas	Ruth	Simbulas	Support Staff
Rosco	Sherlita	Mendez	Support Staff
Yamas	Sharon	Geonzon	Support Staff
Almerol Jr.	Mario	Lagroma	Support Staff
Lanzaderas	Raul	Legitimas	Support Staff
Moria	Jennifer	Torayno	Support Staff

<b>BUSINESS PERMITS AND LICENSING OFFICE</b>			
Millanes	Fe	Lasaca	License Inspector I
Requillo	Teofanie	Losuegro	Revenue Collection Clerk II
Arocha	Mary Jane	Perez	Administrative Aide III
Ladeza	Ricardo	Rabadon	Administrative Aide I
Yamas	Sinforiana	Pastor	Clerk III
Requillo	Ma. Anna Yzabelle	Losuegro	Support staff

<b>GENERAL SERVICES OFFICE</b>			
Tamiroy	Jynn	Arocha	Administrative Aide I
Labesores	Jasmin	Balolot	Administrative Aide I
Barbarona	Joselita	Catalonia	Support Staff
Segovia	Rebecca	Delima	Support Staff

**BIDS AND AWARDS COMMITTEE**

Orion	Celso	Ramo	Administrative Aide I (Utility Worker I)
Fortugaliza	Maria Teresa	Bela	Support Staff
Pamon	Harne Mae	Laniba	Support Staff
Piodos	Rosalina	Podador	Support Staff
Tan	James Dave	Sanguenza	Office Staff

**MUNICIPAL ASSESSOR'S OFFICE**

Last Name	First Name	Middle Name	Position
Solarte	Rex	Lampara	Municipal Assessor
Sangarios Jr.	Artemio	Pogio	Administrative Aide III (LWS)
Baratas	Annaliza	Leones	Office Staff
Cuizon	Ruby	Marie Pamplona	Support Staff
Oreña	Noel	Quintano	Data Encoder
Patentes	Luisito	Japos	Office Staff
Saligumba	Eldimer	Literatus	Support Staff

**MUNICIPAL AGRICULTURE OFFICE**

Last Name	First Name	Middle Name	Position
Cantones	Jannes	Detablan	Municipal Agriculturist
Cartagenas	Fe	Supremo	Agricultural Technologist
Mellejor	Eddie	Cejas	Agricultural Technologist
Molina Jr.	Marciano	Serantias	Anti-rabies Implementer
Montealto	Samuel	Mendez	Corn Program Coordinator
Piamonte	Marilyn	Lanoy	High-value Crops Development Program
Ramada Jr.	Edilberto	Masaneg	Agricultural Technologist
Bulocano	Cyril	Jao	Support Staff
Calabria	Aimee	Warnac	Support Staff
Corbita	Corazon	Ramada	Maintenance
Coritico	Regie	Mante	Driver
Corpin	London	Pateo	Support Staff
Logronio	Jose	Carrido	Night Watchman
Lugo	Cathyryn	Ramada	Office Staff
Martos	Maricel	Molina	Support Staff
Omana	Louje	Patentes	Support Staff
Perez	Romeo	Guadalquiver	Grazing of Goat
Salomon	Gregorio	Mellijor	GO-Corn Program-Coordinator
Mabanag	Jose Roel	Ciano	Support Staff, Anti-rabies & Municipal Plant Nursery
Flores	Estela	Fuerzas	Municipal Nursery Aide
Portrias	Mercurio		Monitoring Staff, Municipal/District Plant Nurseries
Requina	Azenith	Macalipay	Plant Nursery Caretaker, District 1 (SB)

<b>INTEGRATED SOLID WASTE MANAGEMENT</b>			
Roferos	Roy	Salomon	Agricultural Technologist
Albarado	Alberto	Saladores	Segregator and Bagger
Andoy	Marlon	Pantinos	Solid Waste Segregator
Calabria	Gregorio	Pedrablanca	Segregator and Bagger
Guadalquiver	Roland	Florin	Garbage Truck Driver
Jao	Albert	Sicuya	Solid Waste Collector
Labastida	Alexander	Pregunta	Garbage Collector and Segregator
Lacea	Roberto	Baldisco	Garbage Truck driver
Lasacar	Jonrey	Orillo	Garbage Collector and Segregator
Lauros	Sinforoso	Tenajeros	Segregator and Bagger
Lopez	Ruel	Ohendras	Segregator and Bagger
Paña	Juliet	Salinas	Composting In-charge
Sargueza	Ronel	Ballares	Garbage Collector
Catayas	Bartolome	Calvario	Garbage Collector
Retutas	Louie	Arnado	Support Staff
Gingo	Mark	Masalta	Support Staff, Cabilao ISWM Monitoring

<b>MUNICIPAL ENGINEERING OFFICE</b>			
<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Position</b>
Castrojo	Noel	Secretario	Municipal Engineer
Roslinda	Severino	Lanzaderas	Administrative Officer II
Campeceño	Elmer	Relator	Administrative Aide III
Abajon	Melvin	Arrogante	Engineering Assistant
Cadenas	Darwin	Malabarbas	Road Grader Operator
Carpenteros	Grig	Panganiban	Auto/Self-loader Operator
Ceballos	Arnold	Ganados	Auto/Self-loader Driver
Garnica	Pastor	Coritico	Backhoe Operator
Lera	Roberto	Guntiñas	Automotive Electrician
Lesula	Reil	Relampagos	Support Staff
Palomeras	Mhilagrose Daebie	Concha	Engineering Assistant
Peñaranda	Elvis	Reganion	Heavy Equipment In-charge
Purca	Benigno	Kileste	Road Roller Operator
Refugio Jr.	Aquilino	Lanzaderas	Auto Mechanic
Roteros	Cayetano	Plazos	General Foreman, Water Projects
Sesnorio	Gladish Mae	Ganados	Payroll Maker
California	Jean Agustine	Cula	Engineering Staff
Concha	Manuel	Escudero	Driver
Juaton	Joshua	Tedra	Support Staff
Mejorada Jr.	Restituto		Draftsman
Miñoza	Victor Amador	Monteros	Support Staff
Pamaong	Rose Vina	Najaro	Support Staff
Ponteras	Antony	Sumatra	Auto Mechanic Assistant
Salinas	Cuniberto		Support Staff
Subsuban	Joventino	Hinlayagan	Carpenter
Juaton	Gary	Sombrio	Night Guard
Mandawan	Jemielito	Durano	Guard
Sombrio	Charlito	Hibalay	Dump Truck Driver

<b>STREET LIGHTING MAINTENANCE</b>			
Estrada	Elmer	Roterosos	Electrician I
Baclean	Rolan	Relator	Support Staff (Electrician)
Paulinio	Peter John	Lamparas	Support Staff (Electrician)

<b>MUNICIPAL SOCIAL WELFARE DEVELOPMENT OFFICE</b>			
<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Position</b>
Maquindang	Ma. Marnelli	Lecias	Municipal Social Welfare and Development Officer
Palacio	Ma. Vilma	Guitones	Social Welfare Assistant
Masas Jr.	Crescencio	Recamadas	Administrative Aide III (LWS)
Magpuyo	Marimar	Pesodas	Child Development Teacher
Molina	Pamela Mae	Dungog	Project Officer/Community Organizer
Cobo	Jonalyn	Bayod	Support Staff
Cuba	Ronalyn	Pamplona	Support Staff
Leopardas Jr.	Servando	Requeron	Support Staff
Palma	Michael	Sefuentes	Support Staff
Salinas	Ceahn Adrienne	Sacal	Support Staff
Saramosing	Carril Harriet	Robles	Support Staff
Sacal	Genara	Floren	OSCA Head
Cabañas	Aileen	Cruda	Support Staff, PWD
Tapales	Mercedita	Concha	Support Staff, Women's Fund
Panis	Cesaria	Doria	Support Staff, Aid to Children

<b>OFFICE OF THE MUNICIPAL CIVIL REGISTRAR</b>			
<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Position</b>
Ladeza	Aristona	Caresosa	Local Civil Registrar
Aranas	Maria Liezl	Ramada	Assistant Registration Officer
Buling	Maria Arlita	Legitimas	Administrative Aide I (Utility Worker I)
Bunac	Nova Junah	Corciega	Support Staff

<b>MUNICIPAL HEALTH OFFICE - RURAL HEALTH UNITS 1 &amp; 2</b>			
<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Position</b>
Lamparas	Maria Victoria	Dagondon	Municipal Health Officer
Plazos	Mercel	Campeceño	Nurse II
Barbarona	Jocelynda	Polan	Midwife I
Bellezas	Ma. Lilibeth	Marcojos	Midwife II
Cartagenas	Maria Cecilia	Lopez	Nurse II
Collano	Ma. Magdalena	Labastil	Midwife II
Mamacos	Ferlinda	Palomeras	Midwife II
Requillo	Carlos	Labastilla	Sanitation Inspector I
Torreón	Daisy	Columnas	Midwife II
Abesia	Elvie	Jale	Midwife
Angeles	Rynet	Mendez	Midwife



Batucan	Kelvin Rey	Samonte	Contact Tracer
Caborda	James Eugene	Bongcaras	Medical Technologist
Cahulogan	Miraluna	Galban	Midwife
Lacea	Lucille Ann	Dumdum	Nurse
Lascuña	Mary Joy	Escobar	Midwife
Legitimas	Jocelyn	Mante	Midwife
Mante	Noel	Rojo	Health Aide
Marimon	Girly Rhea	Polinar	Nurse
Mejares	Gresil	Lopez	Nurse
Murcia	Ma. Christina Janine	Tangcawan	Nurse
Palcat	Reyna Mie	Bastasa	Nurse
Planos	Jeza Marie	Almerida	Midwife
Plazos	Janice	Marimon	Midwife
Relampagos	Joyce Isobelle	Paggao	Midwife
Sabanpan	Catherine	Descallar	Nurse
Salingay	Fatima	Mejorada	Nurse
Sisican	Jean	Ayuban	Nurse
Sombrio	Mariegold	Catalino	Midwife
Supremo	Joan Marie	Marcojos	Nurse
Bumaya	Nerisa	Briones	Barangay Nutrition Scholar Coordinator
Garao	Emerson	Requina	Contact Tracer
Lasaca	Arnel	Sausa	Driver
Malasa	Imelda	Taug	Cleaners
Mante	Nole	Rojo	Support Staff
Pestillos	Ian Jason	Chua	Pharmacy Assistant
Calingacion	Alfie	F.	Rural Health Physician
Legitimas	Ma. Rhena	Razalo	Nurse II
Almedilla	Teresita	Mejorada	Midwife III
Latras	Margarita	Diocaro	Midwife III
Legitimas	Janet	Lesula	Midwife II
Libranza	Reynaldo	Leones	Sanitation Inspector I
Monredondo	Exequila	Lodripas	Midwife III
Palma	Maria Luz	Pedrigal	Midwife II
Relayosa	Floresita	Catayas	Midwife II
Abuloc	Marilyn	Relampagos	Midwife
Cantones	Julita	Pedros	Monitoring Staff, RHU 2
Genita	Charmie	B.	Midwife
Mangaron	Evangeline	Requillo	Midwife
Perges	Junen Mae	M.	Midwife
Rebarbas	Mary Grace	Reancho	Midwife
Sevilla	Venancia	Persigas	Midwife
Veloso	Estrella	Legitimas	Midwife
Gencianos	Judith	Cartoneros	Cleaner
Sevilla	Jhansen	Molina	Nurse II
Almedilla	Cristina		Encoder, Sanitary Inspector's Office

**LOCAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE**

**ACTIVE LOONANON ADVOCATES FOR GOOD GOVERNANCE AND DEMOCRACY (ALAGAD) CENTER**

<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Position</b>
Loquinte	Marina	Mataflorida	Local Disaster Risk Reduction & Management Officer
Moria	Jackie Jean	Torayno	LDRRM Assistant
Coraza	Edelene	Alumbro	LDRRM Assistant
Lafuente	Edna	Ocat	LDRRM Assistant
Gallo	Al Jurey	Astronomo	Rescuer
Gasatan	Jo Ann	Carcasona	Rescuer
Glariana	Marcial	Bacasma	Driver
Guitones	John	Gilbert Rudila	Rescuer
Hibalay	Jerry	Juaton	Driver
Ledon	Apolinario	Sedon	Driver
Recamadas	Juic	Balobo	Driver
Salingay	Anecita	Krowel	Support Staff
Cano	Janette	Pamplona	Rescuer
Fernandez	Ryan	Remoreras	Support Staff
Formoso	Bernardo	Macapala	Driver
Laniba	Jose Marimel	Retutas	Radio Operator
Legitimas	Ana Velyn	Campoamor	Radio Operator
Leopardas	Jonese Mark	Saldaña	Support Staff
Libranza	Ramel	Sefuentes	Driver
Montialto	Pepe	Labastilla	Driver
Peña	Emerson Ian	Infiesto	Driver
Piscos	Joseph	Cabilin	Support Staff
Plazos	Alex	Recitas	Driver

**LOON WATERWORKS SYSTEM (ECONOMIC ENTERPRISE)**

<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Position</b>
Requina	Joseph Irwin	Arana	Administrative Assistant II
Calma	Hermenia	Meguillo	Administrative Aide III
Mellejor Jr.	Paulo	Piscos	Administrative Aide V (Plumber II)
Morastil	Necito	Sumatra	Administrative Aide III
Ongi	Teofanes	Roperos	Administrative Aide III
Catayas	John Kelvin	Decano	Reconnection/Disconnection In-Charge
Ladeza	Ramil	Roslinda	Meter Reader, Bills Delivery, Water Pump Operator
Lastima	Zinda	Mejares	Billing Assistant
Marcojos	Judith	Salisi	Billing Encoder
Mellejor	Artemio	Ruiz	Leadman/Plumber/Watchman
Orcullo	Ma. Emmalyn	Marcojos	Billing Assistant
Salgados	Jesica	Oribia	Office Assistant/Support Staff
Ytac	James Anthony	Baldimor	Project Assistant
Abes	Jerome	Manigo	Pump Operator/Carpenter/Utility Staff
Alderite	Jovenson	Crieta	Support Staff
Coraza	Romil	Cagalawan	Support Staff
Gubantes	Guillermo	Juaton	Support Staff
Justol	Jerome	Masas	Pump Operator/Disconnection Staff
Leones	Humprey	Patentes	Pump Operator
Mataflorida	Clifford	Dagohoy	Maintenance Assistant

Mellejor	Albert	Piscos	Support Staff
Pregunta	Ralp	Relampagos	Support Staff
Rendon	Laurence	Villanueva	Support Staff
Rubilla	Niño	Saldaña	Maintenance Assistant
Saligumba	Lloyd Adam	Lagare	Support Staff

<b>MARKET (ECONOMIC ENTERPRISE)</b>			
<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Position</b>
Gomez	Ma. Theresa	Uy	Bookkeeper
Lampios	Teofredo	Lobrigas	Administrative Aide I
Libadisos	Apoliyo	Labastida	Market Inspector II
Miranda	Danilo	Rivas	Administrative Aide I
Sagetarios	Susan	Dignos	Administrative Aide I (Utility Worker I)
Santillana	Ma. Editha	Orcullo	Market Inspector II
Alcover	Joseph	Sarvida	Handyman/Maintenance Staff
Alburo	Pablito	Manso	Cleaner
Ascura	William	Relampagos	Support Staff
Bolanio	Mary Jean	Abensatan	Support Staff
Bulagsac	Glicerio	Marcojos	Market Cleaner
Carnice	Jonathan	Torrejos	Support Staff
Catayas Jr.	Rolando	Papeliras	Electrician
Catayas Sr.	George	Guadalquiver	Market Cleaner
De Gracia	Bernie	Perjes	Night Guard
Lera	Marissa	Guntiñas	Support Staff
Mangcao	Romeo	Tolentino	Maintenance Staff
Matutes Jr.	Arthur	Ochavillo	Market Collector
Mesina	Nora	Segovia	Support Staff
Pamplona	Rodrigo	Painandos	Support Staff
Pastor	Gemma	C.	Market Collector
Patentes	German	Lopez	Night Guard
Pay-an	Camlon Joevenal	Dicora	Parking Aide
Piamonte	Efren	Lajera	Cleaner
Piamonte	Jonasito	Lajera	Parking Aide
Quilates	Ma. Evelyn	Segovia	Support Staff
Salavedra	Crisaldie	Paraguya	Night Guard
Vidal	Veolito	Lugo	Parking Aide
Calma	Louie III	Saladaga	Night Guard, Catagbacan Satellite Market
Caresosa	Agapito	Almasa	Guard, Catagbacan Satellite Market
Relampagos	Perlito		Night Guard, Catagbacan Satellite Market

<b>MUNICIPAL ABATTOIR (ECONOMIC ENTERPRISE)</b>			
<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Position</b>
Justol	Merly	Simborio	Meat Inspector II
Cabañas	Jonathan	Guadalquiver	Staff
Dimaraye	Renilo	Guadalquiver	Butcher
Lampios	Melchor	Lobrigas	Guard
Murcia	Ferdinand Rey	Maratas	Slaughter Fee Collector

<b>MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE</b>			
<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Position</b>
Caresosa	Sylvio	Lanzaderas	Administrative Assistant II
Longjas	Jonathan	Rosales	Geological Park Manager
Salinas	Richelter	Morgia	Office Staff
Requina	Sulpicio		Monitoring Staff, Loon Uplifted Intertidal Zone

<b>MUNICIPAL TOURISM OFFICE</b>			
<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Position</b>
Relampagos	Ethel Angelie	Cabatingan	Special Executive Assistant/Mun. Tourism Action Officer
Lagroma	Jonas	Piodos	Tourism Creative and Visual Artist
Cabañelez	Angel Dawn	Plazos	Support Staff
Marenio	Marc Stephen	Sante	Support Staff
Requina	Stephanie Mae	Matutes	Support Staff
Casipong	Miramar	Rotersos	Computer Engineer, Tech4Ed
Sombrio	Fabio	Pedros	Maintenance Staff, Loon Macaques

<b>MUNICIPAL LIBRARY AND INFORMATION OFFICE</b>			
<b>Middle Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Position</b>
Juanico	Juliet	Curaza	Administrative Aide I/Office In-Charge
Nazareno	Argosy	Segovia	Administrative Aide VI (Clerk III)
Orcullo	Jerome	Camilotes	Clerk II
Lagroma	Aleth	Bernales	ICT Coordinator
Nazareno	Alfadur	Segovia	Support Staff

<b>LOON MANPOWER DEVELOPMENT CENTER</b>			
<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Position</b>
Maestrado	Maricris	Marañon	Administrator/Project Development Assistant
Casinillo	Maria Luz	Martos	Liaison Officer
Resilosa	Luzvimar	Racines	SMAW NC I and II Trainer
Santillana	Ian Steven	Tesoro	Registrar
Coritico	Harold Vanne	Ricafort	Support Staff
De Guzman	Jea Rachelle	Najaro	IT Staff
Lajera	Mitchie	Aliponga	Support Staff
Lerin	Sonia	Pencerga	Support Staff
Lopez	Erwin	Sequina	Support Staff
Almario	Rodulfo	Solarte	Night Guard

**LOON BOHOL INTERNATIONAL CRUISE SHIP PORT (LOON PORT)**

Last Name	First Name	Middle Name	Position
Lafuente	Jose		Administrative Aide III
Suello	John Clint Mark	Madroñal	Administrative Aide III
Lerin	Edwin		Member, African Swine Fever Control Team
Marimon	Julius Caesar		Member, African Swine Fever Control Team
Perges	Almarie	Magallanes	Support Staff
Nueva	Jayneth	Lafuente	Support Staff
Crieta	Desiree		Support Staff
Andoy	Carmen	Romo	Support Staff
Janiola	Gina	Andolana	Support Staff
Mulato	Juvic	Contestable	Ticketing Staff
Sumatra	Leonora	Casalta	Ticketing Staff
Romana	Rogelio	Liquido	Ticketing Staff
Bernat	Artchel	Bulinio	Ticketing Staff

**MARINE PROTECTED AREAS**

Last Name	First Name	Middle Name	Position/Assigned Area
Reganon	Geroncio		MPA Guard, Basdacu
Lajera	Jerson		MPA Guard, Cabacongan
Labastida	Kevin	N.	MPA Guard, Calayugan Norte
Lajera	Jerson		MPA Guard, Calayugan Sur
Jimenez	Florencio		MPA Guard, Canhangdon Occidental
Pamplona	Rolando		MPA Guard, Cogon Norte
Sanguenza	Rodel		MPA Guard, Cuasi
Labisores	Ruel		MPA Guard, Pantudlan
Solabar	Gaudencio	Hormillada	MPA Guard, Pig-ot
Camilotes	Jacinto		MPA Guard, Pondol
Roslinda	Artemio		MPA Guard, Sondol
Bagsican	Jade	C.	MPA Guard, Sondol
Sombrio	Joy		MPA Guard, Song-on
Polo Jr.	Jorge		MPA Guard, Tangnan
Rebarbas	Rodrigo	S.	MPA Guard, Ubayon
Del Rio	Christian	Vencelao	Underwater Dive Assessment Staff, MPAs
Dolojol	Rimar	Cabañas	Underwater Dive Assessment Staff, MPAs
<b>BANTAY DAGAT</b>			
Masalta	Dioscoro	Paloso	Municipal Coordinator, CLEC Cluster 2
Sordilla	Sigeberto	Molina	Loon Municipal Seawaters
Morallas	Jesus	M.	Loon Municipal Seawaters
Lapiz	Eddie	Liwacat	Loon Municipal Seawaters
Villalon	Anthony	L.	Loon Municipal Seawaters
Sombrio	Dennis	G.	Loon Municipal Seawaters
Fuentes	Zandro	C.	Loon Municipal Seawaters
Maratas	Nilo	P.	Loon Municipal Seawaters
Serantias	Juan	C.	Loon Municipal Seawaters
Dayapan	John Paul		Loon Municipal Seawaters
Lajera	Natalio		Loon Municipal Seawaters
Lopez	Gerardo		Loon Municipal Seawaters
Salem	Jorich	Libranza	Loon Municipal Seawaters
Sordilla	Sidro		Loon Municipal Seawaters

<b>MUNICIPAL TRAFFIC ENFORCERS</b>			
<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Position</b>
Bacolongan	James	Libres	MUTRE Head
Cabañeles Jr.	Basilio	Castilla	Enforcer
Cabrera	Delwin Mark	Ochavez	Enforcer
Cañada	Jesse	Pladiaz	Enforcer
Collano	Roque	Bahalla	Enforcer
Floren	Eusebio	Sarabia	Enforcer
Gallo	Christopher	Reña	Enforcer
Lajera	Generoso	Maratas	Enforcer
Lopez	Jovanie	Leornas	Enforcer
Maratas Sr.	Manuelito	Rada	Enforcer
Supilanas	Fidel	Ruta	Enforcer
Lanzaderas	Orlando	Tornado	Enforcer

<b>TASK FORCE SITA</b>			
<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Position</b>
Dela Cruz	Jeryl	Quipanes	Enforcer
Veloso	Wimer	A.	Enforcer
Legitimas	Jomari	Mante	Enforcer
Manigo	Rogelio	Modeo	Enforcer
Rebucas	John Jernih	Ligumbres	Enforcer
Vidal	Ruby Lee	Ocat	Enforcer
Yamas	Jessie Hil	Lecias	Enforcer
Cuaresma	Jay	Rojo	Enforcer
Sanchez	Maurice	Quiral	Enforcer
Dospueblos	Henry	Corciega	Enforcer
Sevilla	Aldwin	A.	Enforcer

<b>MUNICIPAL LOCAL GOVERNMENT OPERATIONS OFFICE</b>			
<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Position</b>
Regañon	Lito	Casalta	DILG Support Staff
Patentes	Elma	Hinacay	Liga ng mga Barangay (LnB) Support Staff
Arocha	Maura	Sevilla	Support Staff
Cartoneros	Marisa	Varquez	Support Staff

<b>SANGGUNIANG KABATAAN MUNICIPAL FEDERATION</b>			
<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Position</b>
Corciega	April Joseph	Ligumbres	President, SKMF
Manuales	Carol Jean	Guadalquiver	Support Staff
Sausa	Lloyd	Vergara	Sports Coordinator
Señoran	Irene May	Cabañelez	Support Staff
Talisay	Joan	Coscos	Support Staff

<b>NATIONAL GOVERNMENT AGENCIES</b>			
<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Position</b>
Leornas	Geraldine	Sanguenza	Support Staff, Philippine Postal Corporation
Marcera Jr.	Zosimo	Retutas	Office Staff, Commission on Elections
Murcia	Elizabeth	Salomon	Support Staff, Commission on Elections
Ocat	Alvin Bryle	Dospueblos	Support Staff, Commission on Elections
Tomias	Raquel	Sullivan	Support Staff, Philippine National Police – Loon Station
<b>MAINTENANCE OF PARKS, PLAZAS AND OTHER PUBLIC FACILITIES</b>			
<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Position</b>
Robles	Herminigildo	Castañas	Administrative Aide III (Laborer II)
Bajar	Charisma	Martos	Cleaner
Cueva	Crispina	Gondio	Cleaner
Lampara	William	Recreo	Support Staff
Meredores	Joselito	Quintano	Cleaner
Mulato	Geraldine	Labesores	Cleaner
Ramada	Patricia	Cabigas	Cleaner
Rojo	Teresita	Fuerzas	Cleaner
Rubilla	Celsa	Pastoril	Maintenance
Suico	Teresa	Saldaña	Cleaner
Torrejos	Gina	Segovia	Cleaner
Literatus	Mark Gyver	Piños	Support Staff, Loon Municipal Hall Entrance
Mesina	Mark Lester	Lopez	Support Staff, Loon Municipal Hall Entrance
<b>TUBIG LOON SPRING PARK</b>			
Balolot	Jovencio	Castilla	Support Staff
Fernandez	Janine Faith	Catalo	Support Staff
Licmoan	Emma	Cadano	Support Staff
Tabaosares	Jomar	Tirol	Support Staff
<b>TAJANG ROAD</b>			
Dolojol	Emilia		Maintenance
Castilla	Russel		Maintenance
<b>LOON PEACE PARK</b>			
Palma	James	Ciano	Guard
<b>INANG-ANGAN</b>			
Villacorrrta	Purisima	Marcojos	Cleaner
Mejares	Liza		Cleaner
Lera	Rubelina		Cleaner
Calatrava	Wilma	M.	Cleaner

<b>BARANGAY MONITORING</b>			
<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Position</b>
Palma	Joseph	Labesores	Support Staff
Labastida Jr.	Faustino		Support Staff

<b>LOCAL SCHOOL BOARD SUPPORT PERSONNEL</b>			
<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Assignment</b>
Bacunawa	Jeshel Joy	Retutas	Basac Elementary School
Dela Peña	Arsenio		School Guard, Cabilao Elementary School
Mulato	Ramil		School Guard Cabilao National High School
Salomon	Floremie	Ruta	Cabilao National High School
Peñaranda	Nissi Blanche	Carlton	Loon South Central Elementary School
Palomares	John Carlo	Abitona	Loon South Central Elementary School
Arocha	Efry Vicen	Gresones	Loon South Central Elementary School
Saturos	Eduardo	Elorde	School Guard, Sandingan National High School
Atuel	Janette		Sandingan National High School
Lerin	Jonna	Marimon	Sandingan National High School
Villahermosa	Segundina	Leornas	Sandingan National High School
Sagpang	Karyl Jean		Loon North Central Elementary School
Palomares	Santiago	Paquilaba	School Guard, Loon South National High School
Sister	Marife	Ararao	Loon South National High School
Garcia	Vergenia		Gov. Jacinto Borja National High School
Bumaya	Jennifer	Requillo	Gov. Jacinto Borja National High School
Marenio	Heracleo	Sante	Pig-ot Elementary School
Jacaban	Paterna	Pegarmino	Cogon Norte Elementary School
Galan	Rose Verly Jane	P.	Loon North Central Elementary School
Salinas	Jay		School Guard, Sto. Niño de la Paz Elem. School

<b>HUMAN RESOURCE MANAGEMENT OFFICE</b>			
<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Position</b>
Maestrado	Melquiades	Emnace	Administrative Officer II (HRMO I)
Capiolos	Ziselle Ann	Coritico	Office Assistant
Catayas	Mary Grace	Catalonia	Support Staff
Arcayena	Marilyn	Saldaña	Support Staff
Papilleras	Mary Grace	Majam	Support Staff
Español	Arnel	Serantias	Maintenance Personnel
Luzon	Goldimer		Support Staff
Casalta	Marites	Cartoneros	Information Desk Staff

<b>INFORMATION TECHNOLOGY OFFICE</b>			
<b>Last Name</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Position</b>
Maluenda	Michael Novi	Elleve	Programmer
Rotersos	Charles Evan	Molina	Programmer
Vallespin	Marife	Recamadas	Support Staff
Lafuente	Zyrrane	Mejorada	Support Staff