CITIZEN’S CHARTER

OF THE

SCIENCE CITY OF MUÑOZ
PROVINCE OF NUEVA ECUSA
FOREWORD

The Local Government of the Science City of Munoz in its commitment of pursuing excellence in the name of efficient and effective delivery of public service adheres to the noble objectives of Republic Act No. 9485 otherwise known as the Anti-Red Tape Act of 2007. A seemingly indelible stain buried deep in the excesses of bureaucracy, Red Tape has delayed services, projects and programs that could have helped improve the lives of ordinary people.

Since time immemorial it has been widely reputed that Red Tape bred corruption and slowly crept into government systems. It has been evident in the way people deal with the government in securing basic permits and certificates. Inundated in the minds of people as an easy way of transacting, fixing has become a byword in the corruption lexicon. As the panic button was pushed, the Republic Act No. 9485 or the Anti-Red Tape Act was born to curtail corruption in the government, down to the smallest unit which is the barangays.

The time has come for us to unite in totally eradicating corruption, particularly Red Tape, in our landscape. As public servants, we are committed to give our very best for the people and a noble program such as ARTA and the Citizen’s Charter is a big step forward to our dream of achieving Utopian–like governance.
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THE MAKING OF THE SCIENCE CITY OF MUÑOZ
A History

PROLOGUE

Any place, be it a nation, metropolis or a lowly settlement, like any living thing, has its own evolution. From the dawn of civilization, mankind has always been ceaseless in its quest for advancement, hence the present way of life that we live in.

A great mind once said that civilization is a voyage and not a harbor, yet civilization is never achieved within the flick of an eye, not for just a moment, an hour, a day, a month or a year, but in most cases, within a considerable or much longer period of time. Moreover, civilization is not merely dreamt of but it must be labored for, perhaps with blood, sweat and tears, if only to realize or attain the kind of development aspired for?

The Civilization or progress in a certain place has many configurations where the Science City of Muñoz, is a unique one. Let us embark to a journey to the past to give more color and meaning to the present condition of Muñoz as a city.

Just like Rome which was not built in a day so is the Science City of Muñoz which took more than seven (7) long odd years in the making from its conceptualization on September 3, 1993 up to the realization of a dream on December 9, 2000, upon the conduct of a Plebiscite which overwhelmingly ratified Republic Act No. 8977, "AN ACT CONVERTING THE MUNICIPALITY OF MUÑOZ IN THE PROVINCE OF NUEVA ECija INTO A COMPONENT CITY TO BE KNOWN AS THE SCIENCE CITY OF MUÑOZ". (R.A. No. 8977 was signed by President Joseph Ejercito Estrada on November 7, 2000)

HOW MUÑOZ BECAME A MUNICIPALITY

More than a century ago, this place we love and now call Muñoz was a densely forested area inhabited by Baluga tribes who settled along the fertile creeks and rivulets of now Barangays Balante, Catalanacan, and Matingkis. The tribes-lorded settlement was then named "Papaya" and a sitio of Barrio San Antonio of the town of Guimba. With the arrival of more Christian immigrants, including the Spanish conquistadores, sitio Papaya metamorphosed into a pueblo in 1855 with Sebastian del Castro as gobernadorcillo. It was then that the pueblo's catholic devotees endeared San Sebastian as their patron saint, heightening respect for the gobernadorcillo.

In 1886, Papaya was changed into "Muñoz to honor Don Francisco Muñoz, the province’s alcalde mayor and the community’s first appointed gobernadorcillo. Muñoz was annexed as a barrio of San Juan de Guimba municipality. Settlers tricked in from Bulacan and the Ilocos Region.

Up to the year 1912, Muñoz and San Antonio were barrios or small villages of the town of San Juan de Guimba (now known as Guimba) and Palusapis was then a barrio of the town of Sto. Domingo. The inhabitant of these three (3) barrios petitioned that their said places together with the "sitos" (small homelots) of Kabisuculan, Rang-ayan, Rizal Mataas-na-lupa, Sineguelas, Pukoc, Agricultura and Pulong. Maragol of the municipality of Talavera, be separated from their respective municipalities and be organized into an independent municipality.
Upon the recommendation of the Provincial Board of Nueva Ecija during that time which was then headed by Governor Isauro Gabaldon and pursuant to the provisions of an Act numbered 1748 entitled "An Act authorizing the adjustment of provincial and municipal boundaries and the 23 municipalities of Nueva Ecija at that time was increased to 24 towns by virtue of Executive Order No. 72 dated October 28, 1912, signed and issued by the Government of the Philippine Islands Executive Bureau under the then Acting Governor-General Newton W. Gilbert. However, the said organization of the said three (3) barrios and eight (8) sitios into a new and independent municipality where the seat of government shall be in the barrios of Muñoz, took effect on January 1, 1913. /3 But for some reason or the other, the celebration of the Foundation Day of Muñoz as a town has been observed every January 10.

EARLY CONDITION OF THE MUNICIPALITY

While everybody has the right to development, progress per se is easier said not done for it has to be determinedly labored for in order to achieve the amount or level of success it is aspired.

Although it is true that our early leaders persevered so much for the development of our municipality, the degree of development aspired of was rather slow, attributive perhaps by the subjugation of our nation and our municipality for that matter, by different conquerors on several occasions where the continuity of whatever plans for development then prevailing was put to a stand-still. And, maybe to a large extent, in the dole-out mentality of some if not many of our constituents who seem to be contended in waiting for material assistance from the government instead of becoming self-sufficient in his basic needs thru self-help.

Before the advent of the 1990s, our farm-to-market roads were at a pitiful state, potholes were so big that carabaos could wallow in it on rainy days, poor agricultural production because of lack of technology not to mention natural disasters, unemployment was so great that our professionals were forced to seek work abroad, deliveries of basic services were inadequate due to lack of funds, malnutrition was rampant, local annual income was so low (up to 1992) it could ill afford to finance the implementation of even low-cost projects. All of these and many more, not to mention the lackadaisical or Indifferent attitude of government officials to the said plight of the masses especially in the countryside, compound the problem on under-development of our municipality.

Muñoz was not spared from the pains of the Second World War. It was the last stronghold of the Japanese Imperial Army where one of the bloodiest and fiercest battles during World War II in the Philippines ensued. The whole town was practically leveled to the ground where the Japanese Army before scampering to the Cordilleras committed virtually all forms of atrocities. The Battle of Muñoz started on January 31, 1945 at 7:30 AM where Company K of the 20th Infantry of the 6th Infantry Division figured prominently in the liberation of Muñoz. According to war accounts, by February 7, 1945, not a wall or a tree or one Japanese soldier remained standing in Muñoz.

For several days after the battle was over smoke of ruins and the stench of death continue to pervade the areas, whatever records/documents stored in the town hall were reduced to ashes. During those 8 days (Jan.31-Feb. 7, 1945) fierce battle, 1,935 Japanese soldiers were annihilated although 1,527 bodies were only found where total casualties from the Liberating Force totaled 97 dead and 303 wounded out of which the 20th Infantry suffered 57 killed and 152 wounded.

Survivors from the Red Star Division (20th Infantry) used to go on a sentimental visit to our municipality and very recently, September 4, 2000, seven (7) visitors (5 veterans and 2 spouses) paid a visit to Muñoz where a flag raising ceremony/program was dedicated in honor of the gallantry and
heroism of those who shed blood, sweat and tears and precious lives during the battle of Muñoz so that we, the living and all the succeeding generations of Muñozonians shall live in freedom.

Many sets of leadership as Municipal Mayors have succeeded one after the other since the birth of our municipality up to the time of its creation as a Science City, all sharing the common vision and mission to establish a community that is physically, socially, politically, economically and spiritually strong and secured:

1913-1916 - Hon. Tranquilino R. Delos Santos
1916-1919 - Hon. Degracias Delos Santos
1919-1925 - Hon. Eulogio Bayuga
1925-1928 - Hon. Lucio V. Lopez
1928-1931 - Hon. Leocadio Isla
1931-1934 - Hon. Julian Velasco
1934 (Unfinished term) - Hon. Honorio Calica
1934-1937 - Hon. Leocadio Isla
1937-1939 - Hon. Nicolas Ruiz
1939-1940 - Hon. Diogracias Delos Santos
1941-1951 - Hon. Anastacio Tobias
1952-1954 (Unfinished term) - Hon. Juan Damian
1954-1955 - Hon. Juan Martin
1956-1959 - Hon. Dario V. Santos
1960-1980 - Hon. Dominador V. Santos
2001-2010 - Hon. Nestor L. Alvarez, Ph.D.

GENESIS OF A DREAM

In July 1992, Engineer Efren L. Alvarez, took over the reigns of the local government unit as Local Chief Executive. His administration, thru his initiative and pioneering tendencies, was imbued with the overriding objective for total development of the municipality. Thusly, the adoption of the mission to transform Muñoz into a center of Science and Technology, trade, commerce and Agro-industry. How to transmogrify the mission into reality was the nagging question which gave no room for Mayor Efren L. Alvarez and his staff to pause rather ventured into all possible measures towards the realization of the objective.

Providentially, on September 3, 1993. Muñoz was declared by the Department of Science and Technology (DOST) as Muñoz Science Community owing to a large measure in the existence in the municipality of various state-of-the-art centers of excellence or research and development agencies, foremost of which is the Central Luzon State University, a learning institution known far and wide. This turn of event set into motion the creative mind of Mayor Efren L. Alvarez to embark into the most ambitious plan of his career, that is to say, the creation of Muñoz into a Science City, the first-ever in the Philippines, and probably the second in the whole world after Tsukuba Science city in Japan.

From that time on, Mayor Efren L. Alvarez practically did not give quarters for respite to his staff in the preparation of any and all attendant documents; personal representations to all concerned
personages/agencies to justify the conversion of the municipality of Muñoz into a Science City.

**ACTIVITIES UNDERTAKEN**

The first landmark action conducted by the first or original 12-member agencies of the Muñoz Science Community was the preparation of a Master Plan identifying therein let alone other vital information/data, the long and medium term projects that would accelerate the total development of the municipality. Dr. Rodolfo C. Undan, present CLSU President who was the VP for Research and Extension during the time, was the principal author of the Master Plan where about 100 copies of the same in book form were given to Senators, Representatives, different government and private agencies, and even the Muñozonians in USA.

In 1992, the budget for expenditures of the municipality was only P8.705M, where massive and relentless efforts were exerted by the LGU to maximize the collection of taxes, in order to cope up with the priority needs of the community and furthermore to satisfy the income requirements for cityhood.

In July 31, 1993 up to June 30, and in July 1, 1996, Muñoz become a 3rd and 2nd Class town respectively, where its annual income for expenditures rose to P67M in CY 2000.

Personnel in the Assessors Office did a splendid job in their tax mapping campaign where it is now official as certified by the land Management Bureau that our total land area is 16,305 has. or 163.5 square kilometers.

Thusly, although we fall short in the required population of 150,000 which is one of the requirements for a municipality, to become a City, but the same is offset by our land area which 63.5 square kilometer more than required area of 100 sq. km.

As a rule, a Bill towards the cityhood of a municipality must emanate from the Lower house or House of Representatives where the concerned District Representative should sponsor the said Bill. To this end, the Hon. Sangguniang Bayan of Muñoz, passed and approved, SB Resolution No. 206 on September 15, 1995, requesting the support and assistance of the four (4) District Representatives of Nueva Ecija especially the Hon. Eleuterio Violago of the 2nd District where Muñoz is situated, to sponsor a bill for the said Cityhood. But the request for much-needed support and assistance, did not merit the favorable consideration of the good Representative, much less sponsoring a Bill in the Lower House anent the said cityhood.

Paradoxically, while the said request to the then District Representative, did not elicit his favorable action, many Representatives from other provinces even as far as Mindanao, signified their interest and full support for the cityhood of our municipality and to name a few: Hon. Renato Leviste, 1st District Oriental Mindoro, Hon. Juan Miguel F. Zubiri, 3rd District, Bukidnon, Hon. Ramon S. Bagatsing, Jr., 4th District, NCR, and of course all of the members of the House Committee on Local Government who attended the Public Hearing held at the Muñoz Pagasa Gym headed by Hon. Romeo D.C. Candazo, Chairman of the said committee. Not to be forgotten is Hon. Manuel Villar, then Speaker of the House who personally pledged his support. The names of the Committee Members who attended the Public Hearing held on February 19, 1999, are listed under the subcaption "Chronological Events" in the latter part of this document.

Despite such setback, Mayor Efren L. Alvarez, his staff, the Honorable Sangguniang Bayan, and the Muñoz Science Community, were not fazed nor demoralized, rather like a wounded warrior, became more fiercely determined in the pursuit of its grandest ambition. Still and all, the period between 1995
and June 1998 was like a lull before the storm, nothing significant happened appertaining the proposed cityhood.

The year 1998 ushered in a new development upon the election of Hon. Simeon E. Garcia, Jr. as Representative of the 2nd District of Nueva Ecija. Urge by our vigorous requests, he sponsored HB No. 3338 which through our initiative, led to the conduct of a Public Hearing held in our Pagasa Gym last February 19, 1999, attended by several members of the House Committee on Local Government headed by its Chairman, Hon. Romeo D.C. Candazo of the Lone District of Marikina City and participated in by more or less 15,000 people from all walks of life. It was a very fruitful Public Hearing where the proposed Cityhood was approved in principle by the said Committee.

From that time on, there was almost no respite in following-up the said proposed cityhood. Even the then President of the Philippines, his Excellency Fidel V. Ramos, publicly announced His support at the Pagasa Gym during his Presidential Visit and full-cabinet meeting in our municipality on April 15, 1997.

We hounded with our request for support all Senators during the time, where all except one (1) (Senator Ramon Revilla) pledged in writing their assistance to our Cityhood.

The Senate Committee on Local Government was swamped by our letters of request for its assistance. Finally, like a streak of light, hope dawned, when on September 25, 2000, the said Committee through its Chairman, Hon. Aquilino Q. Pimentel, Jr., scheduled the FIRST committee Hearing, followed by another one on October 5, 2000 and the third and final hearing on October 9, 2000 where Senate Bill 2072 was approved by FIFTEEN (15) of the 18 Senators who attended the same

(3 abstained).

After that, the whole nation was rocked by an expose against the highest official of the land President Joseph Ejercito Estrada, unparalleled and unprecedented in its magnitude it has been causing great debacle in our economy, social and political stability.

Our LGU was gripped by the unkind foreboding that our cityhood which was already at the foyer of its realization shall again suffer stalemate. But, Mayor Efren L. Alvarez did not lose heart, rather became doubly persistent in securing the signatures and approval of the Speaker of the House and Senate President. His determination and gift of persuasion paid off when despite all the unfavorable circumstances prevailing during the time, Republic Act No. 8977, "An Act Converting the Municipality of Muñoz in the Province of Nueva Ecija into a Component City to be known as the SCIENCE CITY OF MUÑOZ, was approved by the House of Senate on October 9, 2000, by the House of Representatives on October 20, 2000, and by His Excellency, President Joseph Ejercito Estrada, on November 7, 2000.

From that time on all available manpower was mobilized in the massive preparation attendant to the conduct of Plebiscite such as: Republic Act No. 8977 was published both in National and local newspapers, campaign materials were printed encouraging YES vote; thorough preparation for the 88th Foundation Day of the Municipality and First Founding Anniversary of Muñoz Science City, posters and streamers for YES vote dotted the urban core and even tricycles bear flaglets of YES vote, municipal officials and employees alike actively campaigned for YES vote deeply motivated by the battlecry that "there is no substitute for victory".

After the Plebiscite on December 9, 2000 where YES votes garnered 12,468 (95%) as against 602 No Votes (5%), the existence of Muñoz as a town ceased and the blossoming of a new era shall begin, the birth of the Science City of Muñoz, the blissful fruit of selfless endeavors for emancipation from under-development. At 7:07 in the evening of December 9, 2000, the Commission on Election
Municipal representative proclaimed the cityhood of Muñoz as the Science City of Muñoz.

**CHRONOLOGICAL EVENTS**

1. September 3, 1993 – Muñoz was declared by the Department of Science and Technology as SCIENCE COMMUNITY the fifth in the Philippines where its original 12 member agencies are: LGU of Muñoz, Provincial Government of Nueva Ecija, CLSU, BFAR, NIA, DENR, DOST, PHILRICE, BPRE (formerly NAPHIRE), ATI, RCPC and PCC. It gave birth to the idea of converting Muñoz into a Science City.

2. June 1995 – Master Plan of Muñoz Science Community was formulated finalized by the Member-Agencies where the main author was Dr. Rodolfo C. Undan, then VP for Research & Extension now President of CLSU.

3. September 15, 1995 – Resolution Nos. 199 and 206 respectively were passed and approved by the Sangguniang Bayan of Muñoz, Nueva Ecija, essences of both are request for the assistance and support of the Four Representatives of the 4 congressional Districts of Nueva Ecija, especially Congressman Eleuterio Violago of the 2nd District to initiate/sponsor a House Bill for the cityhood of Muñoz as a Science City.

4. April 15, 1997 – Presidential visit to Muñoz of former President Fidel V. Ramos and out-of-town full Cabinet Meeting where His Excellency publicly announced his support and approval in principle to the creation of Muñoz Science City. On this same date the President directed thru memorandum, the then Secretary of DOST, Dr. William Padolina to expedite evaluation of the Master Plan of Muñoz Science Community. A Press Conference was likewise held in the afternoon where the main agenda was the cityhood of Muñoz.

5. April 25, 1997- Presentation/discussion/evaluation of the Master Plan at PCARRD, Los Baños, attended by the co-authors, Engr. Roy Concepcion, all of the LGU – Muñoz, Dr. Jose V. dela Cruz, Dean College of Engineering and Dr. Honorato Angeles, VP for Research and Extension, both of CLSU.

6. July 23, 1997 – Symposium was held at CLSU Amphitheater where the pros and cons of the proposed cityhood of Muñoz, attended by member-agencies of the Science Community government and private sectors.

7. January 20, 1998 – Senate President Edgardo Angara, the first to sponsor a Bill towards our cityhood filed his introductory note during the 3rd Regular Session of the 10th Congress seeking for the approval of an Act Creating Muñoz Science City.


9. October 19, 1998 – The Sangguniang Panlalawigan of Nueva Ecija approved SP Resolution No. 183, s’98, endorsing to the Congress of the Philippines, thru Speaker Manuel Villar, the cityhood of Muñoz.

10. December 2, 1998 – President Joseph Ejercito Estrada endorsed to Speaker Manuel Villar Senate President, Marcelo Fernan, HB3338 as Priority Administration measure.
11. February 19, 1999 – Public Hearing at Pag-asa Gym, Muñoz, Nueva Ecija, in re Science Cityhood of Muñoz, attended by more or less 13,000 people and the House Committee on Local Government composed of:

Hon. Romeo D.C. Candazo (Chairman) Hon. Josefina M. Joson
Hon. Roy A. Padilla, Jr. Hon. Laurence B. Wacnang
Hon. Aniceto G. Saludo, Jr. Hon. Jerry A. Salappudin
Hon. Roilo S. Golez Hon. Wilhelmino M. Sy Alvarado

Also present: Hon. Governor, Tomas N. Joson III Hon. Simeon E. Garcia

February 25, 1999 – House Committee on Local Government conducted its First Committee Hearing at Batasang Pambansa, attended by a huge delegation of Muñoz residents especially the Science Community member-agencies.

April 27, 1999 – HB 3338 was approved by the Lower House in its Third Reading.

June 3, 1999 – LMP National President Jinggoy E. Estrada, endorsed to the Hon. Marcelo M. Fernan, then Senate President, the cityhood of Muñoz.

June 15, 1999 – League of Municipalities of the Philippines (LMP) passed and approved a Resolution endorsing to the House of Senate the cityhood of Muñoz as a Science City. Thru Hon. Jinggoy Estrada – National President of LMP.

July 16, 1999 – Awarding Ceremony at Malacañang Palace where Muñoz was one of the 20 LGUs in the Philippines with Best Programs and winner of the 1998 – 1999 Galing Pook Award for its Program Entry: "Moving Onwards to Muñoz Agricultural Science City". This is its second Galing Pook Award, the first in 1995.

September 25, 2000 – First Committee Reading/Hearing at the House of Senate attended by a big delegation of Muñozonians, where the proposed cityhood was favorably acted upon by the Committee chaired by Senator Aquilino Pimentel, Senator Robert Barbers, Governor Tomas N. Joson, III, Representative Simeon E. Garcia Jr, Mayor Efren L. Alvarez, Vice Mayor Marienelia SR. Coronel, all members of the Sanggunian Bayan, different Presidents of NGOs composed the Panel for Muñoz.

October 5, 2000 – Second Committee Hearing was held at the Senate where the cityhood proposal was favorably acted upon, without any objection.

October 9, 2000 – Third and Final Committee Hearing where 15 out of the 18 Senators present voted in favor of the cityhood of Muñoz, (3 abstained.) All of the senators present were co – sponsor/authors of SB 2172.

October 20, 2000 – The House of Representatives thru speaker Manuel Villar signed/approved SB No. 2172.

November 7, 2000 – His Excellency, President Joseph Ejercito Estrada, signed/approved Republic Act No. 8977 – An Act Converting the municipality of Muñoz in the Province of Nueva Ecija into a Component City to be known as Science city of Muñoz.

November 9, 2000 – The full text of Republic Act No. 8977 was published in the November 6 – 12, 2000 weekly issue of the Nueva Ecija Times, a local newspaper. Afterwards, it was also published in
two (2) nationwide circulated newspaper, the Daily Tribune and TODAY on November 11, 2000 and November 13, 2000, respectively. Such publications marked the effectivity of Republic Act No. 8977.

November 21, 2000 – His Excellency, President Joseph Ejercito Estrada attended the Multi-Sectoral Forum held at the Pagasa Gym in Muñoz where among other activities unveiled the ceremonial marker of R.A. No. 8977 creating the Science City of Muñoz.

December 9, 2000 – Plebiscite was held in Muñoz which ratified, Republic Act No. 8977, making Muñoz a full-pledged "Science City of Muñoz", the first-ever Science City in the Philippines and most probably also the first Chartered Science City in the world. After garnering 95% YES Votes of the total ballots cast (13,090) 12,468 against 602 NO votes, Mr. Nestor Romano, COMELEC Municipal Registrar proclaimed at 7:07 PM in the Municipal Session Hall before on exultant audience led by Mayor and his First Lady and other officials, Muñoz as the "Science City of Muñoz."

**EPILOGUE**

From its lowly origins as a nondescript "barrio", Muñoz has metamorphosed into its present stature which is unprecedented in the annals of the country in its creation as a Science City.

The overriding objective to transmogrify Muñoz into a center of science and technology, trade, commerce and agro-industry is not a farfetched notion after all for Muñoz as a city shall now be financially sound to implement and translate into reality its conceptualized framework of total development.

Muñoz is now fully confident in its march to history, in treading the path to glory and immortality as the First-ever Science City in the Philippines and most probably also the FIRST Chartered City in the World. The City which has a total land area of 16,305 has. And a present population of 65,000 more or less, is now a beehive on activities towards the immediate implementation of projects towards total development.

The Science City of Muñoz is a heritage from His Excellency, President Joseph Ejercito Estrada, Hon. Efren L. Alvarez, First City Mayor of Muñoz and First and only Science City Mayor in the Philippines, the 12,468 Plebiscite Ratifiers of R.A. 8977 to the present and all succeeding generations of Muñozonians.
VISION

The Science City of Munoz as an exemplar of good local governance, progressive and globally competitive, promoting the application of agricultural science, technologies, culture and the arts in an atmosphere of harmony and peace.

MISSION

Munoz capitalizes on the presence of the various research and development centers and other related institutions to advance its mission, that is to unite this institutions and establish a common direction in transforming the countryside into a huge learning laboratory for technology promotion, rural development, productivity and profitability and educational and agro-tourism and center for culture and the arts.
SERVICE STANDARDS

The Science City of Muñoz Local Government is continuously seeking to improve the way we work and the quality of public service we offer. You will always be treated with courtesy and can expect the following standards of service when interacting with us:

- The City Hall is located at Brgy. Poblacion West, Tobias Street, Science City of Muñoz, Nueva Ecija and is open and available to serve the people from 8 a.m. to 5 p.m. (including the lunch hour), Monday through Friday.

- All clients/customers will be greeted by courteous, friendly and knowledgeable staff members. Staff will take all reasonable steps to make sure services are accessible to everyone, including people with special needs.

- Clients can expect to receive accurate, clear, and consistent information provided by knowledgeable and trained staff. Staff relies on sound policies and procedures to provide you with consistently high quality service at all times.

- The City Departments are committed to providing top quality frontline service. In the event that information was misunderstood or was in err, staff is committed to availing the correct information in a timely and effective fashion.
PERFORMANCE PLEDGE

As Public Servants, we are strongly committed to provide the highest possible quality service to our constituents in the name of good governance.
FRONTLINE SERVICES OFFERED

A. CLEARANCES, PERMITS, LICENSES

1. ISSUANCE OF MAYOR’S CLEARANCE
2. ISSUANCE OF MAYOR’S PERMIT (to sell and/or to solicit)
3. ISSUANCE OF RECEIPTS FOR BUSINESS LICENSE
4. ISSUANCE OF REAL PROPERTY RECEIPTS
5. ISSUANCE OF REAL PROPERTY TAX CLEARANCE
6. ISSUANCE OF COMMUNITY TAX CERTIFICATE (CEDULA)
7. ISSUANCE OF BUSINESS PERMIT
8. ISSUANCE OF CERTIFICATION
9. ISSUANCE OF FRANCHISE AND PARKING FEE

B. CIVIL REGISTRY SERVICES

1. REGISTRATION OF BIRTH/DEATH/MARRIAGE
2. APPLICATION FOR MARRIAGE LICENSE
3. SOLEMNIZATION OF MARRIAGE BY THE CITY MAYOR
4. APPLICATION FOR DELAYED REGISTRATION OF BIRTH/DEATH/MARRIAGE
5. APPLICATION FOR PETITION FOR CORRECTION OF CLERICAL ERROR/CHANGE OF FIRST NAME
6. OUT-OF-TOWN REPORTING OF BIRTH
7. REQUISITION OF CERTIFIED TRUE COPY OF BIRTH, DEATH AND MARRIAGE CERTIFICATES
8. ADVANCE ENDORSEMENT OF NEWLY REGISTERED CIVIL REGISTRY DOCUMENTS TO NSO
9. LEGITIMATION / ACKNOWLEDGMENT OF PATERNITY PURSUANT TO RA 9255
10. REGISTRATION AND ENDORSEMENT OF COURT ORDER

C. TAX SERVICES

1. ISSUANCE OF CERTIFIED TRUE COPIES OF TAX DECLARATION
2. ISSUANCE OF TAX DECLARATION OF NEW OWNER (FOR LANDS)
3. ISSUANCE OF TAX DECLARATION OF NEW OWNER (FOR IMPROVEMENTS)
4. ISSUANCE OF RELATED CERTIFICATION

D. SOCIAL WELFARE SERVICES

1. ISSUANCE OF SENIOR CITIZEN’S ID & PURCHASE BOOKLET
2. ISSUANCE OF SOCIAL CASE STUDY REPORT
3. ISSUANCE OF CSWD SOLICITATION PERMIT
4. ISSUANCE OF PRE- MARRIAGE COUNSELING CERTIFICATE
5. ISSUANCE OF PHILHEALTH FORM
6. ISSUANCE OF ASSESSMENT FOR MINORS TRAVELLING ABROAD
7. ISSUANCE OF PERSON’S WITH DISABILITY (PWD) ID & PURCHASE BOOKLET
8. ISSUANCE OF AID FOR INDIVIDUAL IN CRISIS SITUATION (AICS)

E. ENGINEERING SERVICES

1. BUILDING APPLICATION & ISSUANCE
2. ISSUANCE OF ELECTRICAL CERTIFICATION
3. ISSUANCE OF OCCUPANCY PERMIT
F. AGRICULTURAL AND VETERINARY SERVICES

1. BRANDING OF LARGE ANIMALS (CATTLE AND CARABAO)
2. ISSUANCE OF HEALTH CERTIFICATE
3. VACCINATION OF SMALL AND LARGE ANIMAL (Rabies, Hemorrhagic Septicemia, Core Vaccine, New Castle Disease)
4. PROCUREMENT OF SEEDS

G. BUDGETARY SERVICES

1. OBLIGATION OF AICS VOUCHERS
2. ASSIST BARANGAY OFFICIALS IN THE PREPARATION OF ANNUAL BUDGET

H. HEALTH SERVICES

1. ISSUANCE OF MEDICAL CERTIFICATE
2. CASES OF DEATH CERTIFICATE
3. CERTIFICATION & REVIEW OPENING OF THE NICHE & TRANSFER
4. ISSUANCE OF HEALTH & SANITARY PERMIT FOR BUSINESS
5. DELIVERY
6. ANIMAL BITE (DOG, CAT, RAT)
7. LABORATORY (NATIONAL TUBERCULOSIS CONTROL PROGRAM)
8. EPI
9. TB PROGRAM
10. MATERNAL & CHILD HEALTH
11. URTI, UTI, STI, AGE, ARI, EOR, HPN ALLERGY, B’ Asthma, IDA
CLEARANCES, PERMITS, LICENSES
ISSUANCE OF MAYOR’S CLEARANCE

Schedule of Availability of Service:
Monday-Friday
8:00 am – 5:00 pm without noon break

Who May Avail of the Services:
Government officials and employees and other authorized individuals/officers

What are the Requirements:
Barangay Clearance, Community Tax Certificate, Official Receipt

Duration: 40 minutes

How to Avail of the Service:

<table>
<thead>
<tr>
<th>STEP</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Pay to the Cashier (payment for the form)</td>
<td>Process payment and issue O.R.</td>
<td>5 minutes</td>
<td>Pedro A. Evangelista</td>
<td>Php15.00</td>
<td>Mayor’s Clearance Form</td>
</tr>
<tr>
<td>2</td>
<td>Submission of Requirements and Presenting the receipt</td>
<td>Assess the requirements</td>
<td>5 minutes</td>
<td>Germilina Sarmiento/Bernie Ibarra</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Accomplishing the form</td>
<td>Encode and accomplish the form with the applicant/client’s data</td>
<td>10 minutes</td>
<td>Germilina Sarmiento/Bernie Ibarra</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Wait for the Release</td>
<td>For Mayor’s signature or authorized signatory</td>
<td>10 minutes (depend on the availability of Mayor or the authorized person)</td>
<td>Mayor Nestor L. Alvarez/Ms. Angelica Flores, Information Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Release clearance</td>
<td>1 minute</td>
<td>Mayor’s Office Staff</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

End of Transaction
**ISSUANCE OF MAYOR’S PERMIT (to sell and/or to solicit)**

**Schedule of Availability of Service:**
Monday-Friday
8:00 am – 5:00 pm without noon break

**Who May Avail of the Services:**
Government officials and employees and other authorized individual/officer

**What are the Requirements:**
Barangay Clearance, Community Tax Certificate, Official Receipt

**Duration:** 10-20 minutes

**How to Avail of the Service:**

<table>
<thead>
<tr>
<th>STEP</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submission of Requirements</td>
<td>Assess the requirements</td>
<td>3 minutes</td>
<td>Ruth Gagelonia/Sheila Umagat</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Encode and provide applicant/client’s information, advise the client to pay while the permit is being processed</td>
<td>5 minutes</td>
<td>Ruth Gagelonia/Sheila Umagat</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Pay to the Cashier (payment for the form)</td>
<td>Process payment and issue O.R.</td>
<td>5 minutes</td>
<td>Pedro A. Evangelista</td>
<td>Minimum Php15.00</td>
<td>1</td>
</tr>
<tr>
<td>4</td>
<td>Present receipt and wait for the Release</td>
<td>For Mayor’s signature or authorized signatory</td>
<td>6 minutes (depend on the availability of Mayor or the authorized person)</td>
<td>Mayor Nestor L. Alvarez/Ms. Angelica Flores, Information Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Get the Mayor’s Permit</td>
<td>Release permit to sell or permit to solicit</td>
<td>1 minute</td>
<td>Mayor’s Office Staff</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

End of Transaction
ISSUANCE OF RECEIPTS FOR BUSINESS LICENSE

Schedule of Availability of Service:
Monday to Friday 8:00 A.M.- 5:00P.M.

Who May Avail of the Service:
All Business Establishment and Market Stallholders

What are the Requirements:
Requirements provided by the Licensing Office

Duration:
10-20 Minutes

How to Avail of the Service:
Coordinate with the Licensing Division

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Get an Application Form and accomplish for data processing from Licensing Office</td>
<td>Assist and review all the information given for ready reference</td>
<td>5 minutes</td>
<td>Czarina Palada/Eva Irabagon</td>
<td>Billings will be based on the Capital and/or Gross Receipts of the Business</td>
</tr>
<tr>
<td>2</td>
<td>Submit accomplished Application Form and to Licensing Office</td>
<td>Assess and compute all the necessary fees and charges for Current and delinquent</td>
<td>5 minutes</td>
<td>Manuel Rodolfo Orejana/Evelyn Pantaleon</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Approval of Order of Payment</td>
<td>Issue order of payment</td>
<td>5 minutes</td>
<td>Luzviminda de Leon</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Payment to the Cashier</td>
<td>Issuance of Official Receipt</td>
<td>5 minutes</td>
<td>Pedro Evangelista</td>
<td>as per order of payment</td>
</tr>
</tbody>
</table>

End of Transaction
ISUANCE OF REAL PROPERTY RECEIPTS

Schedule of Availability of Service:
Monday to Friday 8:00 A.M. - 12:00 N.N. - 1:00 P.M. - 5:00 P.M.

Who May Avail of the Service:
Real Property Taxpayers
Land Owners/ Administrator

What are the Requirements:
Previous Tax Receipt/Tax Declaration/Copy of Title

Duration:
15 minutes

How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Present tax receipt tax declaration/ copy of title</td>
<td>Assess tax due</td>
<td>10 minutes</td>
<td>Jacqueline Castres/ Rolina Lazaro</td>
<td>Amount will be based on assessed value of the property multiply by 2% plus penalties if delinquent</td>
</tr>
<tr>
<td>2</td>
<td>Present computation</td>
<td>Issue tax receipt</td>
<td>5 minutes</td>
<td>Jacqueline Castres</td>
<td></td>
</tr>
</tbody>
</table>

End of Transaction
# ISSUANCE OF REAL PROPERTY TAX CLEARANCE

## Schedule of Availability of Service:
Monday to Friday 8:00 A.M. - 12:00 N.N. - 1:00 P.M. - 5:00 P.M.

## Who May Avail of the Service:
Real Property Taxpayers

## What are the Requirements:
Tax Receipt/Community Tax Cert./Tax Clearance Fee Receipt

## Duration:
20 minutes

## How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Pay to the cashier</td>
<td>Issue Tax Clearance Receipt</td>
<td>1 minute</td>
<td>Pedro Evangelista</td>
<td>P15.00</td>
</tr>
<tr>
<td>2</td>
<td>Present Tax Receipt &amp; Tax Clearance Receipt</td>
<td>Prepare Tax Clearance</td>
<td>5-10 minutes</td>
<td>Alice Eugenio</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Process clearance includes verification</td>
<td>5 minutes</td>
<td>Rolina Lazaro</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Present Community Tax Certificate</td>
<td></td>
<td>1 minute</td>
<td>Alice Eugenio</td>
<td></td>
</tr>
</tbody>
</table>

End of Transaction
**ISSUANCE OF COMMUNITY TAX CERTIFICATE (CEDULA)**

**Schedule of Availability of Service:**
Monday to Friday 8:00 A.M. - 12:00 N.N. - 1:00 P.M. - 5:00 P.M.

**Who May Avail of the Service:**
All persons required by law (farmers, employees, students)

**What are the Requirements:**
Personal Data or Identification Card

**Duration:**
3 minutes

**How to Avail of the Service:**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accomplish Customer's Information Sheet/Submit previous Comm. Tax Cert.</td>
<td>Assess client in filling out information sheet</td>
<td>3 minutes</td>
<td>Elenita Waing/ Arlene Villanueva</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Submit accomplish form</td>
<td>Validate the information</td>
<td>2 minutes</td>
<td>Elenita Waing/ Arlene Villanueva</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Sign the Community Tax Receipt/ Pay the amount as computed</td>
<td>Fill up the Community Tax Cert. for issuance</td>
<td>2 minutes</td>
<td>Elenita Waing/ Arlene Villanueva</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Pay the required fee</td>
<td>Release CTC Form</td>
<td>1 minute</td>
<td>Elenita Waing Arlene Villanueva</td>
<td>Amount will be based on total amount earned last year - P1.00/1,000.00 plus P5.00 for individual</td>
</tr>
</tbody>
</table>

**End of Transaction**
**CUMULATIVE (Issuance of Business Permit, Issuance of Certification, Issuance of Franchise and Parking Fee)**

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

**Who May Avail of the Service?**
Public Client

**What are the Requirements?**
- Cedula, Brgy. Permit to operate Business, Police Clearance, Certificate of Occupancy,
- Health & Sanitary Clearance, Tax Clearance, SSS Clearance, Fire Clearance, DTI, BIR Registration,
- 2x2 Picture, DENR/ECC Clearance (Poultry, Piggery, Fishpond, Mini-Cono, Resort & Ricemill)

**Duration:**
1 Day

**How to Avail of the Service?**

### A. Issuance of Business Permit

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in Charge</th>
<th>Fee</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accomplish Business Application and Requirements</td>
<td>Check the Requirements</td>
<td>2 mins</td>
<td>Czarina Palada</td>
<td></td>
<td>Application form</td>
</tr>
<tr>
<td>2</td>
<td>Provide submitted Documents</td>
<td>Approval of Gross Sales</td>
<td>5-10 mins</td>
<td>Clarinette Delos Reyes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Forward documents for application thru computer</td>
<td>Encoding of Clients Data</td>
<td>2-3 mins</td>
<td>Eva Irabagon</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Bring the Application to the City Treasurer's Office</td>
<td>Assessment and Billing</td>
<td>2-3 mins</td>
<td>Evelyn Panteleon</td>
<td></td>
<td>(depends on the gross sales and capital invested)</td>
</tr>
<tr>
<td>5</td>
<td>Pay to the Cashier</td>
<td>Process payment and issue official receipt</td>
<td>2-3 mins</td>
<td>Pedro Evangelista</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Back to BPLO for printing of Mayor’s Permit</td>
<td>Issuance of Mayor’s Permit</td>
<td>1-2 mins</td>
<td>Eva Irabagon</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Bring documents to the Mayor’s Office</td>
<td>Approval of Mayor’s Business Permit</td>
<td>5 mins</td>
<td>Noel Busine</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Back to BPLO</td>
<td>Release of approved Mayor’s Business Permit</td>
<td>5-7 mins</td>
<td>Fredalyn Pagayon</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

### B. Issuance of Certification
<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in Charge</th>
<th>Fee</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Request Certificate of Indigency</td>
<td>Issuance of certificate certifying that He/She has no existing business in this City</td>
<td>2 mins</td>
<td>Eva Irabagon</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Issuance of demand letter to inform the clients to pay their license.</td>
<td>5-10 mins</td>
<td>Noel Busine / Czarina Palada</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>Issuance of Closure Order</td>
<td>5-10 mins</td>
<td>Clarinette Delos Reyes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Request for Retirement of Business</td>
<td>Issuance of Certificate for retirement of clients business</td>
<td>2 mins</td>
<td>Clarinette Delos Reyes / Eva Irabagon</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### C. Issuance of Franchise and Parking Fee:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in Charge</th>
<th>Fee</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Client must present their complete requirements</td>
<td>Check the requirement</td>
<td>1-2 mins</td>
<td>Rogelio Fueconcillo</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Submit the accomplished requirements</td>
<td>Encode the clients data; issue charge slip &amp; advise client to pay while document is being processed</td>
<td>5-6 mins</td>
<td>Eva Irabagon / Rogelio Fueconcillo</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Pay to the cashier</td>
<td>Issuance of official receipt</td>
<td>2-3 mins</td>
<td>Pedro Evangelista</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Back to BPLO &amp; present the official receipt</td>
<td>Forward documents to the Mayor’s Office for signature</td>
<td>1-2 mins</td>
<td>Noel Busine</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Request of dropping of line</td>
<td>Encode the details of the Unit.( Motor Cycle ); issue charge slip &amp; advise client to pay while document is being processed.</td>
<td>5-6 mins</td>
<td>Fredalyn Pagayon / Czarina Palada / Eva Irabagon</td>
<td>P15.00</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Request Parking Fee</td>
<td>Check the papers if the Motor is registered from the Land Transportation Office; issue charge slip &amp; advise client to pay while document is being processed.</td>
<td>2-3 mins</td>
<td>Rogelio Fueconcillo</td>
<td>P225.00 Renew</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>P315.00 New</td>
<td></td>
</tr>
</tbody>
</table>

End of Transaction
CIVIL REGISTRY SERVICES
REGISTRATION OF BIRTH/DEATH/MARRIAGE

Schedule of Availability of Service:
8:00am – 5:00pm with noon break

Who May Avail of the Service:
- those who were born/died/married in Muñoz but are not yet registered not more than 30 days after the occurrence of the event

What are the requirements:
  a. Accomplished Municipal Form No. 102, 103, 97
  b. Marriage certificate of parents
  c. Community tax certificate issued current year
  d. Notarized Sworn Statement

Duration:
15 minutes

How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration</th>
<th>Person In Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submission of requirements</td>
<td>Assesses and evaluates submitted documents</td>
<td>2 mins.</td>
<td>Librada Lacambra Rommel S. Jose Computer Operator II / I</td>
<td>***</td>
<td>Municipal Form No. 102 / 103</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Interview with the applicant</td>
<td>3 mins.</td>
<td>&quot;</td>
<td></td>
<td>same</td>
</tr>
<tr>
<td>3</td>
<td>Checks on the information inputted by the person in charge before signing</td>
<td>Encodes/completes the MF 102 / 103</td>
<td>2 mins.</td>
<td>&quot;</td>
<td></td>
<td>Same</td>
</tr>
<tr>
<td>4</td>
<td>Signs the documents</td>
<td>Assists applicants/ parties concerned in signing the document</td>
<td>4 mins</td>
<td>&quot;</td>
<td></td>
<td>same</td>
</tr>
<tr>
<td>5</td>
<td></td>
<td>Assigns Registry Number and marks with dry/wet seal</td>
<td>1 min.</td>
<td>&quot;</td>
<td></td>
<td>same</td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>Forwards to the Civil Registrar or Authorized Representative for registration</td>
<td>3 mins.</td>
<td>Rosario T. Ferry City Civil Registrar / Chari M. Dilla Registration Officer I</td>
<td></td>
<td>same</td>
</tr>
</tbody>
</table>

END OF TRANSACTION
APPLICATION FOR MARRIAGE LICENSE

Schedule of Availability of Service:
8:00am – 5:00pm without noon break

Who May Avail of the Service:
- those who are residents of the city, of legal age and has no legal impediment to enter into a contract of marriage

What are the requirements:
- e. Birth Certificate
- f. Marriage certificate of parents
- g. Community tax certificate issued current year
- h. Certification of No Record of Marriage (CENOMAR) from NSO

Duration:
30 minutes

How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration</th>
<th>Person In Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submission of requirements</td>
<td>Assesses and evaluates submitted documents</td>
<td>3 mins.</td>
<td>Chari M. Dilla Registration Officer I / Warren Keith G. Santos Clerk I</td>
<td></td>
<td>Municipal Form No. 90</td>
</tr>
<tr>
<td>2</td>
<td>Interview with the applicants</td>
<td></td>
<td>5 mins.</td>
<td>Chari M. Dilla Registration Officer I / Warren Keith G. Santos Clerk I</td>
<td></td>
<td>same</td>
</tr>
<tr>
<td>3</td>
<td>Checks on the information inputted by the person in charge before signing</td>
<td>Encodes/completes the MF 90</td>
<td>4 mins.</td>
<td>Chari M. Dilla Registration Officer I / Warren Keith G. Santos Clerk I</td>
<td></td>
<td>Same</td>
</tr>
<tr>
<td>4</td>
<td>Payment of fees to the Cashier</td>
<td>Gives the applicants order of payment slip for payment at the Treasurer’s Office</td>
<td>5 mins</td>
<td>Myrna Salazar Asst. City Treasurer</td>
<td>P 150.00</td>
<td>Official Receipt</td>
</tr>
<tr>
<td>5</td>
<td>Signs the documents</td>
<td>Assists applicants/ parties concerned in signing the document</td>
<td>2 mins</td>
<td>Chari M. Dilla</td>
<td></td>
<td>same</td>
</tr>
<tr>
<td>6</td>
<td>Assigns Registry Number</td>
<td></td>
<td>2 min.</td>
<td>Chari M. Dilla</td>
<td></td>
<td>same</td>
</tr>
<tr>
<td>7</td>
<td></td>
<td>Forwards to the Civil Registrar or Authorized Representative for issuance of NOTICE</td>
<td>4 mins.</td>
<td>Chari M. Dilla</td>
<td></td>
<td>same</td>
</tr>
<tr>
<td>8</td>
<td>Pick up/release marriage license after 10 days of posting</td>
<td>Forwards to the Civil Registrar for the issuance of marriage license</td>
<td>5 mins</td>
<td>Rosario T. Ferry Civil Registrar</td>
<td></td>
<td>Accountable Form # 54</td>
</tr>
</tbody>
</table>

END OF TRANSACTION
SOLEMNIZATION OF MARRIAGE BY THE CITY MAYOR

Schedule of Availability of Service:
8:00am – 5:00pm with noon break

Who May Avail of the Service:
- those who are or either one of them, resident/s of the city who holds a valid marriage license

What are the requirements:
Valid Marriage License

Duration:
50 minutes

How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration</th>
<th>Person In Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submission of a valid marriage license</td>
<td>Assesses and evaluates the validity of the marriage license</td>
<td>5 mins.</td>
<td>Chari M. Dilla Registration Officer</td>
<td>Accountable Form No. 54</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Interview with the applicants</td>
<td>5 mins.</td>
<td>&quot;</td>
<td>same</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Checks on the information inputted by the person in charge before signing</td>
<td>Encodes/completes the MF 97 or the Marriage Certificate</td>
<td>4 mins.</td>
<td>&quot;</td>
<td>Same</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Payment of fees to the Cashier</td>
<td>Gives the applicants order of payment slip for payment at the Treasurer’s Office</td>
<td>5 mins.</td>
<td>Myrna Salazar Asst. City Treasurer</td>
<td>P 150.00</td>
<td>Official Receipt</td>
</tr>
<tr>
<td>5</td>
<td>Coordinates with the person in charge for appointment/schedule</td>
<td>Setting the time and date of wedding</td>
<td>1 min</td>
<td>Chari M. Dilla Registration Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Actual solemnization day Assists the city mayor in officiating the marriage</td>
<td>30 mins</td>
<td>Warren Keith G. Santos Clerk I</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

END OF TRANSACTION
**APPLICATION FOR DELAYED REGISTRATION OF BIRTH/DEATH/MARRIAGE**

**Schedule of Availability of Service:**
8:00am – 5:00pm with noon break

**Who May Avail of the Service:**
- those who were born/died/married in Muñoz but are not yet registered 30 days after the occurrence of the event

**What are the requirements:**
- Proof of birth, marriage and death like baptismal certificate, voter’s affidavit, duly signed but unregistered marriage certificate funeral receipt, death certification from church
- Marriage certificate of parents
- Notarized sworn statement
- Community Tax Certificate

**Duration:** 20 minutes, 10 days (release)

**How to Avail of the Service:**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration</th>
<th>Person In Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submission of requirements</td>
<td>Assesses and evaluates submitted documents</td>
<td>2 mins.</td>
<td>Librada Lacambram Rommel S. Jose Computer Operator II / I Chari M. Dilla Registration Officer I Rowena B. Salazar Clerk</td>
<td>Municipal Form No. 102 / 103 / 97</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Interview with the applicant</td>
<td></td>
<td>3 mins.</td>
<td>“</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Checks on the information inputted by the person in charge before signing</td>
<td>Encodes/completes the MF 102 / 103 / 97</td>
<td>4 mins.</td>
<td>“</td>
<td>Same</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Signs the documents</td>
<td>Assists applicants/ parties concerned in signing the document</td>
<td>4 mins</td>
<td>“</td>
<td>Same</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Payment of fees at the Cashier</td>
<td>Gives the applicants order of payment slip for payment at the Treasurer’s Office</td>
<td>5 mins.</td>
<td>Myrna Salazar Asst. City Treasurer</td>
<td>P 300.00</td>
<td>Official Receipt</td>
</tr>
<tr>
<td>6</td>
<td>Releases/picks up the document</td>
<td>Posts the applications and release the same after completion of the duration of the posting period and approval of the Civil Registrar/Authorized Representative</td>
<td>10 days posting</td>
<td>Rosario T. Ferry City Civil Registrar/ Chari M. Dilla Registration Officer I</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
APPLICATION FOR PETITION FOR CORRECTION OF CLERICAL ERROR/ CHANGE OF FIRST NAME

Schedule of Availability of Service:
8:00am – 5:00pm with noon break

Who May Avail of the Service:
- those who were born/died/married in Muñoz whose documents have errors on it or the first name is completely different from what he/she uses

What are the requirements:
- Registered birth, death and marriage from NSO
- supporting documents relative to the correction to be made
- Community Tax Certificate
- Newspaper Publication of national circulation for (CFN)
- Notarized Sworn Statement
- NBI Clearance for Change of First Name (CFN)

How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration</th>
<th>Person In Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submission of requirements</td>
<td>Assesses and evaluates submitted documents</td>
<td>2 mins.</td>
<td>Marlou S. Bocatot Computer Operator IV</td>
<td>RA 9048 Form No. 3, 4, 5</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Interview with the applicant</td>
<td></td>
<td>3 mins.</td>
<td>&quot;</td>
<td>same</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Checks on the information inputted by the person in charge before signing</td>
<td>Encodes/completes the MF 102 / 103</td>
<td>2 mins.</td>
<td>&quot;</td>
<td>Same</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Signs the documents</td>
<td>Assists applicants/ parties concerned in signing the document</td>
<td>4 mins</td>
<td>&quot;</td>
<td>same</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Payment of fees to the Cashier</td>
<td>Gives order of payment slip to the client for payment at the Treasurer's Office</td>
<td>5 mins</td>
<td>Myrna Salazar Asst. City Treasurer</td>
<td>P 1,000 P 3,000 for CFN</td>
<td>Official Receipt</td>
</tr>
<tr>
<td>5</td>
<td>Sends to the NSO thru courier. Waits for decision for 3-4 months</td>
<td>Prepares Notice of Posting and forward the same to the Legal Division of NSO after completion of the duration of the posting period</td>
<td>10 days posting</td>
<td>Rosario T. Ferry Civil Registrar</td>
<td>Notice of Posting RA 9048 Form No. 3,4,5</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>Release and send CCR decision to the Office of the Civil Registrar</td>
<td>3 – 4 months</td>
<td>Legal Division, NSO</td>
<td>Decision</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Sends thru courier documents with cert. of finality and follow up the same after 3 days from the date of transmission to the NSO</td>
<td>Prepares certificate of finality and endorsement to NSO</td>
<td>20 mins.</td>
<td>Rosario T. Ferry Civil Registrar</td>
<td>P 150.00 Certificate of Finality and Endorsement</td>
<td></td>
</tr>
</tbody>
</table>

END OF TRANSACTION
# OUT-OF-TOWN REPORTING OF BIRTH

## Schedule of Availability of Service:
8:00am – 5:00pm with noon break

## Who May Avail of the Service:
- those who were born in another town/city who are now residents of the city but still not registered at NSO

## What are the requirements:
1. Accomplished Municipal Form No. 102 notarized by a notary public or was taken oath by the Civil Registrar
2. Marriage certificate of parents if applicable
3. Proof of birth
4. Community tax certificate issued current year
5. Notarized Sworn Statement

## How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration</th>
<th>Person In Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submission of requirements</td>
<td>Assesses and evaluates submitted documents</td>
<td>2 mins.</td>
<td>Librada A. Lacambra Rommel S. Jose Computer Operator II/I</td>
<td>Municipal Form No. 102</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Interview with the applicant</td>
<td></td>
<td>3 mins.</td>
<td>&quot;</td>
<td>same</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Checks on the information inputted by the person in charge before signing</td>
<td>Encodes/completes the MF 102</td>
<td>4 mins.</td>
<td>&quot;</td>
<td>Same</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Payment of fees to the Cashier</td>
<td>Gives the client order of payment slip for payment to the cashier</td>
<td>5 mins</td>
<td>Myrna Salazar Asst. City Treasurer</td>
<td>P 150.00 P100.00</td>
<td>Official Receipt</td>
</tr>
<tr>
<td>5</td>
<td>Signs the documents</td>
<td>Assists applicants/ parties concerned in signing the document</td>
<td>4 mins</td>
<td>Librada A. Lacambra Rommel S. Jose Computer Operator II/I</td>
<td>same</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Prepares endorsement</td>
<td></td>
<td>1 min.</td>
<td>&quot;</td>
<td>same</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td></td>
<td>Forwards to the Civil Registrar or Authorized Representative for signature</td>
<td>3 mins.</td>
<td>Rosario T. Ferry City Civil Registrar / Chari M. Dilla Registration Officer</td>
<td>same</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Sends thru a courier documents to the town/city concerned</td>
<td>Waits for the response of the office of the city/municipal registrar concerned</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
## REQUISITION OF CERTIFIED TRUE COPY OF BIRTH, DEATH AND MARRIAGE CERTIFICATES

### Schedule of Availability of Service:
8:00am – 5:00pm with noon break

### Who May Avail of the Service:
- those who needs certified true copies of civil registry documents and authentication of the same in
  machine copies

### What are the requirements:
- Accomplished requisition slip

### Duration:
20mins

### How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration</th>
<th>Person In Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fill up requisition slip located outside the transaction window</td>
<td>Interviews the client</td>
<td>2 mins.</td>
<td>Librada A. Lacambra Rommel S. Jose Computer Operator II/I</td>
<td>Requisition slip</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Verifies data using Civil Registry Info. System (CRIS) or on Civil Registry Books and Indeces</td>
<td>5-10mins</td>
<td>&quot;</td>
<td>Same</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Retrieve/Encodes the data in the CRIS for printing into hard copy</td>
<td>4 mins.</td>
<td>&quot;</td>
<td>Same</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Payment of fees to the Cashier</td>
<td>Gives the client order of payment slip for payment to the cashier</td>
<td>5 mins</td>
<td>Myrna Salazar Asst. City Treasurer</td>
<td>P 40.00 / P100.00 (for travel abroad)</td>
<td>Official Receipt</td>
</tr>
<tr>
<td>5</td>
<td>Forwards to the Civil Registrar or Authorized Representative for signature</td>
<td>3 mins.</td>
<td>Rosario T. Ferry City Civil Registrar / Chari M. Dilla Registration Officer I</td>
<td>same</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Receives the document and double checks the same</td>
<td>Issues the certification to client</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
ADVANCE ENDORSEMENT OF NEWLY REGISTERED CIVIL REGISTRY DOCUMENTS TO NSO

Schedule of Availability of Service:
8:00am – 5:00pm with noon break

Who May Avail of the Service:
- those who needs civil registry documents in security paper issued by NSO

What are the requirements:
  a. duly registered civil registry document
  b. Original and machine copy of OCRG Copy of MF No. 102, 103 and 97
  c. Endorsement letter to the NSO

Duration:

How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration</th>
<th>Person In Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Request for advance endorsement</td>
<td>Verifies the document</td>
<td>2 mins.</td>
<td>Librada Lacambra Rommel S. Jose</td>
<td></td>
<td>MF No. 102,103,97 Endorsement</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Computer Operator II / I</td>
<td></td>
<td>letter</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Warren Keith G, Santos Clerk I</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Rowena B. Salazar Clerk</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Codes the OCRG Copy and prepares endorsement</td>
<td>5 mins</td>
<td>&quot;</td>
<td></td>
<td>same</td>
</tr>
<tr>
<td></td>
<td></td>
<td>letter to NSO</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Payment of fees to the Cashier</td>
<td>Gives the client order of payment slip for</td>
<td>5 mins</td>
<td>Myrna Salazar Asst. City Treasurer</td>
<td></td>
<td>Official Receipt</td>
</tr>
<tr>
<td></td>
<td></td>
<td>payment to the cashier</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td>Forwards to the Civil Registrar or Authorized</td>
<td>3 mins.</td>
<td>Rosario T. Ferry City Civil</td>
<td></td>
<td>same</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Representative for signature</td>
<td></td>
<td>Registrar / Chari M. Dilla</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Registration Officer I</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Issues the endorsement to client</td>
<td></td>
<td>Librada Lacambra Rommel S. Jose</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Computer Operator II / I</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Warren Keith G, Santos Clerk I</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Rowena B. Salazar Clerk</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

END OF TRANSACTION
**LEGITIMATION / ACKNOWLEDGMENT OF PATERNITY PURSUANT TO RA 9255**

**Schedule of Availability of Service:**
8:00am – 5:00pm with noon break

**Who May Avail of the Service:**
- those who sought for the legitimation and changing of the surname of their children as effected by subsequent marriage or RA 9255 respectively
- 

**What are the requirements:**
- Affidavit of Legitimation/ Affidavit to Use the Surname of the Father
- Original and machine copy of the registered Certificate of Live Birth (COLB) in MF No. 102
- Marriage Certificate of Parents (for legitimation)
- Certificate of Registration of Legal Instrument
- Endorsement letter to the NSO

**Duration:** 20mins, 20 days release at NSO

**How to Avail of the Service:**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration</th>
<th>Person In Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Request for legitimation/change of the child's last name pursuant to RA 9255</td>
<td>Verifies the COLB and takes out file copy from the registry book for proper annotation</td>
<td>2 mins.</td>
<td>Chari M. Dilla Registration Officer I Librada A. Lacambra Computer Operator II</td>
<td></td>
<td>MF No. 102,103,97 Endorsement letter</td>
</tr>
<tr>
<td>2</td>
<td>Register the legal instrument to the Register of Legal Instruments</td>
<td></td>
<td>2 mins</td>
<td>&quot;</td>
<td></td>
<td>same</td>
</tr>
<tr>
<td>2</td>
<td>Annotates the documents, reproduced them, and prepares certificate of registration and endorsement letter to NSO</td>
<td></td>
<td>10 mins</td>
<td>&quot;</td>
<td></td>
<td>same</td>
</tr>
<tr>
<td>3</td>
<td>Payment of fees to the Cashier</td>
<td>Gives the client order of payment slip for payment to the cashier</td>
<td>5 mins</td>
<td>Myrna Salazar Asst. City Treasurer</td>
<td>P100.00 P80.00</td>
<td>Official Receipt</td>
</tr>
<tr>
<td>5</td>
<td>Forwards to the Civil Registrar or Authorized Representative for signature</td>
<td></td>
<td>3 mins.</td>
<td>Rosario T. Ferry City Civil Registrar / Chari M. Dilla Registration Officer I</td>
<td></td>
<td>same</td>
</tr>
<tr>
<td></td>
<td>Issues the endorsement to client</td>
<td></td>
<td></td>
<td>Chari M. Dilla Registration Officer I Librada A. Lacambra Computer Operator III</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
REGISTRATION AND ENDORSEMENT OF COURT ORDER

Schedule of Availability of Service:
8:00am – 5:00pm with noon break

Who May Avail of the Service:
- those who holds a court decree decision and finality of any civil case petitions affecting civil status of persons such as annulment, correction of gender, birthday and citizenship, and adoption

What are the requirements:
d. duly registered civil registry document
e. original and certified machine/true copies of court decision and finality
f. Endorsement letter to the NSO

Duration: 20mins

How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client/Service Provider</th>
<th>Duration</th>
<th>Person In Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Request for registration and endorsement</td>
<td>Verifies the document</td>
<td>2 mins.</td>
<td>Chari M. Dilla Registration Officer I Marilou S. Bocatot Computer Operator IV</td>
<td>Endorsement letter</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Register court decision and finality to the proper Registry Books</td>
<td>2 mins</td>
<td>“</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Prepares endorsement letter to NSO</td>
<td>5 mins</td>
<td>“</td>
<td>same</td>
</tr>
<tr>
<td>3</td>
<td>Payment of fees to the Cashier</td>
<td>Gives the client order of payment slip for payment to the cashier</td>
<td>5 mins</td>
<td>Myrna Salazar Asst. City Treasurer</td>
<td>P 200.00 Official Receipt</td>
</tr>
<tr>
<td>5</td>
<td>Forwards to the Civil Registrar or Authorized Representative for signature</td>
<td>3 mins.</td>
<td>Rosario T. Ferry City Civil Registrar / Chari M. Dilla Registration Officer I</td>
<td></td>
<td>same</td>
</tr>
<tr>
<td>6</td>
<td>Sends thru a courier the documents and follow up at NSO 3 days after sending of the document</td>
<td>Issues the endorsement to client</td>
<td></td>
<td>Warren Keith G. Santos Clerk I</td>
<td></td>
</tr>
</tbody>
</table>

END OF TRANSACTION
TAX SERVICES
ISSUANCE OF CERTIFIED TRUE COPIES OF TAX DECLARATIONS

Schedule of Availability of Service:
Monday to Friday, 8:00 am to 5:00 pm without noon break

Who May Avail of the Service?
Public Clientele

What are the Requirements?
Accomplished request/charge slip

Duration:
12 minutes

How to Avail of the Service?

<table>
<thead>
<tr>
<th>STEP</th>
<th>CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION</th>
<th>PERSON IN CHARGE</th>
<th>FEES</th>
<th>FORM</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accomplish the request/charge slip for tax declaration</td>
<td>Validate and ask client to fill out request/charge slip</td>
<td>3 minutes</td>
<td>Lorna Santiago</td>
<td></td>
<td>Billed Charge Slip for Payment</td>
</tr>
<tr>
<td>2</td>
<td>Submit the billed charge slip to the Treasurer's Office for payment</td>
<td>Process/prepared the tax declaration while the client pays the copy fee</td>
<td>3 minutes</td>
<td>Joel Garcia</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Pay to the Cashier</td>
<td>Process payment and issue official receipt</td>
<td>3 minutes</td>
<td>Pedro Evangelista</td>
<td>P15.00</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Present the official receipt and get the tax declaration</td>
<td>Issue tax declaration</td>
<td>3 minutes</td>
<td>Herminia Leonardo</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

END OF TRANSACTION
ISSUANCE OF TAX DECLARATION OF NEW OWNER (FOR LANDS)

Schedule of Availability of Service:
Monday to Friday, 8:00 am to 5:00 pm without noon break

Who May Avail of the Service?
Public Clientele

What are the Requirements?
Machine copies of title, realty tax clearance, transfer tax clearance, BIR_CAR clearance and deed of conveyance used

Duration:
15 minutes

How to Avail of the Service?

<table>
<thead>
<tr>
<th>STEP</th>
<th>CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION</th>
<th>PERSON IN CHARGE</th>
<th>FEES</th>
<th>FORM</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submit required documents</td>
<td>Validate documents</td>
<td>1 minute</td>
<td>Lorna Santiago</td>
<td></td>
<td>Billed Charge Slip for Payment</td>
</tr>
<tr>
<td>2</td>
<td>Submit the billed charge slip to the Treasurer's Office for payment</td>
<td>Process tax declaration while the client pays the copy fee</td>
<td>10 minutes</td>
<td>Leodegario Dacumos</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Pay to the Cashier</td>
<td>Process payment and issue official receipt</td>
<td>3 minutes</td>
<td>Pedro Evangelista</td>
<td>P15.00</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Present the official receipt and get the tax declaration</td>
<td>Issue tax declaration</td>
<td>1 minute</td>
<td>Herminia Leonardo</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

END OF TRANSACTION
ISSUANCE OF TAX DECLARATION OF NEW OWNER (FOR IMPROVEMENTS)

Schedule of Availability of Service:
Monday to Friday, 8:00 am to 5:00 pm without noon break

Who May Avail of the Service?
Public Clientele

What are the Requirements?
Blue print of floor plan

Duration:
Within the day

How to Avail of the Service?

<table>
<thead>
<tr>
<th>STEP</th>
<th>CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION</th>
<th>PERSON IN CHARGE</th>
<th>FEES</th>
<th>FORM</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submit required documents</td>
<td>Validate documents</td>
<td>1 minute</td>
<td>Lorna Santiago</td>
<td>Billed Charge Slip for Payment</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Submit the billed charge slip to the Treasurer’s Office for payment</td>
<td>Ask the client for ocular inspection</td>
<td>w/in the day</td>
<td>Juanito Valle</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Pay to the Cashier</td>
<td>Process payment and issue official receipt</td>
<td>3 minutes</td>
<td>Pedro Evangelista</td>
<td>P15.00</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Present the official receipt and get the tax declaration</td>
<td>Issue tax declaration</td>
<td>1 minute</td>
<td>Herminia Leonardo</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

END OF TRANSACTION
**ISSUANCE OF RELATED CERTIFICATION**

**Schedule of Availability of Service:**
Monday to Friday, 8:00 am to 5:00 pm without noon break

**Who May Avail of the Service?**
Public Clientele

**What are the Requirements?**
Accomplished request/charge slip

**Duration:**
8 minutes

**How to Avail of the Service?**

<table>
<thead>
<tr>
<th>STEP</th>
<th>CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION</th>
<th>PERSON IN CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accomplish the request/charge slip</td>
<td>Assess request/charge slip</td>
<td>1 minute</td>
<td>Lorna Santiago</td>
<td></td>
<td>Billed Charge Slip for Payment</td>
</tr>
<tr>
<td>2</td>
<td>Submit the billed charge slip to the Treasurer’s Office for payment</td>
<td>Prepare certificate while the client pays the certification fee</td>
<td>3 minutes</td>
<td>Bienvenido Dionisio</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Pay to the Cashier</td>
<td>Process payment and issue official receipt</td>
<td>3 minutes</td>
<td>Pedro Evangelista</td>
<td>P15.00</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Present the official receipt and get the tax declaration</td>
<td>Issue tax declaration</td>
<td>1 minute</td>
<td>Herminia Leonardo</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
SOCIAL WELFARE SERVICES
# ISSUANCE OF SENIOR CITIZEN'S ID & PURCHASE BOOKLET

## Schedule of Availability of Service:
Monday - Friday  
8:00am - 5:00pm without noon break

## Who May Avail of the Service:
Senior Citizen's aged 60 years old above

## What are the Requirements:
- 2 pcs. 1x1 picture  
- Residence Certificate

## Duration:
30 minutes to one week

## How to Avail the Service:

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION OF ACTIVITY (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The client ask how to get/avail SC's ID &amp; purchase booklet</td>
<td>Assess the client if he/she is qualified to avail Senior Citizen's ID/</td>
<td>5 minutes</td>
<td>Rosario Macaraeg/ Eliza Herrera</td>
<td></td>
<td>Application Form, ID, Purchase Booklet</td>
</tr>
<tr>
<td>2</td>
<td>Present the requirements</td>
<td>Give the Application Form</td>
<td>5 minutes</td>
<td>Rosario Macaraeg/ Eliza Herrera</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>The client must fill up the application form, sign the ID &amp; Purchase Booklet.</td>
<td>Encode/ Type the Senior Citizen's ID &amp; Purchase Booklet</td>
<td>5 minutes</td>
<td>Rosario Macaraeg/ Eliza Herrera</td>
<td></td>
<td>Senior Citizen's ID &amp; Purchase Booklet</td>
</tr>
<tr>
<td>4</td>
<td>Pay at the Treasurer’s Office Cashier</td>
<td>Get the Official Receipt</td>
<td>5 minutes</td>
<td>Rosario Macaraeg/ Eliza Herrera</td>
<td></td>
<td>Senior Citizen's ID &amp; Purchase Booklet</td>
</tr>
<tr>
<td>5</td>
<td>The client will wait until the Senior Citizen's ID, Purchase Booklet &amp; Form are signed</td>
<td>Release the Senior Citizen's ID &amp; Purchase Booklet</td>
<td>5 Days</td>
<td>Rosario Macaraeg/ Eliza Herrera</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

END OF TRANSACTION
ISSUANCE OF SOCIAL CASE STUDY REPORT

Schedule of Availability of Service:
   Monday - Friday
   8:00am - 5:00pm without noon break

Who May Avail of the Service:
   Those who are in need and in the hospital

What are the Requirements:
   HOSPITAL: Certificate of Indigency from the Barangay, Certificate of Indigency from the Assessor's Office

Duration:
   1 hour

How to Avail the Service:

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION OF ACTIVITY (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Client ask how to avail Medical Assistance from PCSO/Hospital</td>
<td>Interview the client/Give them the needed requirements</td>
<td>30 minutes</td>
<td>Myrna Estrada/ Janice Fuerte</td>
<td>B.</td>
<td>M.</td>
</tr>
<tr>
<td>2</td>
<td>Accomplish all the requirements</td>
<td>Prepare /Encode Social Case Study Report</td>
<td>30 minutes</td>
<td>Myrna Estrada/ Janice Fuerte</td>
<td>B.</td>
<td>M.</td>
</tr>
<tr>
<td>3</td>
<td>Present the Requirements</td>
<td>Release the Social Case Study Report</td>
<td></td>
<td>Myrna Estrada/ Janice Fuerte</td>
<td>B.</td>
<td>M.</td>
</tr>
</tbody>
</table>

END OF TRANSACTION
ISSUANCE OF CSWD SOLICITATION PERMIT

Schedule of Availability of Service:
Monday - Friday
8:00am - 5:00pm without noon break

Who May Avail of the Service:
Organizations who want to solicit

What are the Requirements:
Endorsement Letter, Minutes of Meeting, Sample ticket/envelope

Duration:
30 minutes

How to Avail the Service:

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION OF ACTIVITY (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Ask for Solicitation Permit</td>
<td>Give them the requirements needed to solicit</td>
<td>10 minutes</td>
<td>Myrna Estrada/ Janice Fuerte</td>
<td>B.</td>
<td>Application form</td>
</tr>
<tr>
<td>2</td>
<td>Present the Requirements</td>
<td>Encode the solicitation permit certificate</td>
<td>10 minutes</td>
<td>Myrna Estrada/ Janice Fuerte</td>
<td>B.</td>
<td>M.</td>
</tr>
<tr>
<td>3</td>
<td>Pay to the cashier the Solicitation Permit Fee</td>
<td>Release the Solicitation Permit</td>
<td>10 minutes</td>
<td>Myrna Estrada/ Janice Fuerte</td>
<td>B.</td>
<td>P300.00</td>
</tr>
</tbody>
</table>

END OF TRANSACTION
**ISSUANCE OF PRE-MARRIAGE COUNSELING CERTIFICATE**

**Schedule of Availability of Service:**
Every Wednesday
8:00am - 12:00nn

**Who May Avail the Service:**
Would be couples

**What are the Requirements:**
ball pen

**Duration:**
Half day

**How to Avail the Service:**

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION OF ACTIVITY (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The couple will sign in the logbook</td>
<td>Give them Personal Data Form, Questionnaire &amp; Answer Sheet</td>
<td>10 minutes</td>
<td>Myrna Estrada/ Janice M. Fuerte</td>
<td>Personal data form, questionnaire &amp; answer sheet</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>The couple will fill up the given form</td>
<td></td>
<td>1 hour</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Present the filled up form</td>
<td>Give them insights on how to strengthen their relationship as a couple</td>
<td>Half day</td>
<td>Myrna Estrada/ Janice M. Fuerte</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Released of pre-marriage counseling certificate</td>
<td></td>
<td>5 minutes</td>
<td>Myrna Estrada/ Janice M. Fuerte</td>
<td>P40.00</td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
**ISSUANCE OF PHILHEALTH FORM**

**Schedule of Availability of Service:**
Every Wednesday
8:00am – 12:00nn (Philhealth personnel)
8am to 5pm

**Who May Avail of the Service:**
Indigent resident of the city

**What are the Requirements:**
Marriage Certificate
Birth Certificate

**Duration:**
30 minutes

**How to Avail the Service:**

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION OF ACTIVITY (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Apply for PhilHealth</td>
<td>Give Family data survey form</td>
<td>3 minutes</td>
<td>Alona Ancheto</td>
<td></td>
<td>Family data survey form</td>
</tr>
<tr>
<td>2</td>
<td>Fill up family data survey form</td>
<td>Review and assess filled up form</td>
<td>10 minutes</td>
<td>Alona Ancheto</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Pay the minimum premium counterpart</td>
<td>Issued temporary receipt</td>
<td>5 minutes</td>
<td>Alona Ancheto</td>
<td>P300.00</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>Submit form to PhilHealth office</td>
<td>5 minutes</td>
<td>Virginia Zamora</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

END OF TRANSACTION
ISSUANCE OF ASSESSMENT FOR MINORS TRAVELLING ABROAD

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

Who May Avail of the Service:
Minors traveling abroad unaccompanied by parents

What are the Requirements:
1. Birth Certificate of minors (NSO) 2. Marriage contract of parents if married 3. 4 passport size picture of minor
4. Notarized affidavit of consent of parents, 5. affidavit of support of parents or sponsoring person
6. Latest income tax return of parents or sponsoring person 7. photocopy of passport of traveling companion

Duration:
30 minutes - 1 hour

How to Avail the Service:

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION OF ACTIVITY (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Inquire about travel clearance</td>
<td>inform clients of the requirements needed</td>
<td>10 minutes</td>
<td>MYRNA B. ESTRADA</td>
<td></td>
<td>Application form</td>
</tr>
<tr>
<td>2</td>
<td>Submit needed requirements</td>
<td>Assess the requirements, interview and prepare assessment report</td>
<td>20-30 minutes</td>
<td>MYRNA B. ESTRADA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Release assessment</td>
<td></td>
<td>5 minutes</td>
<td>MYRNA B. ESTRADA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Go to the Regional office for travel permit</td>
<td>Review documents and issue travel permit</td>
<td>5 minutes</td>
<td>DSWD Region III, San Fernando City</td>
<td>P 300.00</td>
<td></td>
</tr>
</tbody>
</table>

END OF TRANSACTION
ISSUANCE OF PERSONS WITH DISABILITY (PWD) ID & PURCHASE BOOKLET

Schedule of Availability of Service:
Monday - Friday
8:00am - 5:00pm without noon break

Who May Avail of the Service:
Disabled Persons

What are the Requirements:
2 pcs. 1x1 picture

Duration:
30 minutes to one week

How to Avail the Service:

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION OF ACTIVITY (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The client will ask how to get/avail PWD ID &amp; purchase booklet</td>
<td>Assess the client if he/she is qualified to avail PWD ID &amp; Purchase Booklet</td>
<td>5 minutes</td>
<td>Amelia Ignacio/ Eliza Herrera</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Present the requirements</td>
<td>Give the application form</td>
<td>5 minutes</td>
<td>Amelia Ignacio/ Eliza Herrera</td>
<td></td>
<td>PWD Application Form, ID, Purchase Booklet</td>
</tr>
<tr>
<td>3</td>
<td>The client will wait until the PWD ID, Purchase Booklet &amp; Form are signed</td>
<td>Released the PWD ID &amp; Purchase Booklet</td>
<td>5 Days</td>
<td>Amelia Ignacio/ Eliza Herrera</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

END OF TRANSACTION
ISSUANCE OF AID FOR INDIVIDUAL IN CRISIS SITUATION (AICS)

Schedule of Availability of Service:
Monday - Friday
8:00am - 5:00pm without noon break

Who May Avail of the Service:
Residents who are in crisis situation, seeking for financial assistance

What are the Requirements:
Certificate of Indigency from Barangay

Duration:

How to Avail the Service:

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION OF ACTIVITY (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Apply for assistance</td>
<td>Interview &amp; assist the client if qualified</td>
<td>10-30 minutes</td>
<td>Elvie B. Hernandez</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Recommend the client for assistance to the City Mayor</td>
<td></td>
<td>Myrna B. Estrada/Rosario Macaraeg</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Go to the City Mayor’s Office</td>
<td>Prepare ALOBS &amp; Voucher</td>
<td>5 minutes</td>
<td>Leonida Bacena</td>
<td></td>
<td>Forms of ALOBS &amp; Voucher</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>Submit Voucher to the City Mayor for Approval &amp; Signature</td>
<td>Depends on the availability of the city mayor</td>
<td>City Mayor</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

END OF TRANSACTION
ENGINEERING SERVICES
# BUILDING PERMIT APPLICATION & ISSUANCE

**Schedule of Availability of Service:**

Monday - Friday  
8:00am - 5:00pm without noon break

**Who May Avail of the Service:**

All residents of the Science City of Muñoz

**What are the Requirements:**

- 5 sets of complete building plans, tax declaration, tax clearance, photocopy of land title or deed of sale, brgy. Clearance, cedula

**Duration:**

40 minutes

**How to Avail the Service:**

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION OF ACTIVITY (Under National Circumstances)</th>
<th>PERSON IN CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Accomplish Application Forms &amp; complete the requirements of Building Permit</td>
<td>Assess client to fill out Application forms &amp; requirements for Building Permit</td>
<td>5 mins.</td>
<td>Noel M. Sabado</td>
<td></td>
<td>Building Forms</td>
</tr>
<tr>
<td>2.</td>
<td>Submit accomplished Application forms &amp; requirements for building Permits</td>
<td>Receiving of building plans &amp; other requirements for building permit</td>
<td>15 mins.</td>
<td>Noel M. Sabado, Nympha C. Gabriel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Refer to Building Official and transmit one(1) set of plans &amp; specification</td>
<td>Assess &amp; checking of documents, counter sign the transmittal slip.</td>
<td>10 mins.</td>
<td>Andy G. Gagelonia</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Present complete documents to receiving area</td>
<td>Assessment of Building fees.</td>
<td>10 mins.</td>
<td>Peter John C. Desamito, Andy G. Gagelonia</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Refer to Zoning Official, transmit one(1) set at plans &amp; specification</td>
<td>Assessment of Zoning fees</td>
<td>5 mins.</td>
<td>Arnel M. Ruz, Noel M. Sabado</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Refer to City Fire Marshall, submit one(1) set of plans &amp; specifications.</td>
<td>Evaluation, assessments of fees</td>
<td>10 mins.</td>
<td>Andy G. Gagelonia</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Pay to the Cashier</td>
<td>Process Payment &amp; issue O.R</td>
<td>5 mins.</td>
<td>Treasurer's Office Cashier</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Present receipt to receiving area And get the Approved Permit</td>
<td>Received O.R for filing &amp; Approval for Building Permit</td>
<td>3 days (depends on the availability of the signatories)</td>
<td>Dionisio F. Bocatot, Jr., Building Official, Armando E. Miranda</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Note: The process described requires the involvement of various officials and the completion of several steps to obtain the building permit.*
<table>
<thead>
<tr>
<th>City Engineer</th>
<th>Nestor L. Alvarez, Ph.D</th>
<th>City Mayor</th>
</tr>
</thead>
</table>
## ISSUANCE OF ELECTRICAL CERTIFICATION

### Schedule of Availability of Service:
Monday - Friday
8:00am - 5:00pm without noon break

### Who May Avail of the Service:
All residents of the Science City of Muñoz

### What are the Requirements:
brgy clearance, tax declaration

### Duration:
15 minutes (process time) 3 days (inspection)

### How to Avail the Service:

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION OF ACTIVITY (Under National Circumstances)</th>
<th>PERSON IN CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Accomplish Application forms</td>
<td>Assist client to fill out application forms</td>
<td>5 mins.</td>
<td>Noel M. Sabado Nympha C. Gabriel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Submit accomplished Application forms</td>
<td>Receive and assessment of fees</td>
<td>5 mins.</td>
<td>Noel M. Sabado Andy G. Gagelonia</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Pay to the Cashier</td>
<td>Process payment &amp; issue O.R</td>
<td>5 mins.</td>
<td>Treasurer’s Office Pedro Evangelista</td>
<td>Ph.p. 380.00</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Present receipt to receiving area and get the certificate</td>
<td>Received O.R for Inspection and approval</td>
<td>3 days (depends on the availability of signatories)</td>
<td>Dionisio F. Bocatot, Jr. Building Official Armando E. Miranda City Engineer Nestor L. Alvarez, Ph.D City Mayor</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
ISSUANCE OF CERTIFICATE OF OCCUPANCY

Schedule of Availability of Service:
Monday - Friday
8:00am - 5:00pm without noon break

Who May Avail of the Service:
All residents of the Science City of Muñoz

What are the Requirements:
- LOANED BUILDING- certificate of completion
- BUSINESS PERMIT-certificate of fire clearance

Duration:
20 mins

How to Avail the Service:

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION OF ACTIVITY (Under National Circumstances)</th>
<th>PERSON IN CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Present Requirements Application forms</td>
<td>Assessment of Fees</td>
<td>5 mins.</td>
<td>Noel M. Sabado Nympha C. Gabriel</td>
<td>For business permits (variable), for loaned building P50.00</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Pay to the cashier</td>
<td>Process payment &amp; issue O.R</td>
<td>5 min.</td>
<td>Treasurers Office Pedro Evangelista</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

END OF TRANSACTION
AGRICULTURAL, VETERINARY AND ENVIRONMENTAL SERVICES
BRANDING OF LARGE ANIMALS (CATTLE AND CARABAO)

Schedule of Availability of Service:
Monday - Friday
8:00 am – 5:00 pm without noon break

Who May Avail of the Service:
Farmers/Animal Owners

What are the Requirements:
Mother Title of the animals to be branded, Registered Branding Iron, Community Tax Certificate

Duration:
3 weeks

How to Avail of the Service:

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION OF ACTIVITY (Under Normal Circumstances)</th>
<th>PERSON IN CHARGE</th>
<th>FEES</th>
<th>FORM</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accomplish Customer Information Sheet (CIS)</td>
<td>Assess CIS and ask client the mother title of the animal to be branded</td>
<td>5 minutes</td>
<td>Dr. Lolita Agustin and Dr. Evelyn Fulgencio</td>
<td></td>
<td>Customer Information Sheet</td>
</tr>
<tr>
<td>2</td>
<td>Provide the registered branding iron</td>
<td>Branding and record the animal data</td>
<td>2 hrs</td>
<td>Dr. Lolita Agustin and Dr. Evelyn Fulgencio</td>
<td></td>
<td>Branding form</td>
</tr>
<tr>
<td>3</td>
<td>Pay to the animal technician</td>
<td>Record the animal data (Office copy) and forward it (payment and animal data) to the treasurers office for processing of documents</td>
<td>2 weeks</td>
<td>Victor Mauro, Rommel Padolina, Joel Santelices, Eduardo Gabriel</td>
<td>P50/animal</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Present Community Tax Certificate and get the Document</td>
<td>Release the document</td>
<td>10 minutes</td>
<td>Dr. Lolita Agustin and Dr. Evelyn Fulgencio</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

END OF TRANSACTION
ISSUANCE OF HEALTH CERTIFICATE

Schedule of Availability of Service:
Monday - Sunday
1:00 pm – 6:00 pm

Who May Avail of the Service:
Farmers/Animal Owners, Traders, Meat Vendors, Butchers

What are the Requirements:
Healthy animals, health certificate signed by licensed Veterinarian and shipping permit (if the animals came from farms of neighboring towns),

Duration:
10 minutes

How to Avail of the Service:

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION OF ACTIVITY (Under Normal Circumstances)</th>
<th>PERSON IN CHARGE</th>
<th>FEES</th>
<th>FORM</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bring the animal (to be slaughtered) in the office for inspection</td>
<td>Interview the client about the history of animal and record the data</td>
<td>2 minutes</td>
<td>Victor Mauro, Rommel Padolina, Joel Santelices, Eduardo Gabriel, Emmanuel Reyes</td>
<td></td>
<td>Customer Information Sheet</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Assessment of animal condition through ante mortem /physical examination of the animal</td>
<td>4 minutes</td>
<td>Victor Mauro, Rommel Padolina, Joel Santelices, Eduardo Gabriel, Dr. Lolita Agustin, Dr. Evelyn Fulgencio, Emmanuel Reyes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>Issuance of health certificate (healthy animal) Condemnation (sick animal)</td>
<td>1 minute</td>
<td>Victor Mauro, Rommel Padolina, Joel Santelices, Eduardo Gabriel, Dr.</td>
<td></td>
<td>Health certificate form</td>
</tr>
<tr>
<td></td>
<td>Description</td>
<td>Time (minutes)</td>
<td>Responsible Parties</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>-------------------------------------------------------------------------------</td>
<td>----------------</td>
<td>-------------------------------------------------------------------------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Get the health certificate</td>
<td></td>
<td>Lolita Agustin, Dr. Evelyn Fulgencio, Emmanuel Reyes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Bring animal to the slaughterhouse with health certificate</td>
<td>2</td>
<td>Victor Mauro, Rommel Padolina, Joel Santelices, Eduardo Gabriel, Dr. Lolita Agustin, Dr. Evelyn Fulgencio, Emmanuel Reyes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Allow entry of animals for slaughter</td>
<td>1</td>
<td>Victor Mauro, Rommel Padolina, Joel Santelices, Eduardo Gabriel, Emmanuel Reyes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>5.00 per animal for Brgy. Franz</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

END OF TRANSACTION
**VACCINATION OF SMALL AND LARGE ANIMAL (Rabies, Hemorrhagic Septicemia, Core Vaccine, New Castle Disease)**

**Schedule of Availability of Service:**
Monday - Friday  
8:00 am – 5:00 pm without noon break

**Who May Avail of the Service:**
Farmers/Animal Owners

**What are the Requirements:**
Healthy animals, vaccination record

**Duration:**
15 minutes

**How to Avail of the Service:**

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION OF ACTIVITY (Under Normal Circumstances)</th>
<th>PERSON IN CHARGE</th>
<th>FEES</th>
<th>FORM</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accomplish Customer Information Sheet (CIS)</td>
<td>Interview the client about the history of animal</td>
<td>3 minutes</td>
<td>Dr. Lolita Agustin and Dr. Evelyn Fulgencio</td>
<td></td>
<td>Customer Information Sheet</td>
</tr>
<tr>
<td>2</td>
<td>Provide the necessary documents such as old vaccination certificate and PCCI records for dogs</td>
<td>Assessment of documents and vaccination records</td>
<td>2 minute</td>
<td>Dr. Lolita Agustin and Dr. Evelyn Fulgencio</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Show the animal</td>
<td>Thorough physical examination of animal, healthy animals for vaccination, sick animals for treatment</td>
<td>5 minutes</td>
<td>Dr. Lolita Agustin and Dr. Evelyn Fulgencio</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Assist in handling of animals</td>
<td>Vaccination of animals</td>
<td>5 minutes</td>
<td>Victor Mauro, Rommel Padolina, Joel Santelices, Eduardo Gabriel, Emmanuel Reyes</td>
<td></td>
<td>Vaccination certificate with signature of attending veterinarian for dogs</td>
</tr>
</tbody>
</table>

END OF TRANSACTION
# PROCUREMENT OF SEEDS

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

**Who may Avail the Service:**
- Farmers

**What are the Requirements:**
- 50 % payment and included in Masterlist

**Duration:**
- 3 weeks

**How to Avail the Service:**

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION OF ACTIVITY</th>
<th>PERSON IN CHARGE</th>
<th>FEES</th>
<th>FORM</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accomplish the acceptance form</td>
<td>Check the name of farmer in the Masterlist</td>
<td>3 minutes</td>
<td>Agricultural Technologist(A.T)</td>
<td></td>
<td>Acceptance Form</td>
</tr>
<tr>
<td>2</td>
<td>Pay to the A.T. the 50% price of subsidized seeds</td>
<td>Record and issued temporary receipt</td>
<td>5 minutes</td>
<td>Agricultural Technologist(A.T)</td>
<td>P600.00/bag</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Wait to deliver the seeds by seed growers</td>
<td>Delivered and Stock Seeds/to be inspected by APCO</td>
<td>2 weeks</td>
<td>Seed Inspector(S.I.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Get the stub from seed Inspector or A.T.</td>
<td>Assist the farmer to NFA Bodega</td>
<td>10 minutes</td>
<td>A.T./S.I.</td>
<td>P1.00/bag</td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
BUDGETARY SERVICES
OBLIGATION OF AICS VOUCHERS

Schedule of availability of service:

Monday -Friday, 8:00 A.M.-5:00 P.M. (No noon break)

Who may avail of service?

All individuals who are certified to be in "CRISIS SITUATION”.

Requirements:
Certification from the Barangay and the CSWDO

Duration:

2 Minutes

How to avail of the service?

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION OF ACTIVITY</th>
<th>PERSONS IN-CHARGE</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Present the duly accomplished voucher</td>
<td>- Review Voucher</td>
<td>2 Minutes</td>
<td>RV del Rosario/ Mmarce/APFabros, DGascon</td>
<td>Disbursement Voucher(2 copies), Obligation Request (2 copies), Certificate of Indigency</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Assign OR Number</td>
<td></td>
<td>HD Burnot</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- CBO Signature</td>
<td></td>
<td>RV del Rosario/ Mmarce/APFabros, DGascon</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Detach duplicate OR</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Release voucher</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

END OF TRANSACTION
ASSIST BARANGAY OFFICIALS IN THE PREPARATION OF ANNUAL BUDGET

Schedule of availability of service:
Monday - Friday, 8:00 A.M.-5:00 P.M. (No noon break)

Who may avail of service?
All Barangay Officials (members of the Local Finance Committee)

Requirements:
Copy of Previous Budget and other important data should always be at hand.

Duration: From July to December

How to avail of the service?

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION OF ACTIVITY</th>
<th>PERSONS IN-CHARGE</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>Provide Barangay Treasurer of the final IRA and RPT.</td>
<td></td>
<td>CBO and staff</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Prepare the Barangay Budget</td>
<td></td>
<td></td>
<td>LCE-Barangay</td>
<td>Budget Forms</td>
</tr>
<tr>
<td>3</td>
<td>Submit Barangay Budget to CBO for review.</td>
<td>Review of Barangay Budget</td>
<td>6Months (from October - December)</td>
<td>CBO</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Finalize Budget</td>
<td>Endorse Barangay Budget to Sangguniang Panlungsod for legislation.</td>
<td></td>
<td>CBO</td>
<td></td>
</tr>
</tbody>
</table>

END OF TRANSACTION
HEALTH SERVICES
# ISSUANCE OF MEDICAL CERTIFICATE

## Schedule of Availability of Service:
Monday-Friday
8:00 am – 5:00 pm without noon break

## Who May Avail of the Services:
Government officials and employees and other authorized individual/officer

## What are the Requirements:
Official Receipt

## Duration: 50 minutes

## How to Avail of the Service:

<table>
<thead>
<tr>
<th>STEP</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Pay to the Cashier (payment of the form)</td>
<td>Process payment and issue O.R.</td>
<td>5 minutes</td>
<td>Pedro A. Evangelista</td>
<td>Php15.00</td>
<td>Medical Certificate Form</td>
</tr>
<tr>
<td>2</td>
<td>Presenting the receipt</td>
<td>Release of the Certificate Form</td>
<td>1 minute</td>
<td>Sheila Umagat/Ruth Gagelonia</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Issuance of Certificate</td>
<td>Medical Examination</td>
<td>30 minutes or more</td>
<td>City Health Officer/City Health Office staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Wait for the Release</td>
<td>For signature (depends on the availability of CHO or Doctor in charge for signature)</td>
<td>5 minutes</td>
<td>Dr. Carmelita Umagat/ Doctor in charge</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td>Release Medical Certificate</td>
<td>1 minute</td>
<td>City Health Office Staff</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
**CASEOFDEATHCERTIFICATE**
**CERTIFICATION&REVIEWSOPENINGOFTHENICHE&TRANSFER**

**Schedule of availability of service:**
Monday to Friday
8:00 am to 5:00 pm

**Who May Avail of the service?**
Everyone may avail the service (top priority is the constituents of SCM)

**What Are the Requirements?**
Accomplished Death Certificate Form (Certification of Death from Barangay)

**Duration:**  * 5 minutes

**How to avail of the service?**

<table>
<thead>
<tr>
<th>STEP</th>
<th>CLIENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submit required documents</td>
</tr>
<tr>
<td>2</td>
<td>Wait for the name to be called</td>
</tr>
<tr>
<td>3</td>
<td>Present the documents to Physician on Duty</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
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</thead>
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</tr>
<tr>
<td>2</td>
<td>Wait for the name to be called</td>
</tr>
<tr>
<td>3</td>
<td>Present the documents to Physician on Duty</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SERVICE PROVIDER</th>
<th>DURATION</th>
<th>PERSON IN CHARGE</th>
<th>FEES</th>
<th>FORM</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

**END OF TRANSACTION**

* Depends if the requirements are complete.
ISSUANCE OF HEALTH & SANITARY PERMIT FOR BUSINESS

Schedule of availability of service:
Monday to Friday
8:00 am to 5:00pm

Who May Avail of the service?
All Business & Establishment Owners & Workers

What Are the Requirements?
X- Ray, Stool Exam, Urinalysis & Medical Certificate

Duration:
* 10 to 30 min.

How to avail of the service?

<table>
<thead>
<tr>
<th>STEP</th>
<th>CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION</th>
<th>PERSON IN CHARGE</th>
<th>FEES</th>
<th>FORM</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Present results of all requirements (X- Ray, Stool Exam, Urinalysis) along with the Medical Certificate for signature of Physician on Duty.</td>
<td>Evaluate and check the health status of client applicant based on the submitted results.</td>
<td>5-10 minutes</td>
<td>RHU-Physician on Duty</td>
<td>P60.00 (Health Permit)</td>
<td>Medical Certificate</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Issues Health Certificate &amp; Sanitary Permit to operate business.</td>
<td>5-10 minutes</td>
<td>MS. EMELYN AVILA</td>
<td>P60.00 (Sanitary Permit)</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>Follow-up visit to the establishment.</td>
<td></td>
<td>MS. EMELYN AVILA</td>
<td></td>
<td>Sanitary Inspector</td>
</tr>
</tbody>
</table>

END OF TRANSACTION

* Depends if the requirements are complete.
## DELIVERY

**Schedule of availability of service:**
Monday to Sunday  
24 hours without noon break

**Who May Avail of the service?**
Everyone may avail the service

**What Are the Requirements?**
none

**Duration:**
6 hours

**How to avail the services?**

<table>
<thead>
<tr>
<th>STEP</th>
<th>CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION</th>
<th>PERSON IN CHARGE</th>
<th>FEES</th>
<th>FORM</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Admit the Patient</td>
<td>Gather information (Vital Signs, Blood Pressure, Temperature)</td>
<td>5 minutes</td>
<td>Nurse &amp; Midwife on duty</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td><strong>a. internal examination, FHB(Fetal Heart Beat) assessment from head to foot</strong></td>
<td>5-10 min.</td>
<td>Midwife on duty</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>b. IVF(IntraVenous Fluid) Insertion</strong></td>
<td>3-5 min.</td>
<td>Midwife on duty</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>c. Observe Progress of labor</strong></td>
<td>1 hr</td>
<td>Midwife on duty</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>d. Delivered baby &amp; expulsion of placenta</strong></td>
<td>within 30 mins</td>
<td>Nurse &amp; Midwife on duty</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>e. blood pressure taken</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>f. giving Methergin Injection IM(Intra Muscular)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>a. Suctioning of secretion and giving oil Bath</td>
<td>30 min.</td>
<td>Nurse &amp; Midwife on duty</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----</td>
<td>---------------------------------------------</td>
<td>--------</td>
<td>------------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b.</td>
<td>giving ophthalmic ointment to eyes</td>
<td>5 min.</td>
<td>Nurse &amp; Midwife on duty</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c.</td>
<td>cord care done</td>
<td>5 min.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d.</td>
<td>Injection of Vit..K HB(HepaB). And weight, record to GMC(Growth Monitoring Chart) health teaching to mother regarding breast feeding of new born screening &amp; EPI(Expanded Program Immunization)</td>
<td></td>
<td>Midwife on Duty</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e.</td>
<td>Assist for Discharge</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
ANIMALBITE
DOG, CAT, RAT

Schedule of availability of service:
Monday to Sunday
24 hours without noon break

Who May Avail of the service?
Everyone may avail the service (top priority are the constituents of SCM)

What Are the Requirements?

Duration:
50 minutes

How to avail of the service?

<table>
<thead>
<tr>
<th>STEP</th>
<th>CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION</th>
<th>PERSON IN CHARGE</th>
<th>FEES</th>
<th>PRESCRIPTION OF MEDICINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Admit self to health center</td>
<td>a. Gathering information b. Assessment</td>
<td>5-10 min.</td>
<td>Nurse on Duty LIZA MARCELO ALPHA SOMERA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Proceed to waiting area and wait for the name to be called(except emergency cases)</td>
<td>Assist patient</td>
<td>10-15 min.</td>
<td>Physician on Duty</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Have a Physician Check - Up</td>
<td>a. give tetanus toxoid injection b. Anti Rabies Vaccine</td>
<td>5-10 min. 10-15 min.</td>
<td>Nurse on Duty Nurse on Duty</td>
<td></td>
<td>day 0-800 day 3-1500 day 7-1500 day 30-800 day 90-800</td>
</tr>
</tbody>
</table>

END OF TRANSACTION
Schedule of availability of service:
Monday to Friday

Who May Avail of the service?
Everyone may avail the service (top priority is the symptomatic patients who are constituents of SCM)

What Are the Requirements?
Accomplished NTP laboratory request for sputum examination
Specimen (3 sputum for diagnostic)(1 sputum for follow up cases)

Duration:

How to avail the services?

<table>
<thead>
<tr>
<th>STEP</th>
<th>CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION</th>
<th>PERSON IN CHARGE</th>
<th>FEES</th>
<th>FORM</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Admit self to health center</td>
<td>Gathering information and assessment</td>
<td>5-10 min.</td>
<td>Nurses on duty</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Physician check up</td>
<td>Assist the patient</td>
<td>5-10 min.</td>
<td>Physician on Duty</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Undergo sputum examination</td>
<td>Request patient to undergo sputum collection</td>
<td>5-10 min.</td>
<td>Nurses on duty</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Collection of Specimen</td>
<td>a. collected specimen b. spot collection c. Early morning collection</td>
<td>2 days</td>
<td>Nurses on duty</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Microscopy</td>
<td>Smear Reading</td>
<td></td>
<td>Med Tech (Jenielyn Miranda)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td></td>
<td>Record and report results</td>
<td></td>
<td>Med Tech (Jenielyn Miranda)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Wait for release of Results</td>
<td></td>
<td></td>
<td>Med Tech (Jenielyn Miranda)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

END OF TRANSACTION
**EPI**

**Schedule of availability of service:**  
RHU1-every first week of the month  
RHU2-every second week of the month  
8am to 5pm

**Who May Avail of the service?**  
0-24 months,

**What Are the Requirements?**  
none

**Duration:**  
* 18 minutes

**How to avail of the services?**

<table>
<thead>
<tr>
<th>EPI</th>
<th>CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION</th>
<th>PERSON IN CHARGE</th>
<th>FEES</th>
<th>Prescription of medicine</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Admit child</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>*Vital sign</td>
<td>5-10 min.</td>
<td>Midwife</td>
<td></td>
<td>Midwife</td>
</tr>
<tr>
<td></td>
<td></td>
<td>temperature , weight.</td>
<td></td>
<td>BHW</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>*Giving Immunizations</td>
<td>5 min.</td>
<td>Midwife on duty</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>*Health teaching</td>
<td>3 min.</td>
<td>Midwife on duty</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>*Discharge</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
## TBPROGRAM

### Schedule of availability of service:
Monday to Friday  
8:00 AM TO 5:00 PM

### Who May Avail of the service?
Everyone may avail the service (top priority are the constituents of SCM)

### What Are the Requirements?
none

### Duration:
TB Symptomatic /15-20 min. per pt. depend on the severity of the patient's condition

### How to avail of the services?

<table>
<thead>
<tr>
<th>STEP</th>
<th>CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION</th>
<th>PERSON IN CHARGE</th>
<th>Prescription of meds.</th>
<th>FORM</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td><strong>Gather information and take the patient’s vital signs</strong></td>
<td>10-15 min.</td>
<td>Nurse on Duty</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td><strong>Check up</strong></td>
<td>15 min.</td>
<td>Physician</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td><strong>Undergo sputum examination</strong></td>
<td><strong>Release of sputum exam result</strong></td>
<td>15 min.</td>
<td>Med. Tech</td>
<td>May be done by Med. Tech</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td><strong>2-3 smear positive</strong></td>
<td><strong>classify as smear positive tb</strong></td>
<td>15 min.</td>
<td>Nurses</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td><strong>only one smear positive</strong></td>
<td><strong>classify as smear positive tb</strong></td>
<td>5 min.</td>
<td>Nurses</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td><strong>all smear negative</strong></td>
<td>Refer to Physician symptomatic</td>
<td>15 min.</td>
<td>Nurses</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td></td>
<td><strong>Request for CXR</strong></td>
<td><strong>TB diagnostic committee. (if consist w/active TB consider as smear-TB (start med)</strong></td>
<td>15 min</td>
<td>Nurses</td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
**MATERNAL & CHILDHEALTH**

**Schedule of availability of service:**
Monday to Sunday
24 hours without noon break

**Who May Avail of the service?**
Everyone may avail the service

**What Are the Requirements?**
none

**Duration:** case to case basis

**How to avail of the services?**

<table>
<thead>
<tr>
<th>STEP</th>
<th>CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION</th>
<th>PERSON IN CHARGE</th>
<th>FEES</th>
<th>FORM</th>
</tr>
</thead>
</table>
| 1    | Admittance | a. Making HBMR record  
b. Gathering information (vital signs, blood pressure, weight, temperature) | 5-10 minutes | Midwife and Nurse on Duty                |      |      |
| 2    |          | a. Physical assessment from head to foot  
b. Leopold’s maneuver  
c. Give TT vaccine | 5-10 minutes | Midwife and Nurse on Duty                |      |      |
| 3    |          | Administer urinalysis & hemoglobin exam                                            | 15-30 minutes| Medical Technologist                     |      |      |
| 4    |          | a. treat complicated cases  
b. giving ferrous tab if available                                                        | 5 minutes    | Physician on duty                       |      |      |
| 5    |          | a. Give health teaching advice to follow up her respective medications.  
b. discharge patient                                                          | 5 minutes    | Midwife and Nurse on Duty               |      |      |

**END OF TRANSACTION**
Schedule of availability of service:
Monday to Sunday
24 hours without noon break

Who May Avail of the service?
Everyone may avail the service (top priority are the constituents of SCM)

What Are the Requirements?
none

Duration:
case to case basis /15-20 min. per patient
depends on the severity of the patient’s condition

How to avail of the services?

<table>
<thead>
<tr>
<th>STEP</th>
<th>CLIENT</th>
<th>SERVICE PROVIDER</th>
<th>DURATION</th>
<th>PERSON IN CHARGE</th>
<th>FEES</th>
<th>FORM</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Admittance</td>
<td>Gather information and assessment (vital signs, blood pressure, temperature, weight)</td>
<td>5-10 minutes</td>
<td>Nurse on Duty</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Proceed to waiting area and wait for name to be called (except emergency cases)</td>
<td>Assist the patient</td>
<td>10-15 minutes</td>
<td>Physician on duty</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Undergo check-up</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Discharge</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

END OF TRANSACTION
CITY OFFICIALS
CITY COUNCILORS:
CITY DEPARTMENT HEADS
THE CITY DEPARTMENTS

• LIST OF EMPLOYEES
• MISSION & VISION
• GOALS
CITY MAYOR’S OFFICE

MISSION:

The Office of the City Mayor advocates the standards indicated in the City Charter, enhances the city’s identity and quality of life of its workers and providing direction, leadership and specific initiatives to ensure the effective and efficient development and administration of city services, policies and laws.

VISION:

The Office of the City Mayor shall build and uphold an excellent workforce that is people-oriented and efficient in administering the delivery of services to its stakeholders and in performing duties and functions towards good governance.

GOALS:

The Office of the City Mayor hopes to serve as:

a. a medium in facilitating services;
b. to ensure efficient processing of public documents such as letter of recommendation/endorsement for job applicants and seeking for financial assistance in health cases, Mayor’s Clearance, mayor’s permit, Business permits and Licenses, other permits, other requests, vouchers, affidavits, oath of office and medical forms; and
c. Give aid to constituents financial or otherwise.
CITY TREASURER’S OFFICE

The department designated to formulate, recommends and manage financial accountabilities, collect different taxes to supplement city development.

MISSION:

The City Treasurer’s Office shall develop quality human resources and income generating projects for the city empowerment and city development.

VISION:

The Office of the City Treasurer provides high dedication to public service and excellence in generating income for the city government.
CITY BUSINESS PERMITS AND LICENSING OFFICE

MISSION:

The Business Permits and Licensing Office (BPLO) shall implement and provide efficient public service to the people through the immediate processing and releasing of Business Permits and License application.

VISION:

We envision the Business Permits and Licensing Office to welcome a trusted, successful and excellent provider of good service to the public.

GOALS:

To encourage owners of all business establishments to secure their permits and licenses with the implementation of Streamlining Procedure on the following:

1. Issuance of mayor’s permit
2. Issuance of Parking permit
3. Issuance of Franchise permit
4. and other related documents
CITY CIVIL REGISTRAR

MISSION:

The City Civil Registrar office as a highly computerized and systematic organization devoted in the delivery of highly standardized service to the general public and as an effective and relative hand of the city in the realization of its dreams for its constituents.

VISION:

• To attain 100% registration of events affecting each constituent
• To improve systems and strategies
• To provide appropriate avenues for further growth of personnel, the end-product of which is highly satisfying and quality service to clientele

GOALS:

• To attain for the timely and proper registration of acts and events affecting the status of persons
• To improve the quality and enhance the integrity of civil registry
• To upgrade the safe-keeping and retrieval of system for civil registration
OFFICE OF THE CITY ASSESSOR

VISION:

Proper efficient and effective administration of real property records.

MISSION:

Provision of well-balanced real property appraisal relative to fair and realistic real property valuation
CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

MISSION:

To care, protect and rehabilitate the socially and economically disadvantage sector of population (individually, family and community) by providing social welfare intervention and service to become self-reliant and participating members of the community.

VISION:

To become self-reliant and participating members of the community.
OFFICE OF THE CITY ENGINEER

VISION:

To be part of the City’s vision of ultimate development equipped with innovative knowledge of Engineering in a sound of balance and social and environmental growth.

MISSION:

To prepare, implement, design, supervise and evaluate various infrastructure projects of the city complemented with the standards and rules and regulations of the DPWH.

GOALS:

1. To implement various infrastructure projects in accordance with the specifications;
2. to monitor all infrastructure projects implemented in the city;
3. to contribute in the sustainable growth and development of all infrastructure facilities in the city;
4. to secure public safety in relation to the utilization of public utilities; and
5. to secure balance growth and development of community and environment.
OFFICE OF THE CITY VETERINARIAN

MISSION:

To control animal diseases hazardous to human health particularly Rabies and Foot and Mouth Disease (FMD); provide extension services to various livestock owner; and to plan and implement research activities that will assist in monitoring zoonotic and livestock disease in the city.

VISION:

The Science City of Munoz stable in the food production and free from animal diseases particularly those of health concern such as rabies.

GOALS:

• To identify animal health and production problems using an information system technology
• To sustain regular monitoring and surveillance of animal diseases
• To sustain a more developed and modernized veterinary infrastructure and facilities in the city
CITY AGRICULTURIST OFFICE

VISION:

A modernized smallholder agriculture and fisheries; a diversified rural economy that is dynamic, technologically advanced and internationally competitive. Its transformation is guided by the sound practices of resource sustainability, the principles of social justice and strong private sector participation.

MISSION:

To help and empower the farming and fishing communities and the private sector to produce enough, accessible and affordable food for every Filipino and a decent income for all.

GOAL:

To improve productivity, increase income and uplift the quality of farming and fishing families.
CITY BUDGET OFFICE

MISSION:

To adhere to policies that ensure efficiency, effectiveness, transparency and accountability in the City Government spending that would promote good governance for the benefit of the community as a whole.

VISION:

The Budget Department that works harmoniously with the other departments of the city government, exercises good work ethics and professionalism, towards a common goal and objective of a good public service.
CITY HEALTH OFFICE

MISSION:

In partnership with government organizations and non-government organizations, our mission is to ensure effective and efficient delivery of quality, accessible, affordable, equitable, humanistic, compassionate, sustainable and community-based essential health care which is interrelated with the over-all socio-economic development.

VISION:

Quality health care for the greater majority of the people of Science City of Munoz.
CITY COOPERATIVE OFFICE

MISSION:

The CCDOAS shall facilitate the development and sustainability of cooperatives through proactive and responsive capability building, technical assistance, support system and linkages.

VISION:

The City Cooperative Development Office and Allied Services (CCDOAS) work as a facilitator, enabler and promoter of sustainable cooperative development for enhanced institutionalized services towards integral development of the people and the community.

GOALS:

1. Economic Development through increased investment in cooperative enterprises to enhanced, productivity and incomer leading to partnership in the economic development of the city.
2. People Empowerment through spiritual development and development of viable and self-reliant enterprises to improve the general well-being of people in the community.
CITY HUMAN RESOURCE MANAGEMENT OFFICE

MISSION:

- To do away with too much bureaucracy
- To hire personnel who have an eye for efficiency
- To be able to provide only the best service to the personnel of the City Government
- To device programs that aim to motivate and boost employees morale; and
- To introduce activities that primarily intend to develop the potential of the personnel and to enhance their work related skill for the improvement of productivity in the workplace.

VISION:

The City Human Resource Management Office as a professional department in a highly standardized local government unit establishing a more effective and professional workforce able to lead the government in providing the best service to its constituents and to others that may need its service.

GOALS:

- To help the welfare and development of all employees;
- To assist employees in matters pertaining to their civil service rights and responsibilities; and
- To promote the concept of good public service via the enrichment of human resource development programs
CITY INFORMATION OFFICE

MISSION:

To provide relevant information and knowledge regarding the Science City of Munoz and the member agencies of its Science Community to its constituents and other groups such as tourists, visitors on study trips and the media.

VISION:

To serve as bridge in initiating and introducing new and helpful technologies that may bring significant changes to the city’s constituents as well as neighboring provinces.

GOALS:

1. To document information/data, programs and projects of the local government, technologies developed, tourism and other essential and vital information concerning the Science City of Muñoz that can possibly be beneficial to its inhabitants;
2. To increase the level of awareness of its constituents on confronting issues and other relevant concerns of the science community;
3. To serve as a channel in reaching out to the people by providing them communication materials to advocate details and fine points of the city laws and ordinances to constituents of 37 barangays; and
4. To open the gateways of the city for non-government organization, people’s organizations and private sectors as collaborators in data gathering.
OFFICE OF THE CITY ADMINISTRATOR

MISSION:

To do the duties and responsibilities of the Office of the City Administrator, such as; coordinate, monitors, assesses and gives appropriate feedback on the work or performance of all departments and officials under the supervision and control of the City Mayor to ensure that the vision/mission/objective thrust and plans, programs and activities set for the city on an immediate, medium or long-term basis are realized.

VISION:

The Science City of Muñoz as an exemplar of good local governance, progressive and globally competitive, promoting the application of agricultural science, technologies, culture and the arts in an atmosphere of harmony and peace.

GOALS:

1. To develop plans and strategies and upon the approval thereof by the mayor, implement the same particularly those which have to do with the management and administration-related programs and projects which the Mayor is empowered to implement and which the Sanggunian is empowered to provide for under the Local Government Code of 1991.
2. To assist in the coordination of the work of all the officials of the local government unit under the supervision, direction and control of the City Mayor and for this purpose, he may convene the chief of offices and other officials of the LGU.
3. Establish and maintain personnel program, promote career development merit system.
4. Institute administrative reforms.
5. Provide administrative support services particularly during calamities.
CITY PLANNING AND DEVELOPMENT OFFICE

MISSION:

The City Planning and Development Officer as the department conscientious in the conception of strategic procedures and programs, achievement and accomplishment of these plans in accordance to the social, economic and environmental commitment of the government to the urban society with the principal objective of progress and development.

VISION:

The City Planning and Development Office as a vibrant and dynamic urban planning function capable strategies pursued as a means of improving the urban and rural environment, alleviate rural communities to a technologically advanced society and achieve certain imperative social, economic and environment objectives.

GOALS:

1. To promote people’s participation in planning and implementation.
2. To be able to formulate economic, social, health and environment plans and programs for the development of the community.
3. To provide inventiveness and leadership among the sectors and agencies in planning, monitoring and implementation of programs.
CITY ACCOUNTING OFFICE

MISSION:

A progressive city with a high standard of living of its constituents, peace and loving people, good leadership, a healthy and educated citizenry with access to all kinds of utilities and a well-balanced ecology through the guidance of Almighty God.

VISION:

The mission of Accounting is to keep and maintain financial records and accounting transactions generated by the operation of the Science City of Muñoz.

GOALS:

1. To help ensure the welfare and development of all employees.
2. To assist employees in matters pertaining to their loans and amortizations.
3. To promote the concept of good public service through efficient service.
4. To assist employees regarding their benefits
CITY GENERAL SERVICES OFFICE

MISSION:

The City General Services Office takes charge of ensuring the delivery of basic services and provision of adequate facilities for the welfare of the city’s constituents.

VISION:

The City General Services Office shall be the provider and good keeper of all the necessary equipment and devices needed for the delivery of basic services for the interest of the city’s inhabitants.

GOALS:

The City General Services Office shall be an effective server of the following services:

a. be accountable for all the real and personal properties owned by the city;
b. To maintain and supervise janitorial, security, landscaping and other related services;
c. To perform functions effectively in supply and property management;
d. To be in the frontline of general services-related activities such as the possible and imminent destruction or damage to records, supplies, properties and structure materials.
OFFICE OF THE SANGGUNIANG PANLUNGSOD

MISSION:

To serve as the lynchpin of all ideas for all sectors in crafting a meaningful, equitable and pro-active enactment of relevant laws for the Political, Social, Educational and Economic agenda of the Science City of Muñoz.

VISION:

The Sangguniang Panlungsood as the legislative arm of the Local Government Unit of the Science City of Muñoz shall be the catalyst for progress and development, anchored on principles of equality, unity of purpose, morality in governance and enthronement of human rights.

GOALS:

1. To professionalize the delivery of required and appropriate laws, rules and regulations needed to cope with the developmental tasks of the City;
2. To strengthen the concept of Empowerment for all elected and designated officials and employees within the bounds of human decency, respect for others and moral obligations;
3. To provide an avenue for legitimate concerns of the citizens in accordance with the essence of democratic and participative governance.

4. To enact vital resolutions and ordinances as tools for the realization of the common dreams and aspirations of the citizenry.
COMPLAINTS
AND
FEEDBACK and REDRESS
MECHANISM
In our commitment of offering optimum and efficient public service, we would like to know your honest opinions, comments, praises, complaints and suggestions so we can further enhance the various services that we are offering to the citizens of the Science City of Muñoz.

You can reach us through the following:

1. Forms (Praise and Commendation, Complaints and Suggestions, Services Needed) found at the Public Assistance Desk;
2. e-mail us at munoz_ne@yahoo.com; and
3. Call us at Telephone Numbers 044-456-0102, 044-456-0028 or Fax us at 044-456-5020

Your cooperation and support will greatly help us in effectively improving our mission of becoming a truly transparent and people-oriented local government that is responsive to the needs of its constituents.