

LGU-PANIQUI

CITIZEN CHARTER

EXTERNAL SERVICES

LOCAL CIVIL REGISTRAR

REGULATORY SERVICES

**FILLING FOR PETITION FOR CHANGE OF FIRST NAME/CORRECTION OF CLERICAL
ERROR UNDER R.A. NO. 9048/R.A.NO.10172**

HOW TO AVAIL THE SERVICE

Step	Applicant and Client	Service Provider	Duration of Activities	Person in Charge	Fees	Forms
1.	Submit request document	Received, interview, and prepare the documents	10 Min.	Municipal Civil Registrar		R.A.9048 R.A.10172
2.	Pay the required fees	Accept receipt of fees		Mun. Treasury Office	P1,000 P3,000 P 500	
3.		a. Posting of the Petition-CCE b. Newsprint Publication to CFN/10172	a.10 days b. 2 wks.	Municipal Civil Registrar		
4.		Signing Petition/Action taken after the required publication and posting	5 mins	Municipal Civil Registrar		
5.		Submission of petition to PSA for affirmation	1 day	Municipal Civil Registrar		
6.	Claim	Issuance of finality and endorsement to PSA for Secpa	6 mins	Municipal Civil Registrar		

Duration of the Service

TOTAL: 11 days and 21 mins.

Applicant/Petitioner is advised to visit the office after two (2) to three (3) months for the affirmation of the petition from PSA, certificate of finality and the annotation document.

NOTE:As rule, the petition shall be posted for ten (10) consecutive days after the C/MCR finds the petition and its supporting documents sufficient in form and substance. The C/MCR shall not start posting the petition unless the petitioner submits the complete supporting documents.

REGULATORY SERVICES
REQUESTING CERTIFIED COPY OF BIRTH, MARRIAGE, DEATH AND OTHER
CIVIL REGISTRY DOCUMENTS
HOW TO AVAIL THE SERVICE

Step	Applicant and Client	Service Provider	Duration of Activities	Person in Charge	Fees	Forms
1.	Submit the Verification Slip	Verify, evaluate and prepare the request	3 min.	Administrative Aide VI LLSE -II Administrative Aide III		Verification Slip Form 1A (Birth) Form 2A (Death) Form 3A (Marriage) (Destroyed) Form 1C - (Birth) Form 3C -(Marriage) Form 2C - (Death) (Not Available) Form 1B - (Birth) Form 3B - (Marriage) Form 2B - (Death)
2.	Payment of fee for Cert. True Copy	Accept payment and issue official receipt		Mun. Treasury Office	P100 P50	
5.	Present official receipt	Sign and evaluate the processed document	3 min.	Municipal Civil Registrar		
6.	Claim the requested document	Release the requested document	2 min.	Administrative Aide IV LLSE -II Administrative Aide III		

Duration of the Service

TOTAL: 9 Mins.

REGULATORY SERVICES

REGISTRATION OF BIRTH , MARRIAGE AND DEATH CERTIFICATE

HOW TO AVAIL THE SERVICE

STEP	APPLICANT AND CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEEES	FORMS
1.	Submit duly accomplished form	Received and Evaluate Documents	5 Mins.	Adm. Aide IV LLSE-II Adm. Aide III		Birth - 102 Marriage - 97 Death - 103
2.	Answer needed and wait for processing	Ask About the details then prepare and assign Registry Number	10 Mins.	Adm. Aide IV LLSE-II Adm. Aide III		
3.	Payment of fees	Accept Receipt of Payment		Mun. Treasury Office	Service Fee P50.00	
4.		Review and Approval	3 Mins.	Municipal Civil Registrar		
5.	Claim	Record in the Registry Book and Release copy to the Registrant	5 Mins.	Adm. Aide IV LLSE-II Adm. Aide III		

Duration of the Service

TOTAL: 23 Mins.

REGULATORY SERVICES

APPLICATION FOR MARRIAGE LICENSE

HOW TO AVAIL THE SERVICE

Step	Applicant and Client	Service Provider	Duration of Activities	Person in Charge	Fees	Forms
1.	Submit duly accomplished Personal information Forms and needed requirements	Received, interview, evaluate, records the Accomplished Form and prepare the documents	12 Min.	Administrative Aide IV Administrative Aide III		Mun. Form No. 94 Mun. Form 90 Mun. Form No. 92 Mun. Form No. 68
2.	Pay the required fees	Accept receipt of fees		Mun. Treasury Office	P500 P1,250	
3.		Sign the processed document	5 Min.	Municipal Civil Registrar		
4.		Process and post for ten(10) days	10 days	Administrative Aide IV		
5.	Claim	Sign Marriage License	3 Min	Municipal Civil Registrar		
6.	Payment of Fee	Prepare and Release the Marriage License	2 min	Administrative Aide IV	P2.00	Accountable Form No. 54

Duration of the Service

TOTAL: 10 days and 22 mins.

REGULATORY SERVICES
REQUESTING CERTIFIED COPY OF BIRTH, MARRIAGE, DEATH AND OTHER
CIVIL REGISTRY DOCUMENTS
HOW TO AVAIL THE SERVICE

Step	Applicant and Client	Service Provider	Duration of Activities	Person in Charge	Fees	Forms
1.	Submit the Verification Slip	Verify, evaluate and prepare the request	3 min.	Asst. Registration Officer Administrative Aide VI Administrative Aide IV		Verification Slip Form 1A (Birth) Form 2A (Death) Form 3A (Marriage) (Destroyed) Form 1C - (Birth) Form 3C -(Marriage) Form 2C - (Death) (Not Available) Form 1B - (Birth) Form 3B - (Marriage) Form 2B - (Death)
2.	Payment of fee for Cert. True Copy	Accept payment and issue official receipt	2 min.	Mun. Treasury Office	P100 P50	
5.	Present official receipt	Sign and evaluate the processed document	2 min.	Municipal Civil Registrar		
6.	Claim the requested document	Release the requested document	2 min.	Asst. Registration Officer Administrative Aide VI Administrative Aide IV		

Duration of the Service

TOTAL: 9 Mins.

REGULATORY SERVICES

REGISTRATION OF BIRTH AND MARRIAGE CERTIFICATE

HOW TO AVAIL THE SERVICE

STEP	APPLICANT AND CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1.	Submit duly accomplished form	Received and Evaluate Documents	3 Mins.	Asst. Registration Officer Adm. Aide VI Adm. Aide IV		Birth - 102 Marriage - 97 Death - 103
2.	Answer needed and wait for processing	Ask About the details then prepare and assign Registry Number	10 Mins.	Asst. Registration Officer		
3.	Payment of fees	Accept Receipt of Payment	2 Mins.		Service Fee P50.00	
4.		Review and Approval	3 Mins.	Municipal Civil Registrar		
5.	Claim	Record in the Registry Book and Release copy to the Registrant	3 Mins.	Asst. Registration Officer		

Duration of the Service

TOTAL: 21 Mins.

REGULATORY SERVICES

APPLICATION FOR MARRIAGE LICENSE

HOW TO AVAIL THE SERVICE

Step	Applicant and Client	Service Provider	Duration of Activities	Person in Charge	Fees	Forms
1.	Submit duly accomplished Personal information Forms and needed requirements	Received, interview, evaluate, records the Accomplished Form and prepare the documents	12 Min.	Administrative Aide VI Administrative Aide IV		Mun. Form No. 94 Mun. Form 90 Mun. Form No. 92 Mun. Form No. 68
2.	Pay the required fees	Accept receipt of fees	2 Min.			
3.		Sign the processed document	3 Min.	Municipal Civil Registrar	P500 P1,250	
4.		Process and post for ten(10) days	10 days	Administrative Aide VI Administrative Aide IV		
5.	Claim	Sign Marriage License	2 Min	Municipal Civil Registrar		
6.	Payment of Fee	Prepare and Release the Marriage License	2 min	Administrative Aide IV	P2.00	Accountable Form No. 54

Duration of the Service

TOTAL: 10 days and 21 mins.

MUNICIPAL SOCIAL DEVELOPMENT OFFICE

ISSUANCE OF CERTIFICATE OF INDIGENCY

A. ABOUT THE SERVICE

A Certificate of Indigency is issued by the MSWD OFFICE certifying that the said client belongs to an indigent family in their barangay as certified by the Barangay Captain.

B. REQUIREMENTS

Barangay Certificate of Indigency issued by the Brgy. Captain

C. FEES

Not Required

D. DURATION

10 minutes

E. AVAILABILITY OF THE SERVICE

From Monday to Friday 8am – 5pm

F. HOW TO AVAIL OF THE SERVICE

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORMS
1	Submit Brgy. Certification issued by the Brgy. Captain	Evaluate documents submitted	2 mins.	Social Welfare Aide	NONE	
2	Answer needed information	Interview the client of his/her purpose in securing a certificate of indigency	3 mins.	Social Welfare Aide	None	
3	Wait for Approval	Encode the Certificate of Indigency	3 mins.	Social Welfare Aide	None	
4		Affix Signature of the MSWDO	1 min.	MSWDO	None	

5	Receive documents	Record in the logbook & release	1 min.	Social Welfare Aide	None
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ISSUANCE OF SOCIAL CASE STUDY REPORT

A. ABOUT THE SERVICE

Social Case Study Report – a summative information needed about a client that needs referral to any agency that can help him augment his hospitalization bills.

B. REQUIREMENTS

Certificate of Indigency, Medical Certificate/Abstract, Referral from the Hospital

C. FEES

Not Required

D. DURATION

30 minutes

E. AVAILABILITY OF THE SERVICE

From Monday to Friday 8am – 5pm

F. HOW TO AVAIL OF THE SERVICE

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORMS
1	Submit complete requirements	Evaluate documents submitted	2 mins.	MSWDO	NONE	
2	Answer needed information	Interview the client	5 mins.	MSWDO	None	
3	Wait for approval	Encode gathered data from the client	21 mins.	MSWDO	None	
4		Affix Signature of the MSWDO	1 min.	MSWDO	None	

5	Receive social case study report	Record in the logbook & release	1 min.	MSWDO	None	
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MUNICIPAL AGRICULTURE OFFICE

AVAILING SUBSIDIZED ANTI- RABIES VACCINATION FOR DOGS

A. ABOUT THE SERVICE

Anti- rabies vaccinations are offered to dog owners within the locality of Paniqui to prevent the occurrence and spread of rabies on household animals. Full subsidies will be given to dog owners who bring their dogs and cats on scheduled barangays for vaccination. Walk-in clients who bring their dogs in the Municipal Agriculture Office will pay Php 100.00 vaccination fee. The vaccine is effective on dogs for one (1) year so these services are available yearly.

B. REQUIREMENTS

Healthy Dogs or Cats with ages 3 months old up subject for vaccination

C. FEES

Php 100.00 vaccination fee for walk- in clients

D. DURATION

17 minutes

E. AVAILABILITY OF THE SERVICE

Monday- Friday @ 8:00AM to 5:00PM

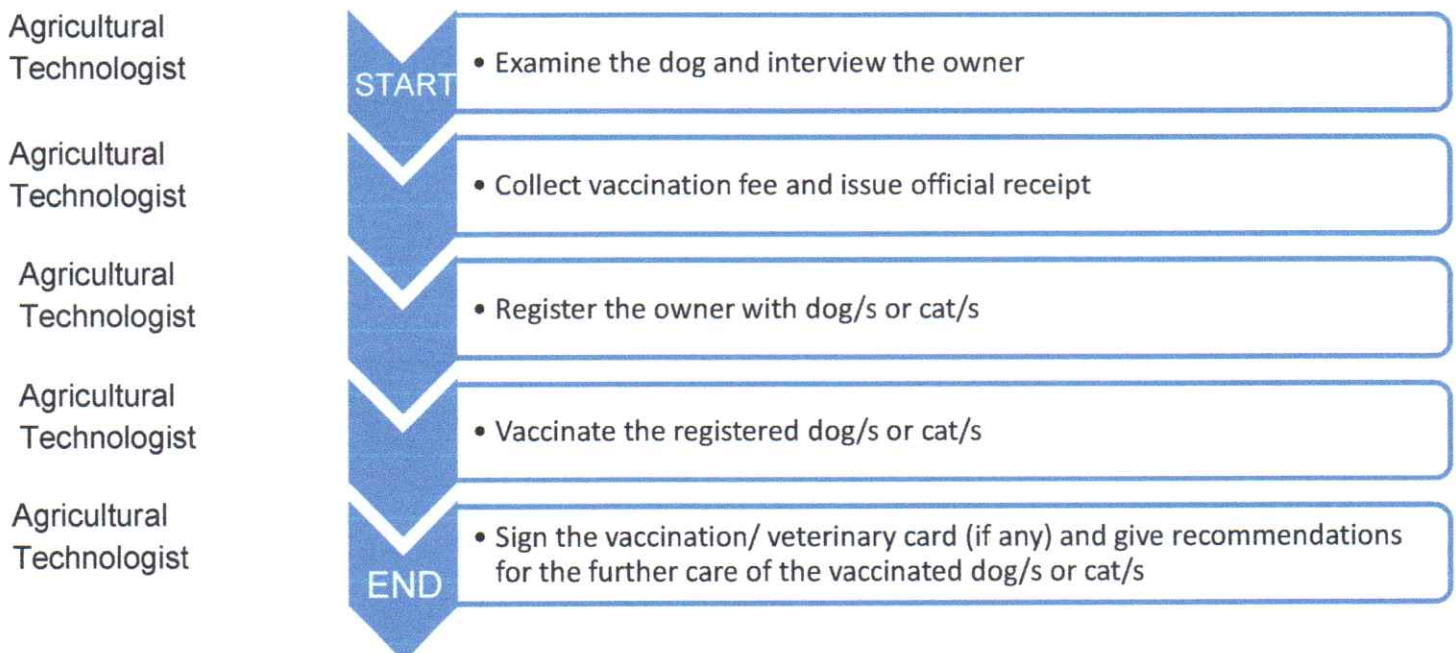
F. HOW TO AVAIL OF THE SERVICE

STEP	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEES	FORMS/ DOCUMENTS
1	Bring the dog/s to the vaccination site on the scheduled barangay	Examine the dog and interview the owner	5 minutes	Agricultural Technologist/ Vaccinator	None	Veterinary Card/ Vaccination Card if there's any

2	Pay for the vaccination fee at the Treasury Office (if walk-in only)	Collect vaccination fee and issue official receipt	5 minutes		Php 100.00	Official Receipt
3	Sign on the acknowledgment receipt	Register the owner and the details of their pets subject to vaccination	3 minutes	Agricultural Technologist	None	
4	Assist the vaccinator during vaccination	Vaccinate the registered dog/s or cat/s	2 minutes	Agricultural Technologist/ Vaccinator	None	
5	Note for the recommendation for the care of the vaccinated dog/s or cat/s	Sign the vaccination/ veterinary card (if any) and give recommendations for the further care of the vaccinated dog/s or cat/s	2 minutes	Agricultural Technologist	None	Veterinary Card/ Vaccination Card if there's any
End of transaction						

G. WORK FLOW

PERSON RESPONSIBLE



SECURING MAO's CERTIFICATION FOR FARMERS AND CERTIFICATION OF LAND CONVERSION

A. ABOUT THE SERVICE

The Municipal Agriculture Office certifies that a client is a registered farmer and a tiller of a certain area of agricultural land. This is issued as a part of a farmer's requirement for a loan application on banks and lending institutions.

Certification of Land Conversion is issued upon the request of a land owner who requests for inspection if a parcel of land has a greater economic value when reclassified from agricultural land to other land classifications.

B. REQUIREMENTS

1. Barangay Agrarian Reform Committee (BARC) Certification and Farmer's ID (For certification to farmers)
2. Land Title and Tax Declaration (For land conversion)

C. FEES

Certification fee

D. DURATION

23 minutes for MAO's Certification for Farmers
1hr and 23 minutes For Certificate of Land Conversion

E. AVAILABILITY OF THE SERVICE

Monday- Friday @ 8:00AM to 5:00PM

F. HOW TO AVAIL OF THE SERVICE

MAO's Certification for Farmers

STEP	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEES	FORMS/ DOCUMENTS
1	Request for certification and submit requirements	Assess the submitted requirements	3 minutes	Agricultural Technologist	None	BARC Certification Farmer's ID
2	Pay for Certification Fee	Note for the payment	10 minutes	Fee Collector at Municipal Treasury Office	Php 100.00	Official Receipt

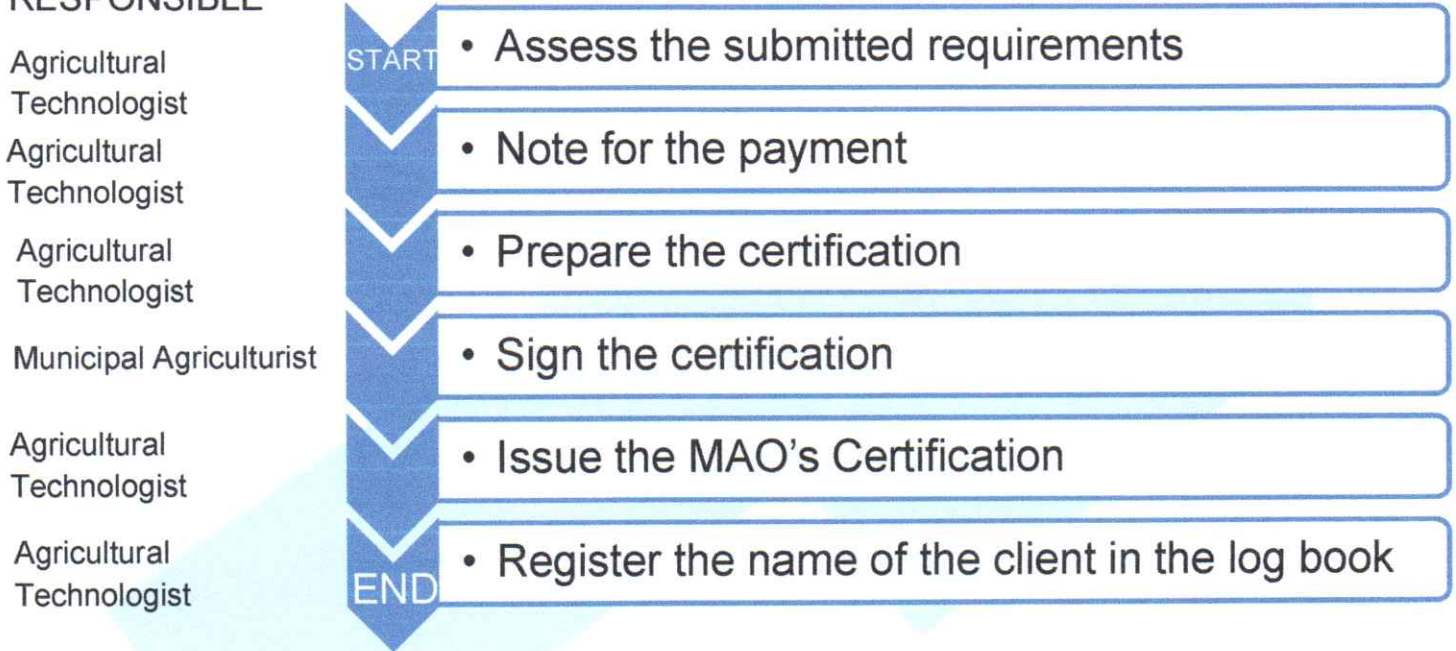
3	Wait for approval	Prepare the certification	5 minutes	Agricultural Technologist	None	
		Sign the certification		Municipal Agriculturist	None	
4	Receive the MAO's Certification	Issue the MAO's Certification	3 minutes	Agricultural Technologist	None	MAO's Certification
5	Sign in the Log Book	Register the name of the client in the log book	2 minutes	Agricultural Technologist	None	
End of transaction						

Certificate of Land Conversion

STEP	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEES	FORMS/ DOCUMENTS
1	Request for certification and submit requirements	Assess the submitted requirements	3 minutes	Agricultural Technologist	None	Land title, Tax declaration
2	Accompany the Municipal Agriculturist/ representative during inspection	Inspect and assess the land parcel subject for conversion	1 hour	Municipal Agriculturist/ Agricultural Technologist	None	
3	Pay for Certification Fee	Note for the payment	10 minutes	Fee Collector at Municipal Treasury Office	Php 100.00	Official Receipt
4	Wait for approval	Prepare the certification	5 minutes	Agricultural Technologist	None	
		Sign the certification		Municipal Agriculturist	None	
5	Receive the MAO's Certification	Issue the MAO's Certification	3 minutes	Agricultural Technologist	None	MAO's Certification
6	Sign in the Log Book	Register the name of the client in the log book	2 minutes	Agricultural Technologist	None	
End of transaction						

G. WORK FLOW

PERSON RESPONSIBLE



SECURING SUBSIDIZED CERTIFIED SEEDS/ FERTILIZERS

A. ABOUT THE SERVICE

As a part of the crop production support program of the government, the Municipal Agriculture Office provides subsidized high quality certified seeds and fertilizers to registered farmers of Paniqui.

B. REQUIREMENTS

Farmer's ID

C. FEES

Depends on the subsidy program if full or partial

D. DURATION

10 minutes for fully subsidized seeds/ fertilizers

5 minutes for partly subsidized seeds/ fertilizers

E. AVAILABILITY OF THE SERVICE

Beginning of Dry Season and Wet Season- Monday to Friday @ 8:00AM to 5:00PM until seed supply lasts

F. HOW TO AVAIL OF THE SERVICE

Fully Subsidized Seeds/ Fertilizers

STEP	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEES	FORMS/ DOCUMENTS
1	Present farmer's ID/ Valid ID	Verify from the Master list of Farmers	3 minutes	Agricultural Technologist	None	Farmer's ID/ Valid ID
2	Sign on the acknowledgement receipt	Register the farmer on the acknowledgement receipt	3 minutes	Agricultural Technologist	None	
3	Receive the claim stub for the seeds	Issue claim stub with authorized signature	2 minutes	Agricultural Technologist	None	
4	Receive seeds/ fertilizers and fill up client satisfaction feedback	Release seeds/ fertilizers to the client	2 minutes	Agricultural Technologist	None	
End of transaction						

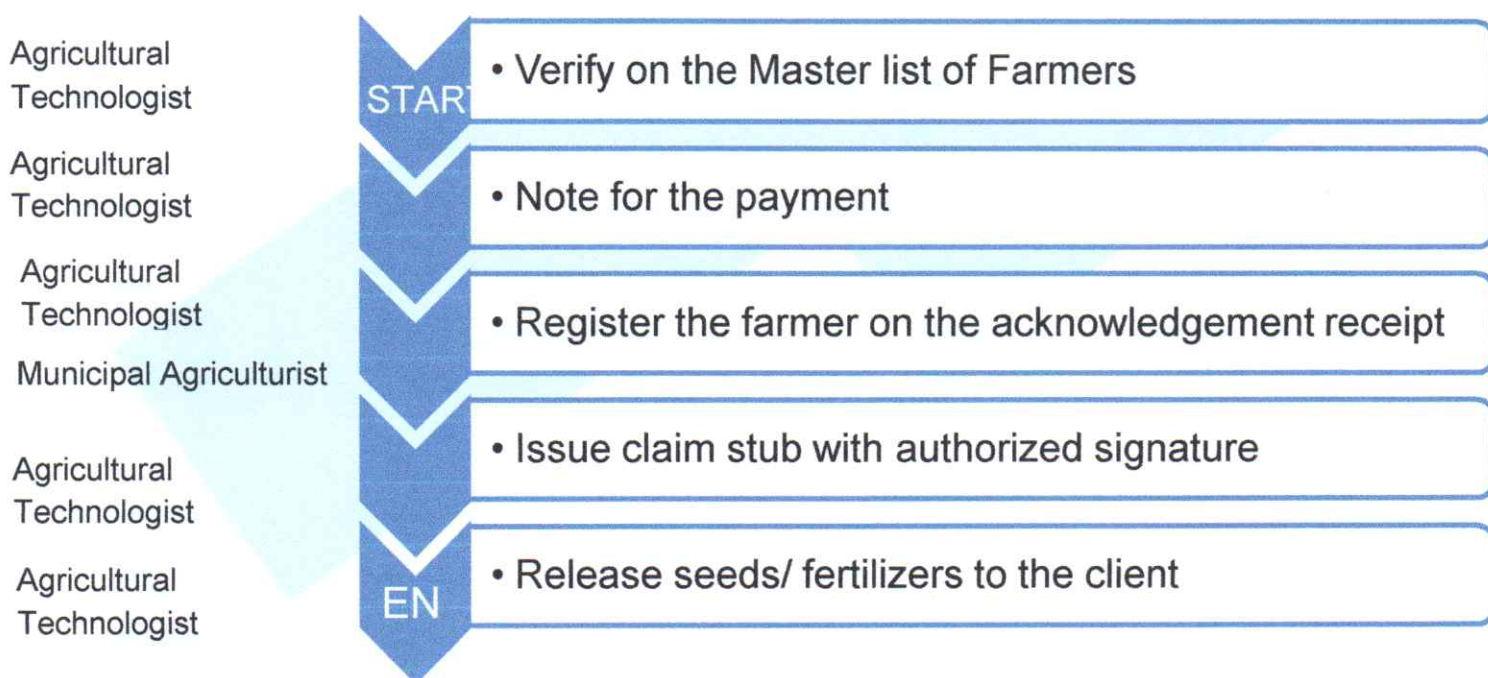
Partly Subsidized Seeds/ Fertilizers

STEP	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEES	FORMS/ DOCUMENTS
1	Present farmer's ID/ Valid ID	Verify on the Master list of Farmers	3 minutes	Agricultural Technologist	None	Farmer's ID/ valid ID
2	Pay counterpart by the farmer	Note for the payment	5 minutes	Agricultural Technologist	Depends on the percent subsidized on the seed price	
	Sign on the	Register the	3 minutes	Agricultural	None	

3	acknowledgement receipt	farmer on the acknowledgement receipt		Technologist		
4	Receive the claim stub for the seeds/ fertilizers	Issue claim stub with authorized signature	2 minutes	Agricultural Technologist	None	
5	Receive seeds/ fertilizers and fill up client satisfaction feedback	Release seeds/fertilizers to the client	2 minutes	Agricultural Technologist	None	
End of transaction						

G. WORK FLOW

PERSON



MUNICIPAL ASSESSOR'S OFFICE

SECURING TAX DECLARATIONS OF NEW BUILDING AND MACHINERIES AND LANDS

A. ABOUT THE SERVICE

The Municipal Assessor's Office is responsible in appraisal and assessment of new buildings and machineries. Any person/individual/Firm/Corporation that owns a real property shall notify the Assessor's Office for an ocular inspection of said real property for taxation purposes.

B. REQUIREMENTS

Certificate of Completion/Occupancy, Floor plans of the building, building permit, Cash Invoice of Machineries, TCT's

C. FEES

Imposition of fees based on:

- Rules and Regulations Implementing the Local Government Code of 1991 under Republic Act 7160.
- Rules XXXI
- Under Act 324 Rates of Levy
- Basic Real Property Tax, Not Exceeding One Percent (1%) of the Assessed Value
- Under Article 326 Additional Levy on Real Property for the Special Education Fund (SEF) as annual tax of one percent (1%) on the Assessed Value of Real Property which shall be in addition to the Basic Real Property Tax.

D. DURATION

62 Minutes

E. AVAILABILITY OF THE SERVICE

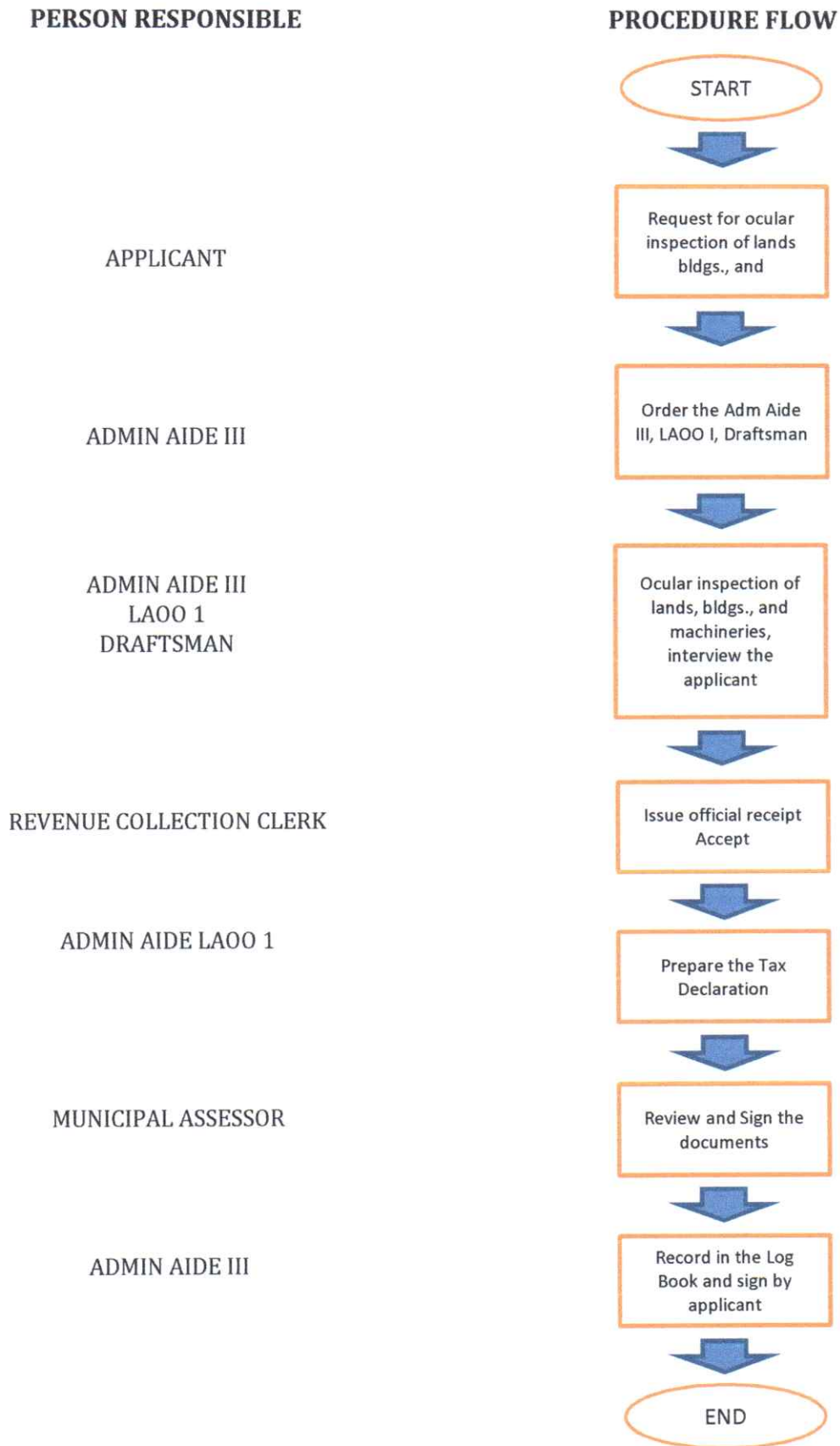
Monday to Friday @ 8:00 AM to 5:00 PM

F. HOW TO AVAIL OF THE SERVICE

STEP	APPLICANT	SERVICE PROVIDER	DECLARATION OF	PERSON IN CHARGE	FEE	FORMS
1	Request for Ocular Inspection of lands, building and machineries	Order the Adm. Aide III, LAOO I, Draftsman	1 Minute	Admin. III/LAOO I Draftsman		
2		Ocular Inspection of lands, buildings and machineries inter the applicant	40 Minutes	Admin. III/LAOO I Draftsman		FAAS
3	Proceed to MTO for the payment of service fee	Issue O.R. Accept Payment			P100.00	
4	Wait for Approval	Prepare the Tax	15 Minutes	Admin. III/LAOO I		Tax Declaration
5		Declaration Review and sign the documents	5 Minutes	Draftsman Municipal Assessor		
6	Claim	Record in the log book and sign by the applicant	1 Minutes	Adm. Aide III		

End of Transaction: Duration of Service - 62 Minutes

WORK FLOW



SECURING TAX DECLARATIONS FOR REAL PROPERTY OWNERSHIP

A. ABOUT THE SERVICE

The Municipal Assessor's Office determines the transfer of property from one owner to another on the basis of required documents. Any person / individual / Firm / Corporation who intends to transfer real property ownership shall notify this office from the date of such transfer.

B. REQUIREMENTS

Transfer Certificate of Title (TCT), Deed of Conveyance, Subdivision Plans, Agreement of Subdivision / Affidavit of Request, Tax Clearance / Tax Receipts, Transfer Tax, Certificate of Authorizing Registration (CAR)

C. FEES

Imposition of Fees based on:

- Rules and Regulation Implementing the Local Government Code of 1991 under Republic Act 7160.
- Rules XXXI
- Under Act 324 rules of Levy
- Basic Real Property Tax, Not Exceeding One Percent (1%) of the Assessed Value
- Under Article 326 Additional Levy on Real Property for the Special Education Fund (SEF) an annual tax of one percent (1%) on the assessed value of real property which shall be in addition to the basic real property tax.

D. DURATION

35 Minutes

E. AVAILABILITY OF THE SERVICE

Monday to Friday @ 8:00 am to 5:00 pm

F. HOW TO AVAIL OF THE SERVICE

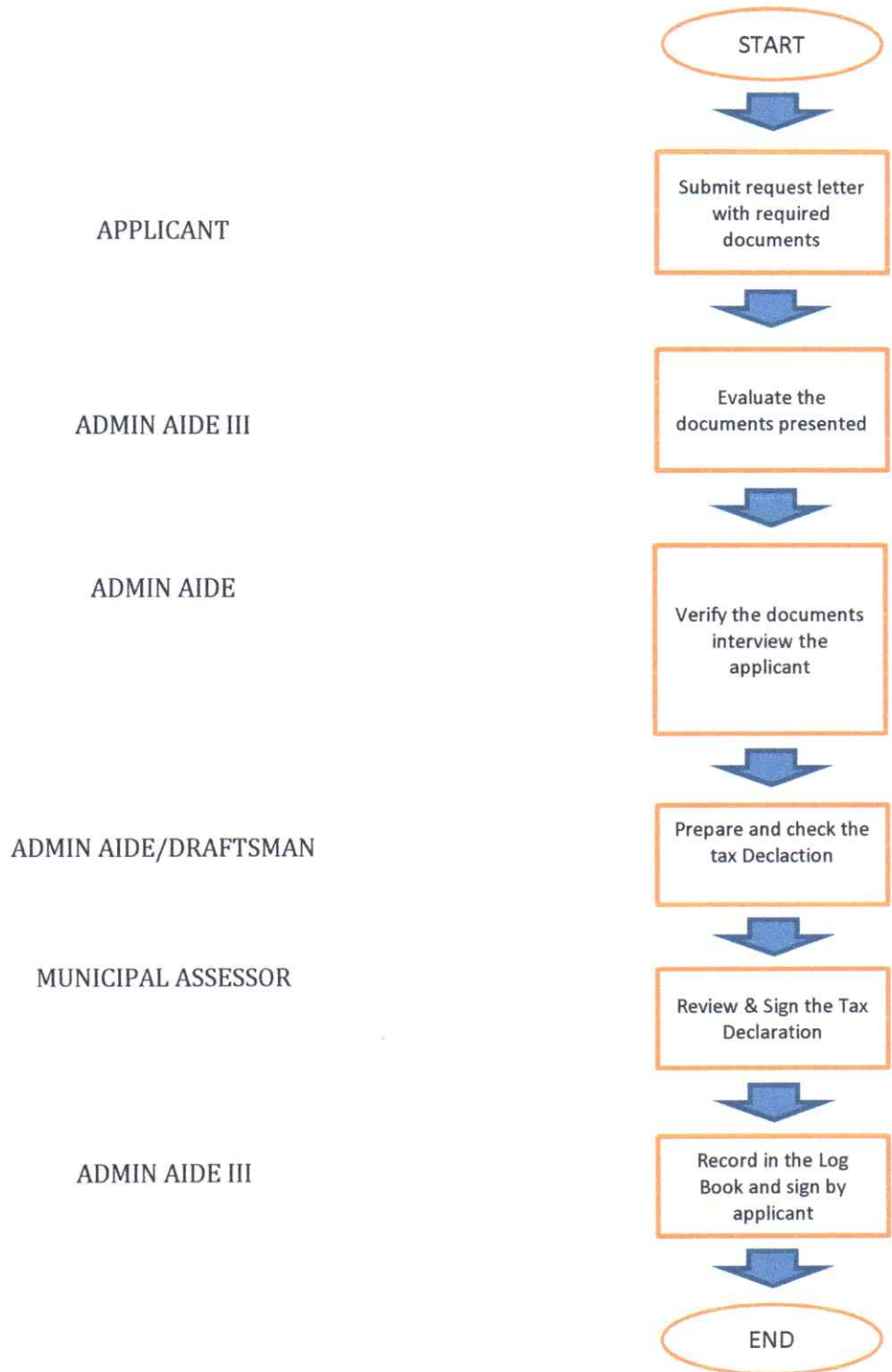
STEP	APPLICANT	SERVICE PROVIDER	DECLARATION OF ACTIVITY	PERSON IN CHARGE	FEEES	FORMS
1	Submit request letter with required documents.	Evalute the Documents presented	4 Minutes	Adm. Aide III		
2	Answer needed Information	Verify documents interview the applicant	10 Minutes	Adm. Aide III		
3	Wait for approval	Prepare and check the tax declaration	15 Minutes	Adm. Aide III Draftsman		
4		Review & Sign the tax declaration	5 Minutes	Municipal Assessor		Tax Declaration
5	Claim	Record in the Log Book and sign by the applicant	1 minute	Adm. Aide III		

End of Transaction: Duration of Service - 35 Minutes

WORK FLOW

PERSON RESPONSIBLE

PROCEDURE FLOW



SECURING VARIOUS CERTIFICATION OF REAL PROPERTIES
(Lands, Buildings and Machineries)

A. ABOUT THE SERVICE

This regulatory service is for concerned individual who wants to secure Transfer Certificate of Title (TCT) as the new owner, of the property likewise it is one of the requirements for loan purposes and other financial institutions and needed as basis of payment of taxes due to Bureau of Internal Revenue (BIR) as supporting document an individual need to secure, Certified of Property holdings / No Property Holdings.

B. REQUIREMENTS

Certification from the Barangay Captain that there is no improvement exists in their properties and updated realty tax.

C. FEES

Imposition of fees based on:

- Article III Section 3.02 of the Revenue Code of 1999 of the Municipality of Paniqui .
- Certification Fee – P 100.00

D. DURATION

20 Minutes

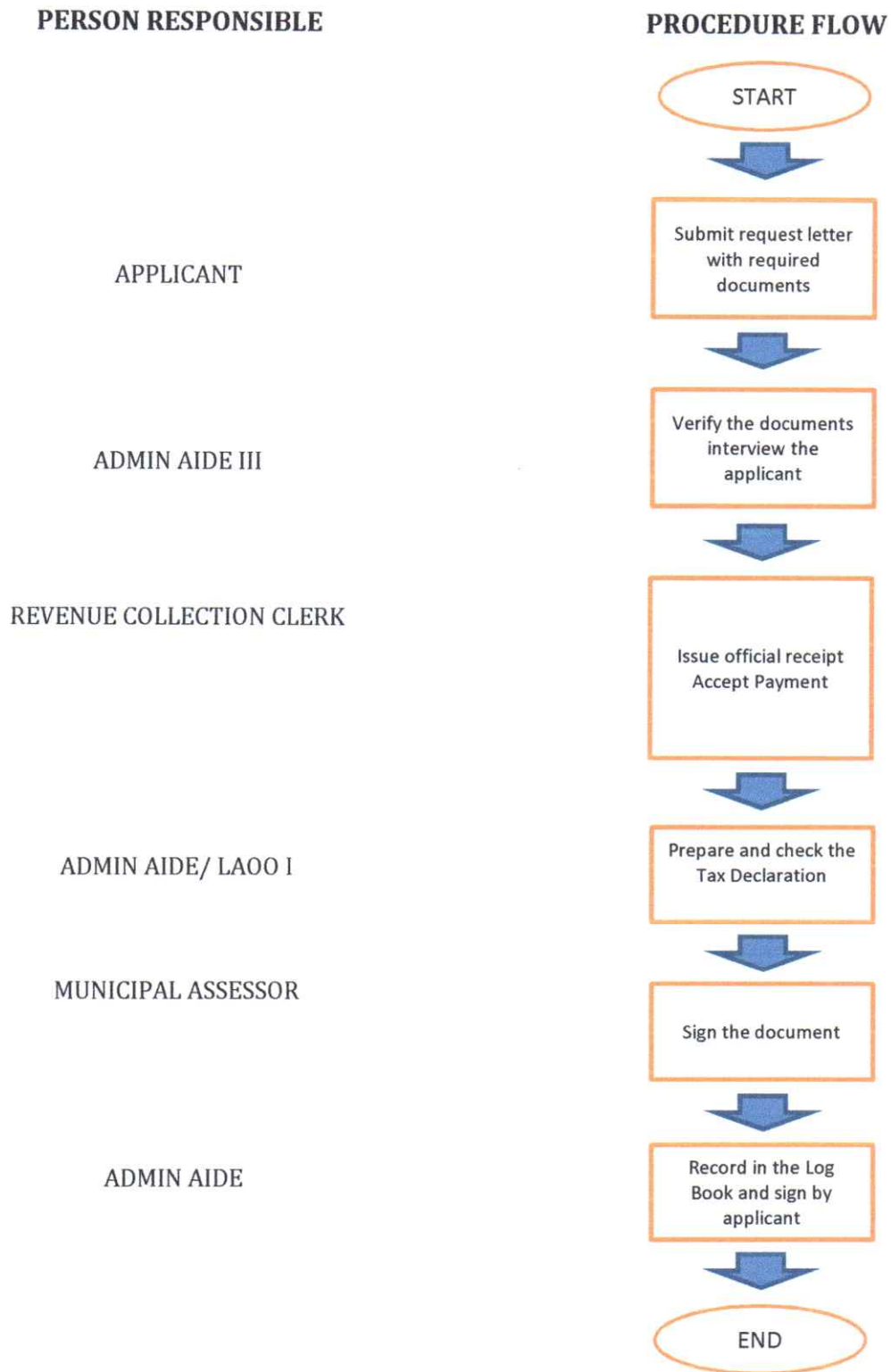
E. AVAILABILITY OF THE SERVICE

Monday to Friday @ 8:00 am to 5:00 pm

STEP	APPLICANT	SERVICE PROVIDER	DECLARATION OF ACTIVITY	PERSON IN CHARGE	FEEES	FORMS
1	Submit request letter with required documents.	Check the Documents	2 Minutes	Adm. Aide III		
2	Answer needed Imformation	Verify documents interview the applicant	3 Minutes	Adm. Aide III		
3	Proceed to MTO for the payment of service fee	Issue O.R. Accept Payment	3 Minutes		P 100.00	Tax Declaration
4	Wait for approval	Prepare and check the tax declaration	10 Minutes	Adm. Aide III LAOO I		
5		Sign the Document	1 minute	Municipal Assessor		
6	Claim	Record in the Log Book and sign by applicant	1 minute	Adm. Aide III		

End of Transaction: Duration of Service - 20 Minutes

WORK FLOW



**RURAL HEALTH UNIT – I
PANIQUE, TARLAC**

PROCEDURES	PROCESSING TIME	PERSON RESPONSIBLE
MEDICAL SERVICES:		
1. Request for Consultation: Client request for medical services / medico-legal certificate, history taking and get the vital signs and record at Electronic Management Record	5 -10 minutes	Hector Untalan Joan Margarete Austria Leah Balacang Joahanna Lyssa Corpuz HRH
2. Consultation and Physical Examination Examine the client, prescribed meds and give medical advise	5 - 10 minutes	Dr. Raymond P. Tañedo
3. Preparation and Issuance of Medicolegal and Medical Certificate MHO prepares the certificate	5 minutes	Dr. Raymond P. Tañedo
IMMUNIZATION:		
1. Interview Data gathering	3 minutes	Rosmaren B. Perez
2. Filing-up of GMRC Data's will be plotted/ recorded at GMRC	2 minutes	Rosmaren B. Perez
3. Vaccination and Recording at TCL & EMR	5 minutes	Rosmaren B. Perez
FAMILY PLANNING:		
1. Interview/ Counseling Client is interviewed and receives counseling on proper FP methods	5 minutes	Hector Untalan Joan Margarete Austria Leah Balacang Rosmaren Perez
2. Physical Examination Examination of client and taking of vital signs	5 – 8 minutes	Hector Untalan Joan Margarete Austria Leah Balacang Rosmaren B. Perez
3. Prescription of proper FP Methods	2 minutes	Hector Untalan Joan Margarete Austria Leah Balacang Rosemaren Perez
PRE-NATAL CHECK-UP:		
1. Interview Pregnant women/ Lactating mothers will be interviewed for their data	3 minutes	Rosmaren B. Perez
2. Filing-up of HBMR Data's will be plotted at recorded at HBMR	2 minutes	Rosmaren B. Perez
3. P.E./TT Immunization/ Recording	5 minutes	Rosmaren B. Perez

DENTAL SERVICES: 1. Interview Getting data of patient 2. Oral Examination 3. Treatment and Management ➤ Oral Prophylaxis ➤ Dental Filing ➤ Tooth extraction	2 minutes	Rose Melegrito
	5 -10 minutes	Dr. Owen Vladimir Domingo
	30 – 40 minutes 30 – 40 minutes 15 – 30 minutes	Dr. Owen Vladimir Domingo
TUBERCULOSIS PROGRAM: 1. Interview Getting data of patient 2. Receive results of sputum microscopy from Med Tech 3. Registration 4. Perform Physical Examination 5. Referral to MHO for medications and instructions. 6. Physical Assessment and prescription of appropriate category of treatment regimen for TB	2 minutes	Hector Untalan
	1 minute	Hector Untalan
	1 minute	Hector Untalan
	3 minutes	Hector Untalan
	1 minute	Hector Untalan
	2 minutes	Dr. Raymond P. Tañedo
LABORATORY SERVICES: (Sputum Microscopy) 1. Collection of sputum specimen 2. Register in the NTP Laboratory register 3. Perform DSSM 4. Record results in the Laboratory request Form for DSSM and in the NTP Laboratory Register / Issuance of results	2 minutes	Fortune P. Abutin
	1 minute	Fortune P. Abutin
	45 minutes	Fortune P. Abutin
	2 minutes	Fortune P. Abutin
SANITARY PERMIT: 1. Request / Interview / Inspection ➤ Gathering of necessary requirements for clearance and submit it to MHO ➤ Inspection of food establishments 2. Assessment The MHO will check all the requirements, if OK, proceed 3. Preparation and Issuance of requested Certificate S.I prepares the certificate and signs along with the MHO	2 minutes	Kathlyn Antonio
	60 minutes	Kathlyn Antonio
	2 minutes	Dr. Raymond P. Tañedo
	5 minutes	Kathlyn Antonio Dr. Raymond P. Tañedo

RURAL HEALTH UNIT II

OUTPATIENT CONSULTATION

A. ABOUT THE SERVICE

The RHU II through its Main Health Center and Barangay Health Stations provide medical assistance and health services available to any person/individual. The Rural Health Center regularly gives Basic and Primary Health care Services for general consultation and treatment of minor cases. Major medical and surgical cases are referred nearby secondary and tertiary hospitals: Luis Tirso M. Rivilla General Hospital, Gilbert Teodoro Hospital and the Tarlac Provincial Hospital.

B. DURATION

17 Minutes

C. SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday from 8:00 AM to 5:00 PM

D. HOW TO AVAIL THE SERVICE

Step	Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Forms
1	Get a number	Provide queuing number	1 minute	Midwife on duty/ / Rural Health Nurse/ Job Order	None	None
1	Request for medical consultation	Interview, take vital signs and medical history and record	2 minutes	Rural Health Staff(Midwife/ Nurse)	None	Medical/ Family record
2	Proceed to physician	Examine client Request for Laboratory works if needed Prescribe medicine Refer to Rural Health Nurse/Midwife to dispense medicines	2 minutes	Rural Health Physician	None	Medical/ Family record
3	Proceed to nurse station for dispense of medicines	Dispense medicine and inform client of the date of the follow-up	1 minutes	Rural Health Staff(Midwife/ Nurse)	None	Prescription slip
5		For referral, give filled-out referral slip form to the health facilities	1 minute	Public Health Nurse/ Rural Health Physician	None	Referral Form
End of Transaction (7 minutes)						

MATERNAL HEALTH CARE SERVICES

A. ABOUT THE SERVICE:

The Rural Health Unit through main health center and satellite Barangay Health Stations provides maternal services to pregnant and lactating mothers. The service includes pre-natal, natal and post-natal care to ensure safe motherhood and deliveries to healthy babies.

B. REQUIREMENT:

Home-based Maternal Record (HBMR)

C. DURATION

10 minutes

D. SCHEDULE OF AVAILABILITY

Monday to Friday from 8:00 AM to 5:00 PM

E. HOW TO AVAIL THE SERVICE

Step	Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Forms
1	Get a number	Provide queuing number	1 minute	Midwife on duty / Rural Health Nurse	None	None
2	Proceed to the midwife's desk for consultation	<ul style="list-style-type: none"> ○ Accomplish the HBMR of the pregnant woman ○ check vital sign to determine the risk factor ○ conduct physical examination of the pregnant woman. Request for Hgb-Hct and Hepa B Screening for the pregnant mother. ○ Orient th epregnant mother for proper nutrition and maternal care ○ Instruct the pregnant mother on the danger signs of pregnancy ○ Advise the mother that provision of micronutrients such as ferrous sulfate and vitamin A depends on trimester of pregnancy of pregnancy. ○ Provide tetanus toxoid 1 to anti para and tetanus toxoid to multipara until they reach the maximum requirement 	5 minutes	Midwife on duty/ Rural Health Nurse/ Rural Health Physician	None	Patients Data Form
3	Claim the medicine/ prescribed drugs and sign medicine dispensing	Issue the available medicine	2 minutes	Midwife on duty/ Rural Health Nurse/ Rural Health Physician	None	Prescription slip
4		For referral, give filled-out referral slip form to the health facilities	2 minutes	Midwife on duty/ Rural Health Nurse/ Rural Health Physician	None	Referral Form

End of Transaction (10 minutes)

ANTI-TUBERCULOSIS DRUGS (NATIONAL TUBERCULOSIS PROGRAM)

A. ABOUT THE SERVICE:

The Rural health unit II (RHU) manages on anti tuberculosis program under the DOH guidelines. This program aims at preventing and controlling the spread and transmission of tuberculosis (TB) in community. The main objectives is to identify, report suspected cases and treat patient with TB providing drugs for free using the DOTS.

B. REQUIREMENT:

Sputum Examination Result
Chest X-ray result

TB Treatment card
TB Registration

C. DURATION

24 minutes

D. SCHEDULE OF AVAILABILITY

Monday to Friday from 8:00 AM to 5:00 PM

E. HOW TO AVAIL THE SERVICE

Step	Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Forms
1	Proceed to the information desk for consultation	<ul style="list-style-type: none"> Interview and register patient's data . Determine if the client is TB symptomatic through the initial assessment on the medical history and record in the initial treatment Record. Conduct physical and medical examination of the client. Instruct how to collect initial sputum. Instruct client to return after 3 days for sputum result. 	2 minutes	Midwife on duty/ Rural Health Nurse/ Rural Health Physician	None	Patients Data Form
2	Submit the sputum specimen		1 minute	Rural Health Med Tech	None	
3		<p>Enrollment of patients:</p> <ol style="list-style-type: none"> Asses if eligible as National Tuberculosis Program Beneficiary If not eligible, proceed to chest x-ray for other categories of treatment. If eligible, enroll patient and issue NTP identification Card. Give info-education about TB Disease and Control and the importance of the directly observed treatment (DOTS) for Short course chemotherapy (SCC) with his/her treatment partner. Issue initial TB drug supply to treatment partner. Instruct where to report for daily intake of TB drugs; and About ff up-sputum re-exam schedule <p>For referral, give filled-out referral slip form to the health facilities</p>	20 minutes	Midwife on duty/ Rural Health Nurse/ Rural Health Physician	None	Treatment Form / Card
			1 minutes	Midwife on duty/ Rural Health Nurse/ Rural Health Physician	none	Referral Form

End of Transaction (24 minutes)

FAMILY PLANNING SERVICES

A. ABOUT THE SERVICE:

The FAMILY PLANNING Service includes basic Family Education, information on different Family planning Methods as well as Family Planning Counseling to all women of reproductive age and it is also provides family planning commodities. It can also provide mothers of malnourished children and malnourished pregnant and lactating mother's information on nutrition geared toward improving nutritional status

C. DURATION

9 minutes

D. SCHEDULE OF AVAILABILITY

Monday to Friday from 8:00 AM to 5:00 PM

E. HOW TO AVAIL THE SERVICE

Step	Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Forms
1	Get a number	Provide queuing number	1 minute	Midwife on duty/ / Rural Health Nurse/ Job Order	None	None
2	Proceed to the information desk for consultation	<ul style="list-style-type: none"> Interview and ask to fill –up the family planning form Get vital signs, asses and conduct initial physical examination before referral to the physician 	2 minutes	Midwife on duty/ Rural Health Nurse/ Rural Health Physician	None	Family Planning Data Form
4		Give medical advice and prescribe appropriate medicine <ul style="list-style-type: none"> Counsel the client on the family planning methods available. Orient on the family planning method selected Remind on the regular follow up and pap smear schedule 	3 minutes	Rural Health Physician/ Rural Health Nurse/ Midwife on duty	None	Prescription slip
5	Claim the medicine/ prescribed drugs and sign medicine dispensing	Issue the available medicine	1 minute	Midwife on duty/ / Rural Health Nurse/ Job Order	None	Prescription slip
6		For referral, give filled-out referral slip form to the health facilities	2 minutes	Public Health Nurse/ Rural Health Physician	None	Referral Form

End of Transaction (9 minutes)

EXPANDED IMMUNIZATION PROGRAM

A. ABOUT THE SERVICE:

The Expanded Program for Immunization gives free immunization to infant/child who is eligible. These vaccines are administered to promote health and protect infant/child from disease causing agents. The EPI service also motivates parents to submit their child to immunization and provide health teachings on benefits and importance of immunization. EPI offers:

- **BCG at Birth**
- **Penta** - (DPT, Hepa B, Hib) 6 weeks up to 11 months
- **PCV** - 6 weeks up to 11 months
- **MMR** - 1 year to 1 and 2 months

- Hepa B at Birth** - 6 weeks up to 11 months
- OPV/IPV** - 9 months
- Measles** - for Pregnant Women
- Tetanus Toxoid**

B. DURATION
5 minutes

C. SCHEDULE OF AVAILABILITY
Monday to Friday from 8:00 AM to 5:00 PM

D. HOW TO AVAIL THE SERVICE

STEP	PATIENT	SERVICE PROVIDER	DURATION	FEES	FORM
1	Get a Number	Give queued number	1 minute	None	None
2	Proceed to vaccination room/table and present the EPI card	<ul style="list-style-type: none"> ➤ Interview the parent/guardian of the child <ul style="list-style-type: none"> • Register the data and fill out the EPI card (for new patient) ➤ Assess and get the vital signs of the child. <ul style="list-style-type: none"> • Look for the card to know what vaccine you should give. ➤ Orient the parents/guardian about the vaccine and the side effects of it. ➤ Educate parents on how to handle side effects. ➤ Remind parents when the next visit is. ➤ Sign the EPI card what vaccine has been given. 	3 minutes	None	EPI Card/Form
3		<p><i>For Referral:</i></p> <p>Give filled out referral form to the health facilities</p>	1 minutes	None	Referral Form

End of Transaction: 5 minutes

A. ABOUT THE SERVICE

The Public Health Dentist provides Dental Services to any person / individual. The Dentist conduct schedule visit to Daycare Center to provide Oral Health Education and tooth brushing Drill to Daycare pupils, and also visit different Barangay Health Station under Rural Health Unit II with the Midwife for prenatal check-up.

- * Tooth Extraction
- * Tooth Cleaning
- * Fluoride Application (as early as 9 months)

B. Duration

15 hour and 38 minutes

C. SCHEDULE OF AVAILABILITY OF SERVICE:

Monday and Friday – 8:00 AM to 5:00 pm Tooth Extraction
 Tuesday – 8:00 AM to 5:00 PM Prenatal check-up
 Thursday – 8:00 AM to 5:00 PM Day care Visit Tuesday and Thursday from 8:00 AM to 5:00 PM

E. HOW TO AVAIL THE SERVICE

Step	Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Forms
1	Get a number	Provide queuing number	1 minute	Midwife on duty// Rural Health Nurse/ Job Order	None	None
1	Request for dental consultation	Interview, take vital signs and medical history and record	2 minutes (old patient) 3 Minutes (new patient)	Dental Aide	None	Dental Record
2	Proceed to Dentist	Examining and Administration of Dental Care Give Dental Advice. Prescribe medicine Refer to Rural Health Nurse/Midwife to dispense medicines	10 minutes	Rural Health Dentist	None	Dental Record
3	Proceed to nurse station for dispense of medicines	Dispense medicine and inform client of the date of the follow-up	1 minute	Rural Health Staff(Midwife/ Nurse)	None	
End of Transaction (15 minutes)						

ENGINEERING OFFICE

1. Issuance of Building Permit

2. Issuance of Ancillary Permits

- a. Architectural Permit
- b. Civil/Structural Permit
- c. Electrical Permit
- d. Mechanical Permit
- e. Sanitary Permit
- f. Plumbing Permit
- g. Electronics Permit

3. Issuance of Accessory Permits

- a. Ground Preparation and Excavation
- b. Encroachment of Foundation to Public Area
- c. Fencing
- d. Sidewalk Construction
- e. Temporary Sidewalk Enclosure and Occupancy
- f. Erecting
- g. Repair/Renovation
- h. Removal of Sign
- i. Demolition

A. ABOUT THE SERVICES

To safeguard Life, Health, Property and Public Welfare, consistent with the principles of sound environmental management and control; and to this end, make it the purpose to provide for all buildings and structures, a framework of minimum standards and requirements to regulate and control their location, site, design, quality of materials, construction, use, occupancy and maintenance.

B. REQUIREMENTS

1. Duly accomplished prescribed application form/s
2. Proof of Ownership
 - a. Certified True Copy of OCT/TCT
 - b. Tax Declaration
 - c. Current Real Property Tax Receipt
 - d. In case the applicant is not the registered owner of the lot, in addition to the above: duly notarized copy of the Contract of Lease or Deed of Absolute Sale or Consent Letter from the owner.

3. 5 Sets of survey plans, design plans, specifications and other documents prepared, signed and sealed by a duly licensed and registered professionals.

4. Architectural Documents

- a. Architectural Plans/Drawings
- b. Architectural Interiors/Interior Design
- c. Plans and Specific Locations of all accessibility facilities of scale of at least 1:100
- d. Detailed Design of all such Accessibility Facilities
- e. Fire Safety Documents
- f. Other Related Documents

5. Civil/Structural Documents

- a. Site Development Plan
- b. Structural Plan
- c. Structural Analysis and Design except for one storey and single detached building or structure
- d. Boring and Load Test for buildings/structures of three (3) storey and higher
- e. Seismic Analysis
- f. Other Related Documents

6. Electrical Documents

Electrical Plans and Technical Specifications

7. Mechanical Documents

8. Sanitary Documents

9. Plumbing Documents

10. Electronic Documents

11. Geodetic Documents

12. Clearance from other Agencies

- a. Locational Clearance –Municipal Zoning Administration
- b. Whenever necessary, written clearances shall be obtained from various authorities exercising and enforcing regulatory functions:

- i. Department of Public Works and Highways (DPWH)
- ii. Air Transportation Office (ATO)
- iii. Housing and Land Use Regulatory Board (HLURB)
- iv. Department of Tourism (DOT)
- v. Local Government Unit (LGU)
- vi. Department of Environment and Natural Resources (DENR)
- vii. Department of Transportation and Communication (DOTC)
- viii. Department of Interior and Local Government (DILG)
- ix. Department of Education (DepEd)
- x. National Water Resources Board (NWRB)
- xi. Department of Agrarian Reform (DAR)
- xii. Department of Agriculture (DA)
- xiii. Department of Labor and Employment (DOLE)
- xiv. National Housing Authority (NHA)
- xv. National Council for the Welfare of Disabled Persons (NCWDP)

C. FEES

Based on the National Building Code of the Philippines (P.D. 1096)

D. DURATION

- D.1 Building Permit – 1 hour & 40minutes
- D.2 Occupancy Permit – 1 hour & 38 minutes
- D.3 Others – 45 minutes

E. AVAILABILITY OF THE SERVICE

Monday to Friday 8:00am – 5:00pm

- Issuance of Application Forms
- Receive Application Documents
- Assess/Evaluate Documents
- Preparation of Permits
- Issuance/Release of Permits

Monday to Friday – as needed

Site Inspection

HOW TO AVAIL OF THE SERVICE

(Building Permit)

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1	Secure forms & Inquire requirements	Issuance application forms & list of requirements	10 minutes	Admin. Aide III	None	Bldg./Structural/Electrical/Plumbing/Sanitary/Mechanical
2	Submit accomplished Application Forms together with Set of Plans & Estimates	Evaluate Application Forms and Set of Plans/Estimates and assess payment	30 minutes	Draftsman 1B/ Admin. Aide III	None	Bldg./Structural/Electrical/Plumbing/Sanitary/Mechanical
3	Pay permit fees	Accept payment and issue OR	5 minutes	Treasury Staff	Based on area	

4	Submit other required documents/clearances such as Permit Fees, Zoning, Location al, Fire & SB Checklists , etc.	Review/Check Permit Fees/Documents/Clearances presented/ Site Inspection	45 minutes	Draftsman 1B/ Admin. Aide III	none	
5	Wait for Approval	Present/Submit all documents /clearances to the Municipal Engineer for further evaluation & approval	15 minutes	Admin. Aide III/Municipal Engineer	none	
6	Claim Permit	Release Permit	5 minutes	Admin. Aide III	none	
End of Transaction (1 hour and 50 minutes excluding securing clearances from other agencies and site inspection)						

HOW TO AVAIL OF THE SERVICE (Occupancy Permit)

ST EP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATIO N OF ACTIVITY	PERSON IN CHARG E	FEES	FORMS
1	Submit accomplish ed Application Forms	Evaluate Application Forms and Set of Plans/Estimates and assess payment	20 minutes	Draftsm an 1B/Ad min. Aide III	None	Certificate of Completion/O ccupancy Permit
2	Pay permit fees	Accept payment and issue OR	5 minutes	Admin Aide III (MTO)	Base d on area	
3	Submit other required documents such as Constructio n Logbook, Fire Clearance & Pictures	Review/Check Permit Fees/Document s/Clearances presented	30 minutes	Draftsm an 1B/Ad min. Aide III	none	
4	Request for Inspection	Actual Site Inspection	30 minutes	Draftsm an 1B /Electri cian/ Admin. Aide III	none	
5	Wait for Approval	Present/Submit documents/cle arances to the Municipal Engineer for further evaluation & approval	10 minutes	Munici pal Engineer	none	
6	Claim Permit	Release Permit	3 minutes	Admin. Aide	none	
End of Transaction (1 hour and 38 minutes excluding securing clearances from other agencies)						

MUNICIPAL TREASURY OFFICE

SECURING COMMUNITY TAX CERTIFICATE

A. ABOUT THE SERVICE

Community Tax (a tax for being a resident and member of a community) is collectible by municipality treasurer.

B. INDIVIDUALS LIABLE TO COMMUNITY TAX

- Every inhabitant of the Philippines eighteen (18) years of age or over who has been regularly employed.
- Every individual who is engaged in business or occupation or who owns real property with an aggregate value of One thousand pesos (1,000.00)
- Individuals who is required by law to file an income tax return

C. REQUIREMENTS

1. Previous Community Tax Certificate (Cedula) if any.
2. Valid I.D if any.
3. Approved business assessment form (for businesses)
4. Payslip or Certificate of Employment

D. FEES

- For Individual Taxpayers
 1. Basic Tax of Five Pesos(P5.00)
 2. Additional tax of not exceeding Five Thousand Pesos P 5,000.00 for the following:
 - a) Gross receipts or earnings derived from business during the preceding year – P1.00 for every P1,000.00
 - b) Salaries or gross receipts or earnings derived from the exercise of profession or the pursuit of any occupation during the preceding year – P1.00 for every P1,000.00
 - c) Income from Real Property during the preceding year – P1.00 for every P1,000.00
- For Corporate Taxpayer
 1. Basic Tax of Five Hundred Pesos (P500.00)
 2. Additional tax of not exceeding Ten Thousand Pesos (P10,000.00) for the following:
 - a) Assessed value of real property – P2.00 for every P5,000.00

- b) Gross receipts or earnings derived from business in the Philippines during the preceding year – P2.00 for every P5,000.00

E. EXEMPTIONS

The following are exempt from the community tax:

- a) Diplomatic and consular representatives
- b) Transient visitors when their stay in the Philippines does not exceed three (3) months.

F. DURATION

2 Minutes

G. AVAILABILITY OF THE SERVICE

Monday to Friday from 8:00 AM to 5.00 PM

F. HOW TO AVAIL OF THE SERVICE

ISSUANCE OF COMMUNITY TAX CERTIFICATE

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1.	Fill up basic information form & present ID	Interview Client	1 Minute	J.O/RCC I		Basic Information Form
2.	Payment of Fees	Issue Community Tax Certificate and accept payment	½ Minute	J.O/RCC I	It depends if Individual or Corporate Taxpayer Minimum Fees of Thirty Five Pesos (P35.00) Plus 2% interest per month if payment is made starting March to December	
3.	Signature & Thumbmark	Assist client for signature & thumbmark	½ Minute	J.O/RCC I		

END OF TRANSACTION

TIME DURATION: 2 Minutes

SECURING MAYOR'S PERMIT/MTOP

A. ABOUT THE SERVICE

Any person who is a resident of this Municipality operating tricycle(s) shall pay the Mayor's Permit & Motorized Tricycle Operators Permit (MTOP) from the designated personnel in the office of the Municipal Treasurer.

B. REQUIREMENTS

- Certificate of Registration & Official Receipt (LTO Reg.)
- Barangay Clearance
- Emission Test Certification
- Community Tax Certificate (Cedula)
- FEPTODA Certification
- Mayor's Permit (for MTOP)

C. FEES

Based on Municipal Ordinance No. 01-2001 known as the Municipality of Paniqui Tricycle Ordinance of 2001.

Franchise Fee	-P 50.00
Filing Fee	- 50.00
MTOP Fee	- 50.00
Service Fee	- <u>20.00</u>
	P 170.00
Mayor's Permit	P 150.00
Sticker	<u>10.00</u>
	P160.00

➤ PENALTY & SURCHARGES

Twenty Five Percent (25%) penalty and Two Percent (2%) surcharge for every succeeding month starting February.

D. AVAILABILITY OF THE SERVICE

Monday to Friday from 8:00 a.m. to 5:00 a. m.

E. DURATION

30 minutes

F. HOW TO AVAIL OF THE SERVICE

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1.	Submit complete requirements	Check/verify requirements submitted	1 Minute	RCC II/J.O		Checklist of Requirements
2.	Payment of Fees	Issue Official Receipts	1 Minute	RCC II/J.O	MTOP Fees P170.00 Mayor's Permit P160.00 <i>Penalty & Surcharges may apply</i>	
3.	Signature	Prepares/Type MTOP Forms	2 Minutes	RCC II/J.O		Annex 2-MTOP Application Form Annex 4-MTOP Permit Annex 6-MTOP Confirmation
4.	Submit Forms to Mayor's Office for Approval	Check/Verify MTOP Documents for signature of Municipal Mayor	3 Minutes	Mayor's Staff/ Municipal Mayor		
5.	Receive MTOP/Mayor's Permit & Sticker	Release of MTOP/Mayor's Permit	1 Minute	Mayor's Staff		
END OF TRANSACTION						
TIME DURATION: 8 Minutes						

SECURING BUSINESS PERMITS/LICENSE

A. ABOUT THE SERVICE

Any individual who wants to engage in business or occupation within the Municipality of Paniqui must secure a business permit/license from the Licensing Section of the Municipal Treasury Office.

B. REQUIREMENTS

For New Business

- Proof of business registration, incorporation, or legal personality (i.e. DTI/SEC/Cooperative Development Authority (CDA) registration);

Note: In certain cases like Sari-Sari Stores not using any or without business name the requirement of DTI/SEC registration may be dispense with during initial registration (see Act No. 3883).

- Basis for computing taxes, fees, and charges (e.g. business capitalization);
- Occupancy Permit, if required by national laws (e.g. Building Code) and local laws;
- Contract of Lease (if Lessee); and
- Barangay clearance (for business which are not required occupancy permits).
- Sanitary Permit / Health Clearance
- Valid Fire Safety Inspection Certificate

For Renewal of Business Permit

- Basis for computing taxes, fees, and charges (e.g. Income Tax Returns); and
- Barangay clearance
- Sanitary Permit / Health Clearance
- Valid Fire Safety Inspection Certificate
- Market clearance (for Stall holders)
- Occupancy Permit /Annual Inspection Certificate

C. TAX ON BUSINESS

D. FEES

Based on Article II Section 2:01 of the Revenue Code of 1999 of the Municipality of Paniqui.

Schedule A – Manufacturers – table More than 6M-.00375 OR .337% on GS

Schedule B – Wholesale, Distributor or dealers – Use table More than 2M-.005 or 1/2%

Schedule C – Manufacturers, Retailers, exporter etc. of ESSENTIAL COMMODITIES

GS 4000,000 or less -1% or -.01
Excess of 400,000 - .1/2 or -.05

Schedule D – On Retailers=

GS 400,000 or less – 2% or -.02
Excess of 400,000 -1% or -.01

Schedule E – Contractors& Independent contractors - .55 or .005 of GS.

Schedule F – On Banks & Other financial institution.
.55 or .005 on GS.

Schedule H – Other business not mentioned above -2%

- Any business engages in the production, manufacturers, refining distribution or sale of gasoline % other petroleum products shall not be subject to any local tax.

Schedule G – On Cafes, Cafeteria, ice cream & refreshment, parlors, restaurants, soda fountain, bass, carinderias or food caterer.
GS 2%

Schedule P – Tax on Hotels.....P 3,000/yr.

Schedule R – Real estate dealers

- 1- Subdivision operators P .50/sq. meters
- 2- Lesson of real estate based on gross receipt 1,000 exempt

10,000 or more but less than 20 ,000	160,00
20,000 or more but less than 30,000	320,00
30,000 or more but less than 50,000	520,00

P 10,000 for every 1,000 in excess of 50,000 for real property used for purposes other than residential.

Schedule U – Private Cemeteries & Memorial Parks.

- 1- Less than 2 hectaresP 1,200.00
- 2- Less than 3 hectaresP 1,300.00
- 3- Less than 4 hectares.....P 1,500.00

Schedule W – Operators or owners of rice & corn mills – Milling
-1/4% or .0025 on GR.

Schedule A to F based on Local Government Code

E. DURATION: 37 minutes

F. AVAILABILITY OF THE SERVICE

Monday to Friday from 8:00 a.m. to 5:00 a.m.

Steps for the Registration of New Businesses

Step No.	Client		LGU		Processing Time, Including Waiting Time
	Step	Documentary Requirement	Offices	Required Actions	
1	File application for new business application	Filled up Unified Form DTI/SEC/CDA registration Occupancy Permit If required by local laws (ideally, no physical copy) Contract of lease (if lessee)	Frontline-BPLO	Review and validate submission Assess eligibility for renewal based on record of business with Occupancy Permits transmitted previously by C/MEO/OBO Endorse to next step	1 hour at most
2	One-time assessment of taxes, fees and charges	All documents from Step 1	BOSS Backroom -C/MTO -BFP Frontline-BPLO	Assessment of business taxes, charges and fees, and fire safety fees Preparation of tax order of payment (ToP) Issue ToP and advise to pay at the Pay counters	1 to 2 hours
3	One-time payment of taxes, fees and charges, receipt of OR, and claim Mayor's Permit and other regulatory permits and clearances	All documents from Step 2	Frontline-C/MTO, BFP (co-located) BOSS Backroom -C/MTO -BPLO -Other offices (if necessary) Frontline-BPLO C/MTO, BFP	Accept payment Print OR, print and sign (if applicable) Mayor's permit, and other clearances Issue OR, Mayor's permit and other clearances	1 to 2 hours

Steps for Renewal of Business Permits

Step No.	Client		LGU		Processing Time, Including Waiting Time
	Step	Documentary Requirement	Offices	Required Actions	
1	File application for renewal of business permits	Filled up Unified Form Barangay Clearance Income Tax Returns for previous year	Frontline-BPLO	Review and validate submission Assess eligibility for renewal based on consolidated negative list consisting of positive findings Endorse to next step	5 to 30 minutes
2	One-time assessment of taxes, fees and charges	All documents from Step 1	BOSS Backroom -C/MTO -BFP Frontline-BPLO	Assessment of business taxes, charges and fees, and fire safety fees Preparation of tax order of payment (ToP) Issue ToP and advise to pay at the Pay counters	1 to 2 hours
3	One-time payment of taxes, fees and charges, receipt of OR, and claim Mayor's Permit and other regulatory permits and clearances	All documents from Step 2	Frontline-C/MTO, BFP (co-located) BOSS Backroom -C/MTO -BPLO -Other offices (if necessary) Frontline-BPLO C/MTO, BFP	Accept payment Print OR, print and sign (if applicable) Mayor's permit, and other clearances Issue OR, Mayor's permit and other clearances	1 to 2 hours

MUNICIPAL PLANNING AND DEVELOPMENT OFFICE

SECURING ZONING/LOCATIONAL CLEARANCE (LC) & PRELIMINARY APPROVAL AND LOCATIONAL CLEARANCE (PALC)

A. ABOUT THE SERVICE

Zoning/Locational Clearance (LC) and Preliminary Approval and Locational Clearance (PALC) are clearances or permits issued to a certain project that is allowed under the provisions of the Zoning Regulations of the Municipality pursuant to section 20 of RA 7160 as well as other standards, rules and regulations on land use.

B. APPLICATION REQUIREMENTS:

1. Duly accomplished and notarized application form.
2. Vicinity map
3. Site development Plan.
4. Certificate of ownership of the land, any of the following:
 - 4.1 Photocopy OCT/TCT registered in the name of the applicant.
 - 4.2 Tax Declaration declared in the name of the applicant plus certification from the Registered of Deeds/ Bureau of Lands that subject parcel of land is not yet registered in the name of any other person.
 - 4.3 Deed of Sale or Contract of Lease plus photocopy of TCT.
 - 4.4 Authorization from the registered owner allowing applicant to use subject parcel of land plus TCT.
 - 4.5 Bill of Materials/Cost Estimates
 - 4.6 Locational Clearance Fee

Additional Requirements for special projects like, piggery, poultry, cellsite, gasoline station, et. al.

1. Environmental Compliance Certificate or Certificate of Non-Coverage (ECC/CNC) from the Environmental Management Bureau (EMB) of the DENR.
2. If Non-Conforming Land Use, secure DAR conversion clearance or Sanguniang Bayan Reclassification.
3. Barangay Clearance/Resolution on the project.
4. Written conformity/non-objection from adjacent neighbors. Written conformity/non-objection from Homeowners Association of adjacent subdivision project/s. Written conformity/non-objection from owner/developer of adjacent subdivision project/s.

C. 2011 Revenue Code/ 2006 Zoning Ordinance/ Housing and Land Use Regulatory Board (HLURB) 2004 SCHEDULE OF FEES:

C.1 LOCATIONAL CLEARANCE

C.1.A Single residential structure attached or detached

- | | |
|-------------------------------|---|
| 1.1) Php 100,000.00 and below | Php100.00 |
| 1.2) Over Php100,000.00 | Php100.00+1/10 of 1% in excess of Php 100,000.00 |

C.1.B Apartment/Townhouses

- | | |
|-------------------------------|---|
| 2.1) Php 500,000.00 and below | Php500.00 |
| 2.2) OverPhp500,000 | Php 500.00 +1/10 of 1% of cost in excess of doors)
Php500,000.00 (regardless of the number |

C.1.C Dormitories

- | | |
|------------------------------|--|
| 3.1) Php500,000.00 and below | Php400.00 |
| 3.2) Over Php500,000.00 | Php400.00 +1/10 of 1% of cost in Excess of doors)
Php100,000.00 (regardless of the number |

C.1.D Institutional

- Project cost of which is:
- | | |
|--------------------------|--|
| 4.1) Below Php100,000.00 | Php1,000.00 |
| 4.2) Over Php100,000.00 | Php1,000.00 +1/10of 1% of cost in excess of
Php1,000.00 |

C.1.E Commercial, Industrial and Agro-Industrial Project Cost of which is:

- | | |
|--------------------------|---|
| 5.1) Below Php100,000.00 | Php 1,000.00 |
| 5.2) Over Php100,000.00 | Php 1,500.00 + 1/10of 1% of cost in excess of
100,000.00 |

C.1.F Special Uses/ Special Projects

- (Gasoline station, cellsite, slaughter house, treatment plant, etc.)
- | | |
|-------------------------|---|
| 6.1) BelowPhp100,000.00 | Php1,000.00 |
| 6.2) Over Php100,000.00 | Php1,000.00 +1/10 of 1% of cost in Excess of
Php100,000.00 |

C.2 PRELIMINARY APPROVAL AND LOCATIONAL CLEARANCE

C.2.A Approval of Subdivision Plan (Residential)

- | | |
|--|--|
| 1.) Preliminary Approval and Locational Clearance (PALC)/Preliminary Subdivision Development Plan (PSDP) | Php 250/ha. for the first five (5) hectares |
|--|--|

<p>a.) For every additional hectare or a fraction thereof</p> <p>2.) Final Approval & Development Permit</p> <p>of</p> <p>a.) Additional Fee on floor area of houses/buildings sold with the lot</p> <p>3.) Inspection Fee</p>	<p>Php 100.00/ha.</p> <p>Php1, 200.00/ha regardless density</p> <p>Php2.00/sq. m.</p> <p>Php 1,000.00/ha. Regardless of density (DP, CRL, ETD, COC, etc.)</p>
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C.2.B Approval of Farm lot Subdivision

<p>1.) Preliminary Approval and Locational Clearance</p> <p style="padding-left: 20px;">a.) For the first five (5) hectares</p> <p style="padding-left: 20px;">b.) For every additional hectare</p> <p>2.) Final Approval and Development Permit</p> <p>3.) Inspection Fee</p>	<p>Php 200.00/ha.</p> <p>Php50.00/ha.</p> <p>Php500.00/ha.</p> <p>Php300.00/ha.</p>
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C. 2.C Approval of Commercial Subdivision

<p>1.) Preliminary Approval and Locational Clearance</p> <p style="padding-left: 20px;">Inspection Fee</p> <p>2.) Final Approval and Development Permit</p>	<p>Php 300/ha.</p> <p>Php 1,000/ha. regardless of location</p> <p>Php 5,000/ha. regardless of location</p>
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D. DURATION

- a) 35 Minutes

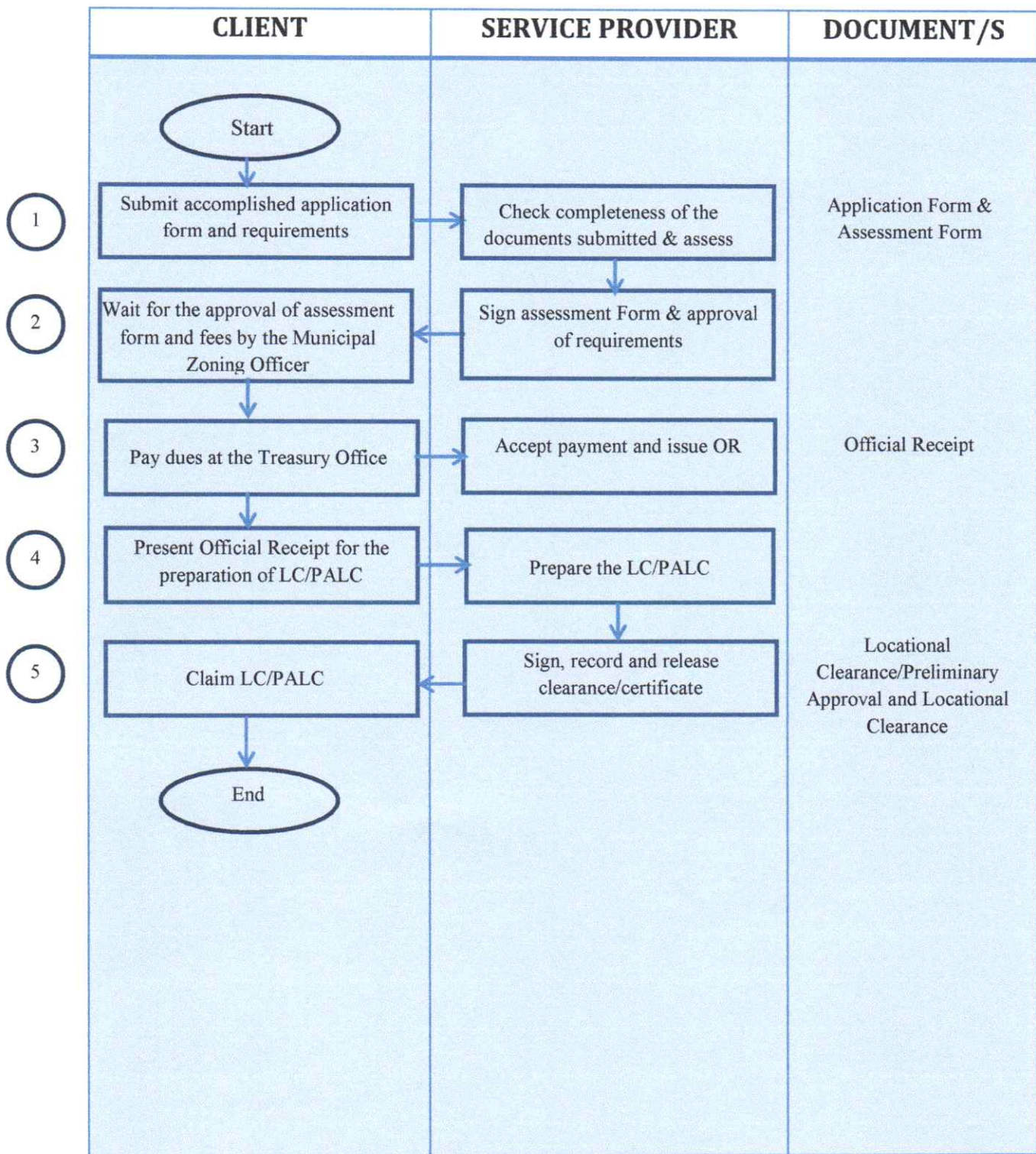
E. SERVICE AVAILABILITY

- b.) Monday to Friday, 8:00 A.M. - 5:00 P.M.

F. HOW TO AVAIL OF THE SERVICE

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM/S
1	Submit accomplished and notarized application form and requirements	Evaluate submitted documents & assess fees	15 minutes	MPDO Staff	None	APPLICATION FOR LOCATIONAL CLEARANCE /CERTIFICATE OF ZONING COMPLIANCE Form
2	Wait for the approval of assessment form and fees by the Municipal Zoning Officer	Sign assessment Form & approval of requirements	5 minutes	Municipal Zoning Administrator	None	
3	Pay dues at the Treasury Office	Accept payment and issue OR	5 minutes	Revenue Collection Clerk	Assessed fees	Official Receipt
4	Present Official Receipt for the preparation of LC/PALC	Preparation of the LC/PALC	10 minutes	MPDO Staff	None	
5	Claim LC/PALC.	Sign, record and release LC/PALC	5 minutes	MPDO staff	None	LC/PALC
End of Transaction (40 minutes)						

G. WORK FLOW IN LC/PALC APPLICATION



ISSUANCE OF ZONING CERTIFICATION AND OTHER RELATED CERTIFICATIONS

A. ABOUT THE SERVICE

Zoning Certification is issued on a parcel of land based on the provisions of the Zoning Ordinance of the Municipality as well as other standards, rules and regulations on Land Use.

Issuance of other certifications deemed relevant and appropriate by the Municipal Planning and Development Office.

B. APPLICATION REQUIREMENTS:

1. Transfer Certificate of Title (TCT)
2. Tax Declaration
3. Subdivision Plan
4. Location/Vicinity Map

C. FEES

Zoning Certifications
Other Certifications

Php 250/ha.
Php 100

Certified True Copy/ Photocopy
(Documents of Five (5) pages or less)

Php 30 (additional Php 3/page)

D. DURATION

33 minutes

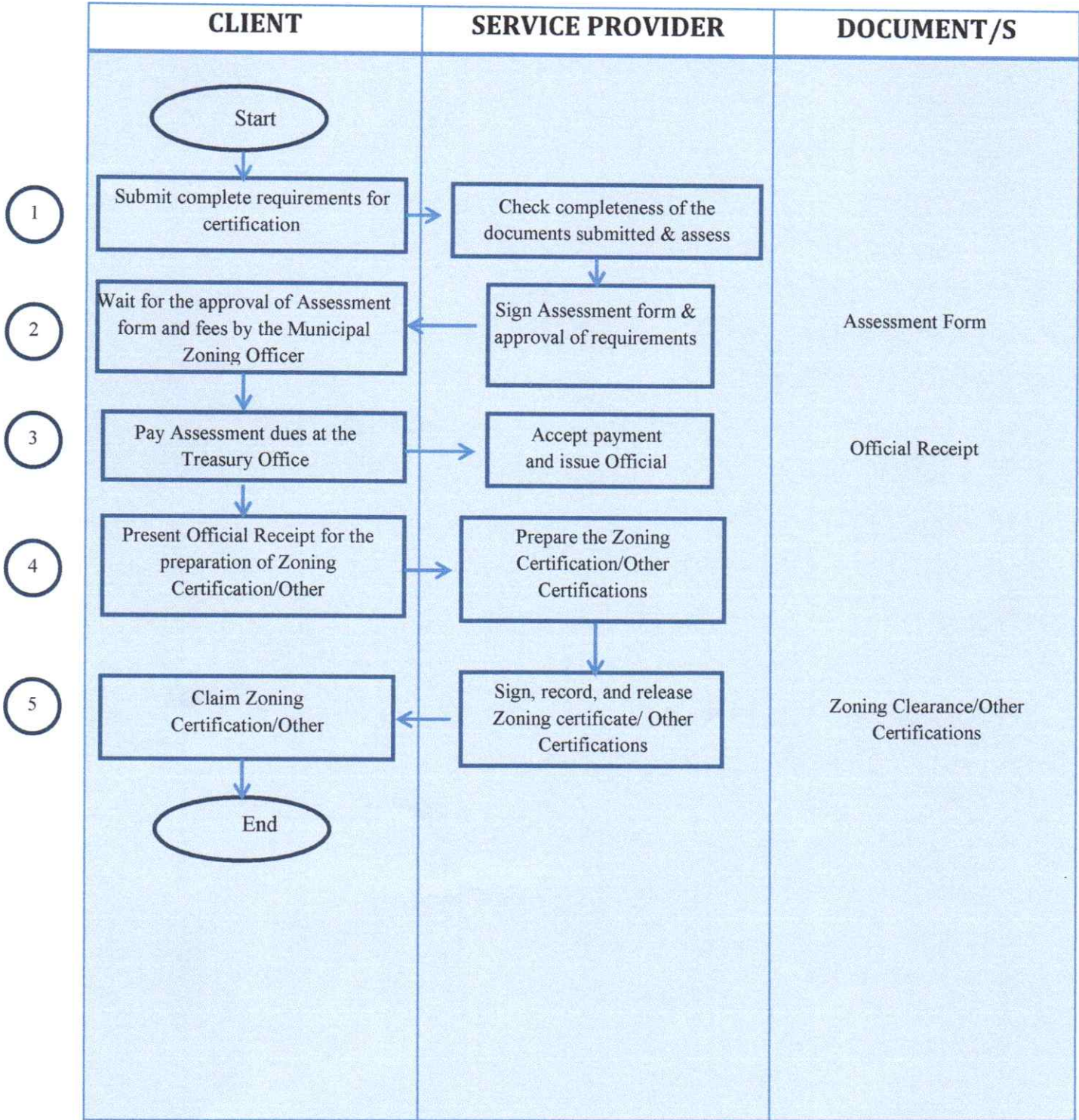
E. SERVICE AVAILABILITY

Monday to Friday, 8:00 A.M. - 5:00 P.M.

F. HOW TO AVAIL OF THE SERVICE

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEE/S	FORM/S
1	Submit complete requirements	Check and review documents & assess fees	10 minutes	MPDO Staff	None	
2	Wait for the approval of assessment form and fees by the Municipal Zoning Officer	Sign assessment Form & approval of requirements	3 minutes	Municipal Zoning Administrator	None	Assessment Form
3	Pay dues at the Treasury Office.	Accept payment and issue Official Receipt	5 minutes	Revenue Collection Clerk	Assessed fees	Official Receipt
4	Present OR for the preparation of Zoning Certificate/Other Certifications	Prepare & Sign the Zoning Certificate /Other Certifications	10 minutes	MPDO Staff	None	
5	Claim Zoning Certificate /Other Certifications	Release and record Zoning Certificate /Other Certifications	5 minutes	MPDO staff	None	Zoning Certificate /Other Certifications
End of Transaction (33 minutes)						

G. WORK FLOW IN ZONING CERTIFICATE APPLICATION



Acquiring Data and Computer-Drawn Maps from Municipal Planning and Development Office

A. ABOUT THE SERVICE

Information about the Municipality, its history, demography, socio-economic profile, and other statistics available can be requested at the MPDO. These are available in print and electronic copying text or PDF format. Computer drawn maps are available in predetermined resolutions.

This includes:

- Socio-Economic Profiles
- Land Use Plan
- Economic Development Data
- Computer-Generated Maps
- Other Municipal Statistics

B. FEES

Photocopy (Maps, Subd. /Condo Plans)	Php 50.00
Hard Copy	Php 30.00 minimum; Php 5.00/page in excess of 5
Electronic Copy	Php 150.00/diskette; additional
Certified True Copy (Map)	Php 10.00

C. AVAILABILITY OF THE SERVICE

Monday to Friday, from 8:00 A.M. to 5:00 P.M

D. DURATION

38 Minutes

E. SERVICE AVAILABILITY

Monday to Friday, 8:00 A.M. - 5:00 P.M.

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM/S
1	Approach frontline personnel and request for the data needed	Confirm if data required is available	3 minutes	MPDO Staff	None	
2	a. If data is available, client waits for the information to be provided. b. Otherwise, the client is referred to other probable sources of information.	Review the information to be given to the client	5 minutes	MPDO Staff	None	
3	a. For paid documents, wait for the assessment of fees; b. Otherwise client leaves an ID card and is allowed to photocopy documents.	Assess fees for the requested documents. Collect the ID card and provide the documents to be photocopied	5 minutes	MPDO staff	Assessed fees	None
4	a. Wait for the approval of assessment form and fees b. Client signs a logbook for record purposes. If documents were photocopied, client returns the original documents.	Sign assessment Form Return the ID card to the client	2 minutes 2 minutes	Municipal Zoning Administrator MPDO Staff	None None	Assessment Form
5	a. Pay dues at the Treasury Office.	Accept payment and issue Official Receipt	5 minutes	Revenue Collection Clerk	Based on schedule of fees	Official Receipt
6	a. Present OR for the preparation of Data and/or Maps Requested	Prepare the Data and/or Maps Requested	15 minutes	MPDO Staff		
7	a. Claim Data and/or Maps Requested	Sign, record and release the Data and/or Maps Requested	3 minutes	MPDO staff		Data/Maps
End of Transaction (40 minutes)						

G. WORK FLOW IN GATHERING DATA/MAP OF PANIQUI

