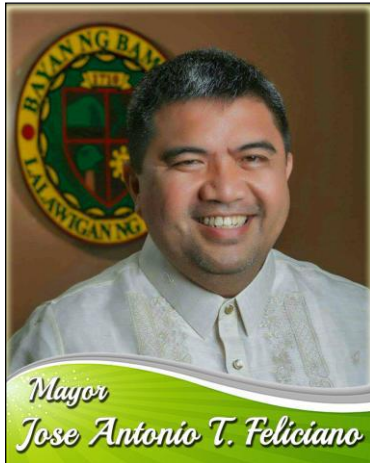




Republic of the Philippines
Province of Tarlac
MUNICIPALITY OF BAMBAN

CITIZEN'S CHARTER





MESSAGE

Through the years, the Municipal Government of Bamnan is continuing with its thrust of providing for the general welfare of its people. With the enactment of Republic Act 9485, otherwise known as the Anti-Red Tape Act of 2007, LGUs are mandated to ensure a competent, efficient and quality service delivery anchored on transparency and accountability.

After a series of trainings and seminars involving all LGU Employees, the Municipal Government revised its Citizen's Charter, a guidebook providing details of functions on the frontline services of the local government unit. This year, the LGU of Bamnan made important inputs in its Citizen's Charter highlighting the way the frontline services are presented: the step-by-step procedure for availing each service, the response or transaction time for its delivery, the required fees, and the municipal officers and personnel responsible for the services. Supplemental to this information is the list of requirements a client must comply with to facilitate service delivery.

May this Citizen's Charter serve as a development tool in the promotion of good governance and responsive public service. Further, the municipal government desires that the Citizen's Charter will empower our constituency and open opportunities for greater people's participation on service improvements.


JOSE ANTONIO T. FELICIANO
Municipal Mayor

INTRODUCTION

Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, took effect on September 5, 2008 following the issuance of the Implementing Rules and Regulations (IRR) by the Civil Service Commission. It provides that all government agencies including departments, bureaus, offices, instrumentalities, or government-owned and/or controlled corporations, or local government or district units shall set up their respective standards to be known as the **Citizen's Charter**.

The Act was passed in response to the urgent need to establish an effective system that will eliminate bureaucratic red tape, avert graft and corrupt practices, and improve efficiency of delivering government frontline service. It aims to promote efficiency and transparency in government with regard to the manner of transacting with the public by requiring each agency to simplify frontline service procedures, formulate service standards to observe in every transaction and make known these standards to the clients/citizens.

The Municipality of Bamban has always been supportive to programs aimed at efficiency and effectiveness in public service; and to be part of that cause is an honor beyond words. That is why we take on paramount effort to pursue innovations that bring reforms to the way we serve the public.

VISION STATEMENT

A model, progressive logistics hub and tourism destination.

MISSION STATEMENT

To ensure that Bamban becomes a logistics center for business, transport, industries and eco-tourism and that it is a home to an empowered citizenry enjoying sustainable development, guided by good governance.

Executive Order No. 41, S. 2018

AN ORDER REVISING THE CITIZEN'S CHARTER OF THE MUNICIPALITY OF BAMBAN AND THE CREATION OF COMMITTEE AND SECRETARIAT FOR THE PURPOSE

WHEREAS, in compliance with the Anti-Red Tape Act of 2007 (ARTA) otherwise known as Republic Act 9485, declared the policy of the State to promote integrity, accountability, proper management of public affair and public property as well as to establish effective practices aimed at the prevention of graft and corruption in government;

WHEREAS, Article II, Section 27 of the Constitution provides that the State shall maintain honesty and integrity in the public service and shall take positive and effective measures against graft and corruption and that there is an urgent need to establish an effective system that will eliminate bureaucratic red tape, avert graft and corruption practices and improve the efficiency of delivery of government frontline services;

WHEREAS, under ARTA, each office or agency is tasked to perform a number of procedures essentially the setting up of service, standards known as Citizen's Charter which is an official document, a pledge that communicates, in simple terms, information, step by step procedure for availing the service provided by the agency and it guarantees performance level that clients may expect for that service.

WHEREAS, to continuously adapt the best practices in providing excellent service, the revision of the 2016 Citizen's Charter is hereby ordered for the promotion of good local governance through clear, transparent, accountable and responsible public service.

NOW, THEREFORE, I, JOSE ANTONIO T. FELICIANO, Municipal Mayor of Bamban, Tarlac by virtue of the power vested in me by law, do hereby order the revision of the Citizen's Charter with the creation of Committee to be composed of the following:

Chairperson:	HON. JOSE ANTONIO T. FELICIANO Municipal Mayor
Vice-Chairperson	HON. WILLIAM P. CURA Municipal Vice Mayor
Members:	HON. REYNALDO L. PANGILINAN SR. SB Member (Chairman, Committee on Good Government, Ethics and Public Accountability)
	ALL DEPARTMENT HEADS UNIT HEADS ON FRONTLINE SERVICES
Secretariat:	HRMO and Staff

FUNCTIONS AND RESPONSIBILITIES:

1. Act as the LCE's advisory council in the direction and supervision of the Citizen's Charter Initiative's implementation;
2. Assist the LCE in setting the goals and objectives of the Citizen's Charter;
3. Shall lead in the review and crafting of their offices frontline services in terms of procedures, requirements, charges, fees in the setting of new standards and in the conduct of consultation by their respective departments;
4. The Secretariat shall assist the Committee in the review and consolidation of the Department's outputs as well as in the finalization of the Charter.

This Executive Order shall take effect upon its issuance.

Done in the Municipality of Bamban, Tarlac this 9th day of July 2018.


JOSE ANTONIO T. FELICIANO
Municipal Mayor

TABLE OF CONTENTS

	Page no.
I. Message	2
II. Introduction	3
III. Vision and Mission Statement	4
IV. Executive Order No. 41, Series 2018	5
V. Service Guides of Frontline Offices:	
MUNICIPAL TREASURY OFFICE	
• Issuance of Community Tax Certificate	9
• Issuance of Tax Clearance	10
• Issuance of Real Property Tax Receipt	11
• Issuance of Business Permits & Licenses	12
• Issuance of Business Closure	14
• Issuance of Jeepneys/Tricycle Operator’s Permit	15
MUNICIPAL ASSESSOR’S OFFICE	
• Issuance of Owner’s Copy of Updated Tax Declaration	17
• Assessment for a New Building or Machinery	19
• Issuance of Certificate on Tax Dec., Property Holdings and Non-Improvement	20
MUNICIPAL AGRICULTURE OFFICE	
• Provision of Technical Assistance to Farmers	22
• Provision of Farm Inputs	23
• Animal Protection	24
MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE	
• Issuance of Social Case Study Report	26
• Assistance to Individual in Crisis Situation and Financial Assistance	27
• Issuance of Travel Clearance for Minors	28
• Issuance of Certificate of Indigence	31
• Issuance of Senior Citizen’s ID and Purchase Booklet	32
• Issuance of ID and Purchase Booklet to Persons with Disabilities.	33
• Issuance of ID to Solo Parents	34
MUNICIPAL CIVIL REGISTRAR	
• Timely Registration of Certificate of Live Birth, Marriage and Death.	36
• Late Registration of Certificate of Live Birth, Marriage and Death	38
• Application for Marriage License	40
• Issuance of Certified True Copy of Birth, Marriage and Death	41
• Registration of Court Decree for Annotation	42
• Filing Petitions for Change of First Name or Correction of Clerical Errors.	44

MUNICIPAL HEALTH OFFICE	
• Consultation, Physical Examination and Treatment	46
• Dental Services	47
• Issuance of Sanitary Permit and Health Certificate	48
• Issuance of Death Certificate	50
MUNICIPAL PLANNING AND DEVELOPMENT OFFICE	
• Issuance of Zoning Certificate	51
• Issuance of Locational Clearance	52
MUNICIPAL ENGINEER’S OFFICE	
• Issuance of Building Permit	55
OFFICE OF THE MUNICIPAL MAYOR	
• Issuance of Special Permits	57
• Issuance of Affidavit of Loss	58
• Issuance of Mayor’s Clearance for Reference Purposes	59
VI. Feedback Mechanism	60
• Client Feedback Forms	61

MUNICIPAL TREASURY OFFICE

For more information, please contact **MS. AGNES M. LACANLALE** – Municipal Treasurer
Tel. No. 045-628-1134

ISSUANCE OF COMMUNITY TAX CERTIFICATE

A Community Tax Certificate (CTC) is a basic document acquired by any individual or citizen at least 18 years of age and above or juridical being for identifying himself and his residence which can be used for legal transaction. Natural and juridical person may secure a Community Tax Certificate.

Who Can Avail the Service?

Any natural person at age 18 and above and juridical being form in Bambang.

Requirements:

For Individual:

- 1) Previous CTC/Withholding Tax Certificate if available, or
- 2) Any valid ID's to assure his/her personal identity and residency (Voter's ID, Driver's License ID, GSIS, SSS, PhilHealth)

For Corporation:

- 1) Business Permit
- 2) Income Tax Return (ITR)

Fees:

For Individual: (age 18 and above)

- | | | |
|---------------|---|--|
| 1) Unemployed | - | Php 35.00 |
| 2) Employed | - | Php 5.00 (basic) + Php 1.00 per Php 1,000.00 |

For Corporation (Business Permit)

- 1) For New
Basic Php 500.00 + (Capital Investment / 5,000.00 x 2.00)
- 2) For Renewal
Basic Php 500.00 + (Gross Sales / 5,000.00 x 2.00)

Availability of the Service:

MONDAY TO FRIDAY
8:00 AM to 5:00pm
NO NOON BREAK

Duration:

6 minutes

How to avail the service?

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN- CHARGE	FEES	FORMS
1	Submit duly accomplished Community Tax Certificate (CTC) Information Slip and other requirements	Accept duly accomplished CTC Information Slip and other requirements	1 min.	Revenue Collection Clerk	None	CTC Information Slip
2	Pay due amount	Accept payment and issue official receipt	3 min.	Revenue Collection Clerk	Basic Php 35 + Php 1.00 for every 1,000 Basic Php 500+(Gross Sales/5,000)x2	BIR Form #0016
3	Claim CTC	Prepare and Release CTC	2 min.	Revenue Collection Clerk	None	
END OF TRANSACTION = 6 minutes						

ISSUANCE OF TAX CLEARANCE

Issuance of Tax Clearance is a provision from the Revenue Code Resolution No. 165, Series of 2014 also known as the Revenue Code of Bambang, Tarlac. It is issued for the purpose of the following:

1. As one of the requirements for judicial proceedings, medical treatment, scholarship or a supporting document as required by any private or government entity.
2. As one of the requirements in lieu of lost official receipt from Business/Real Property Tax (RPT) Payment.

Who Can Avail the Service?

- Any resident individual of the Municipality of Bambang
- Any taxpayer whether resident or non-resident who owns business or real property located within the jurisdiction of this municipality.

Requirements:

1. For Certification for/of No Business/No Property
 - Letter of Request (hospital – judicial proceedings, medical treatment or from any private or government institution requiring for certification)
2. Current Official Receipt of RPT

Fees:

Php 20.00 per certificate

Availability of Service:

Monday to Friday
8:00 am to 5:00 pm
NO NOON BREAK

Duration:

6 minutes

How to avail the service?

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN- CHARGE	FEES	FORMS
1	Submit complete requirements	Evaluate requirements and issue order of payment	2 min.	Revenue Collection Clerk/Officer	None	None
2	Pay due amount	Accept payment and issue official receipt	2 min.	Revenue Collection Clerk/Officer	Php 20.00	Accountable Form(AF) No. 51
3		Approve Tax Clearance	1 min.	Municipal Treasurer	None	Tax Clearance
4	Present Official Receipt and claim Tax Clearance	Release Tax clearance	1 min.	Revenue Collection Clerk/Officer	None	AF # 51, Tax Clearance
END OF TRANSACTION = 6 minutes						

ISSUANCE OF REAL PROPERTY TAX RECEIPT

Real Property Tax (RPT) – It is a yearly AD VALOREM TAX on real property such as land machinery & other improvement not specifically exempted under the law. The maximum tax is 2% of the assessed value.

Who Can Avail the Service?

Any individual, natural or juridical that owns a property within the territory of Bamban.

Requirements:

Previous/Last issued Official Receipt

Fees:

Based on Assessed Value

Availability of Service:

Monday to Friday
8:00 am to 5:00 pm
NO NOON BREAK

Duration:

6 minutes

How to avail the service?

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN- CHARGE	FEES	FORMS
1	Present order of payment or previous copy of Official Receipt	Verify and assess tax due	1 min.	Revenue Collection Officer	None	Order of payment
2	Pay required fees	Accept payment and issue Official Receipt	4 min.	Revenue Collection Officer	Assessed Amount	Accountable Form (AF) No. 56
3	Claim Official Receipt	Release Property Tax Receipt	1 min.	Revenue Collection Officer		AF # 56
END OF TRANSACTION = 6 Minutes						

ISSUANCE OF BUSINESS PERMITS AND LICENCES

All enterprises are required to secure a Business License and Mayor's Permit, and pay business taxes before the start of commercial operations. The license must be renewed from January 1 to 20, every year. Penalties are imposed after this period.

Business taxes for new enterprises are based on capitalization. Those for succeeding years are computed based on gross receipts/sales. Payments may be made annually, semi-annually or quarterly. Taxes are due on the first 20 days of each quarter.

Who Can Avail the Service?

Any person, natural or juridical being, who wishes to engage in any trade or commercial activity within the Municipality of Bamban as a means of livelihood or a view to profit.

Requirements:

1. Business License Application/Assessment Form
2. Community Tax Certificate (Cedula)
3. Barangay Clearance/Permit
4. DTI Certificate of Registration of Business Name
5. SEC Registration (for Corporations)
6. SSS/Pag-Ibig/Phil Health Clearance
7. Previous year's Mayor's Permit (for renewal)
8. Previous year's receipts of Payment (for renewal)

Fees:

Based on rates provided in the Revenue Tax Code

Availability of Service:

Monday to Friday
8:00 am to 5:00 pm
NO NOON BREAK

Duration:

37 minutes (excluding ocular inspection)

How to avail the service?

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN- CHARGE	FEEES	FORMS
1	Submit complete requirements	Encode the necessary details Verify/ evaluate requirements Assess taxes/fees and issue assessment form with order of payment	5 min.	Licensing Officer	None	BPL Application Assessment Form
2	Present assessment form and Secure clearances such as: 1) Building Inspection 2) Sanitary Inspection 3) Fire Inspection 4) MENRO	Verify assessment form and Issue clearances	(except ocular inspection) 5 min. 5 min. 5 min. 5 min.	Mun. Engineer Sanitary Inspector Fire Marshall MENRO	Amount will be determined by the Revenue Tax Code	BPL Application Assessment Form
3	Pay amount due	Accept payment and issue Official Receipt	3 min.	Revenue Collection Clerk	Based on Revenue Tax Code	Accountable Form (AF) No. 51
4	Present Official Receipt and Clearances	Prepare Business Permit	5 min.	Licensing Officer	None	Official Receipt
5		Approve Business Permit	2 min.	Municipal Treasurer & Municipal Mayor	None	Business Permit
6	Receive Business Permit and Sticker/Plate	Release Business Permit and Sticker/Plate	2 min.	Licensing Officer	None	None
END OF TRANSACTION = 37 minutes excluding ocular inspection						

ISSUANCE OF BUSINESS CLOSURE

Within thirty (30) days following the closure of the business or its termination a sworn statement of the gross sales or receipts for the current calendar year must be submitted to the Business Permits & Licensing Unit.

Who Can Avail the Service?

Businessman or Business Agent engaged in any business established in the Municipality of Bamban.

Requirements:

1. Letter of closure addressed to the Municipal Treasurer
2. Barangay Certification
3. Financial Statement
4. Surrender Business Permit Card and Business Registration Plate

Fees:

Rate based on Revenue Tax Code

Availability of Service:

Monday to Friday
8:00 am to 5:00 pm
NO NOON BREAK

Duration:

10 minutes

How to avail the service?

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN- CHARGE	FEES	FORMS
1	Submit complete requirements	Review requirements Verify outstanding balance and Issue Order of Payment	3 min.	Licensing Officer	None	
2	Present Order of Payment and pay fees	Receive payment and issue Official Receipt	2 min.	Revenue Collection Clerk	Rate based on Tax Code	Order of Payment
3	Present Official Receipt	Prepare and approve Certificate of Business Closure	3 min.	Licensing Officer Municipal Treasurer	None	Official Receipt
4	Receive Certificate of Business Closure	Release Certificate	2 min.	Licensing Officer	None	None
END OF TRANSACTION = 10 Minutes						

ISSUANCE OF JEEPNEY/MOTORIZED TRICYCLE OPERATOR'S PERMIT

The issuance of Jeepney Utility Vehicle and Motorized Tricycle Operator's Permit is a requirement of the Land Transportation Office (LTO) for the legal operation of Jeepney and Tricycle Unit within the area of jurisdiction of the municipality. It is also a legal requirement for the renewal of vehicle registration at LTO.

Who Can Avail the Service?

Any jeepney/tricycle operator or driver duly recognized as a member of any registered Jeepney/Tricycle Operators and Drivers Association (J/TODA) who is a resident of Bamban who wishes to operate a jeepney or tricycle unit/s within the municipality.

Requirements:

1. Original Copy of LTO issued Official Receipt and Certificate of Registration
2. Previous Official Receipt
3. Driver's License
- 4.

Additional for New Applicants:

5. Decision from LTFRB/LTO (Franchise)
6. Certificate of Membership from concerned Association

Fees:

Php 220.00 for Tricycle
Php 130.00 for Jeepneys

Availability of Service:

Monday to Friday
8:00 am to 5:00 pm
NO NOON BREAK

Duration:

9 minutes

How to avail the service?

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN- CHARGE	FEES	FORMS
1	Submit requirements	Verify and evaluate requirements and Issue Order of Payment	3 min.	Licensing Officer	None	
2	Present Order of Payment and pay required fees	Receive payment and issue Official Receipt	2 min.	Revenue Collection Clerk	Php 220.00 (Tricycle) Php 130.00 (Jeepneys)	Order of Payment
3	Present Official Receipt	Prepare, process and approve permit	2 min.	Licensing Officer/ Municipal Mayor	None	Official Receipt
4	Receive Permit and Sticker	Issue Permit and Sticker	2 min.	Licensing Officer	None	None
END OF TRANSACTION = 9 Minutes						

MUNICIPAL ASSESSOR'S OFFICE

For more information, please contact **MR. MAR ANTONIO P. TAN** – Municipal Assessor
Tel. No. 045-628-1134

ISSUANCE OF OWNER'S COPY OF UPDATED TAX DECLARATION

The owner's copy of updated tax declaration is secured upon transfer of ownership of real property from the previous to the new owner. This is done to update the records of the municipal government and to transfer real property taxation to the new owner.

Who Can Avail the Service?

Owners/ Authorized Representatives of Real Properties in Bamban

Requirements:

1. Action Slip
2. Deed of Conveyance (sale, inheritance, donation, etc.)
3. Certificate of Real Property Tax Payment/ Tax Clearance/OR
4. Transfer Tax Receipt
5. Certificate of Authorizing Registration
6. Certified True Copy of Title
7. Clearance from the Dept. of Agrarian Reform (if agricultural)
8. Community tax certificate of the owner or representative
9. 2 copies of Subdivision plan (if necessary)
 - 9.1 Request for Subdivision
 - 9.2 Agreement of Subdivision
10. Authorization Letter or SPA from the owner (if declarant is only a representative)

Schedule of Availability of Service:

Monday to Friday
8:00 A.M – 5:00 P.M.
NO NOON BREAK

Duration:

1 hour and 16 minutes

How to avail the service?

STEP	CLIENT/APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEES	FORMS
1	Submit required documents	Evaluate required documents	3 min.	Assessment Clerk/ Municipal Assessor	None	
2	Secure Action Slip /Order of Payment upon approval for processing	Issue order of payment & action slip	2 min.	Assessment Clerk	None	Action Slip
3	Pay processing fee	Accept payment and issue Official Receipt	5 min.	Revenue Collection Clerk (MTO)	Php 150.00	
4	Present Official Receipt, preparation and approval	Prepare Tax Declaration (TD), Notice of Assessment (NOA) & Sworn Statement of True and Fair Market Value of the Property Evaluate and approve the prepared TD, NOA and Sworn Statement of True and Fair Market Value	64 min.	Assessment Clerk Municipal Assessor	None	Field Appraisal and Assessment Sheet (FAAS), Real Property Assessment (RPA) Form 1, Notice of Assessment (NOA), Sworn Statement
5	Receive the Owner's Copy and return the Action Slip containing comments, if any	Issue the owner's copy of TD, NOA and Sworn Statement	2 min.	Assessment Clerk	None	RPA Form 1, NOA, Sworn Statement
END OF TRANSACTION = 1 hour and 16 minutes						

ASSESSMENT FOR A NEW BUILDING OR MACHINERY

New Tax Declarations (TD) has to be prepared for newly constructed buildings and newly installed machinery. The Municipal Assessor's Office conducts field inspection to assess the value of the real property. The New Tax Declaration serves as the local government's permanent record on the real property unit. It is also used for real property tax purposes.

Who Can Avail the service?

Owners/representatives of properties in Bambang

Requirements:

Action Slip
Letter of Request
Blue Print of the approved building plan
Photocopy of Occupancy Permit/Bldg. Permit

Duration:

3 hours and 29 minutes

How to avail the service?

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN- CHARGE	FEES	FORMS
1	Submit required documents	Evaluate required documents	3min.	Assessment Clerk/ Municipal Assessor	None	
2	Secure Action Slip / Order of Payment	Issue Action Slip and Order of Payment	2 min.	Assessment Clerk	None	Action Slip
3	Pay required fees	Receive payment and issue Official Receipt	5 min.	Revenue Collection Clerk (MTO)	Php 150.00	Action Slip Official Receipt
4	Present Official Receipt and accompany the Assessor's Team for inspection	Conduct site inspection to the property and assess the value of the building/machinery	2 hr.	Municipal Assessor Draftsman		Official Receipt/ Site Inspection Form
5	Preparation and approval	Determine and compute market & assess value of the property. Prepare required forms Field Appraisal and assessment Sheet	1 hr. 17 min.	Municipal Assessor Draftsman Assessment Clerk	None	Field Appraisal and Assessment Sheet (FAAS), Real Property

		(FAAS), Tax Declaration (TD), Notice of Assessment (NOA), Sworn Statement of the True Current and Fair Market Value of Real Properties (SSTCFMV) Check and approve the Tax Declaration, NOA and Sworn Statement				Assessment (RPA) Form 1, Notice of Assessment (NOA), Sworn Statement Form
6	Receive owner's copy and submit Action Slip containing comments, if any	Record and release owner's copy	2 min.	Assessment Clerk	None	Notice of Assessment (NOA), Sworn Statement Form
END OF TRANSACTION = 3 hours and 29 minutes						

ISSUANCE OF CERTIFICATE ON TAX DECLARATION, PROPERTY HOLDINGS, AND NON-IMPROVEMENT

The Tax Declaration (TD) serves as the municipality's permanent record for every real property unit such as land, building or machinery. A certified true copy or certification of various properties holding and non- improvements thereon may be requested from the Municipal Assessor's Office.

Who can avail the service?

Owners/representatives of properties in Bamban

Requirements:

- Action Slip
- Certification Fee
- Tax Clearance from the Municipal Treasury

Schedule of Availability of Service:

- Monday to Friday
- 8:00 A.M – 5:00 P.M.
- NO NOON BREAK

Duration:

3 days & 37 minutes

How to avail the service?

STEP	CLIENT/APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEEES	FORMS
1	Submit required documents	Evaluate required documents	3min.	Assessment Clerk/ Municipal Assessor	None	
2	Secure Action Slip / Order of Payment	Issue action slip and order of payment	2 min.	Assessment Clerk	None	Action Slip
3	Pay required fees	Receive payment and issue Official Receipt	5 min	Revenue Collection Clerk (MTO)	Php 150.00	Action Slip
4	For ocular inspection	Actual inspection and verification	3 days	Tax Mapping/ Municipal Assessor	Php 150.00 /RPU	None
5	Present Official Receipt	Prepare, verify and approve the Certified True Copy and/or Certification	25 min.	Assessment Clerk/ Municipal Assessor	None	Official Receipt
6	Receive Certification and submit Action Slip containing comments, if any	Record and release certification	2 min.	Assessment Clerk	None	None
END OF TRANSACTION = 3 days and 37 minutes						

MUNICIPAL AGRICULTURE OFFICE

For more information, please contact **MS. MARITA M. POLICARPIO**– Municipal Agriculturist
Tel. No. 045-628-1134

PROVISION OF TECHNICAL ASSISTANCE TO FARMERS

The Municipal Agricultural Office focuses on the development, implementation and strengthening of the agricultural services to sustain food security and alleviate the quality of life of our present and future generation of farmer-fisher folk and low income consumers.

The provision of technical assistance pertains to the services being rendered to farmer, fisher folk, livestock and poultry raiser for the introduction of new and matured technology.

Provision of Technical Assistance regarding:

- a. Seed Selection
- b. Cultural Management
- c. Pest/ Disease Management
- d. Water Management
- e. Post-Harvest Management
- f. Promotion and Development of Freshwater Fish Management
- g. Technology Transfer & Demonstration Trial
- h. Animal Production Management

Who Can Avail the Service?

Farmers, fisher folk, livestock and poultry raiser and anyone who practices agricultural and agro-related activities in the community.

Requirements:

Personal Appearance

Schedule of Availability of Service:

Monday to Friday
8:00 A.M – 5:00 P.M.
NO NOON BREAK

Duration:

3 hours and 26 minutes

How to avail the service?

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN- CHARGE	FEES	FORMS
1	Request technical assistance and provide information	Conduct interview, evaluate assistance needs, and schedule the field inspection	15 min.	Agricultural Extension Worker (AEW)	None	None
2	Accompany the AEW in the field inspection	Conduct field inspection, assess the needs, and prepare report and recommendation	3 hrs. (excluding travel time)	AEW/ Municipal Agriculturist	None	Recommendation Report
3	Receive Recommendation Report	Issue and explain the Recommendation Report	10 min.	AEW	None	None
4	Accomplish Client Satisfaction Feedback (CSF) form	Receive the CSF form	1 min.	AEW	None	Client Satisfaction Form
END OF TRANSACTION = 3 hours and 26 mins.						

PROVISION OF FARM INPUTS

The Municipal Agriculturist’s Office (MAO) provides farm input assistance to all qualified local farmers. Assistance comes in the form of certified seeds, fertilizers (although the use of organic fertilizers is being encouraged) and herbicides.

Who Can Avail the Service?

Local Farmers

Requirements:

Physical appearance
Community Tax Certificate

Schedule of Availability of Service:

Monday to Friday
8:00 A.M – 5:00 P.M.
NO NOON BREAK

Duration:

20 minutes

How to avail the service?

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN- CHARGE	FEES	FORMS
1	Request Farm Input assistance	Conduct interview/verify/ record the name of the client in the Master's list and provide information on the availability of Farm Inputs	10 min.	Agricultural Extension Worker (AEW)	None	None
2	Receive farm inputs and accomplish Client Satisfaction Feedback form	Release and record the Farm Inputs	10 min.	AEW	None	Client Satisfaction Feedback form
END OF TRANSACTION = 20 minutes						

ANIMAL PROTECTION

The Municipal Agriculturist's Office (MAO) also provides veterinary services for livestock and pets, especially dogs. Veterinary services cover consultation, vaccination (e.g. foot-and-mouth disease, anti-rabies, deworming, etc.) and treatment. Clients may, through an Agricultural Technologist or Veterinarian, request for a scheduling of services or they may go directly to the Municipal Agriculturist's Office at the Municipal Hall.

Who Can Avail the Service?

Animal/Pet Owner

Requirements:

Physical appearance
Community Tax Certificate

Schedule of Availability of Service:

Monday to Friday
8:00 A.M – 5:00 P.M.
NO NOON BREAK

Duration:

40 minutes

How to avail the service?

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN- CHARGE	FEEES	FORMS
1	Request veterinary services and provide information	Conduct interview and record information, and schedule the veterinary services needed	10 min.	Agricultural Extension Worker (AEW)/ Veterinarian	None	None
2	Accompany the AEW/Veterinarian and receive veterinary services	Conduct veterinary services such as consultation, vaccination and treatment	30 min.	AEW/ Veterinarian	None	None
END OF TRANSACTION = 40 minutes						

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

For more information, please contact **MS. JOSEPHINE C. SACLAYAN – MSWDO**
Tel. No. 045-628-1134

ISSUANCE OF SOCIAL CASE STUDY REPORT (SCSR)

It is a referral letter or a case study report prepared by the Municipal Social Welfare and Development Officer (MSWDO) or a social worker for the concerned agencies like PCSO, private/public hospitals and referrals of clients to other service providers of other agencies concerned.

Who Can Avail the Service?

Patient or his/her nearest Kin (Mother, Father, Wife, Husband and Children)
Must be 18 years old and above

Requirements:

1. Certificate of Indigence
2. Medical Abstract
3. Proof Billing / Promissory Note (for Hospital Bills)
4. Doctor Prescription (for Purchase of Medicines)
5. Request Letter (for Procedure)

Schedule of Availability of Service:

Monday to Friday
8:00 A.M – 5:00 P.M.
NO NOON BREAK

Duration:

20 minutes

How to avail the service?

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN- CHARGE	FEES	FORMS
1	Submit Requirements	Receive, review and evaluate the requirements	3 min.	Municipal Social Welfare and Development (MSWD) Staff	None	General Intake Sheet
2	Provide Information	Conduct interview, type Social Case Study Report (SCSR)	15 min.	MSWD Staff	None	None
3		Review and sign/approve the SCSR	1 min.	MSWD Officer	None	None

4	Receive SCSR and sign in the logbook	Record and release SCSR	1 min.	MSWD Staff Client	None	None
END OF TRANSACTION = 20 Minutes						

ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION (AICS) OR FINANCIAL ASSISTANCE

Financial Assistance or Assistance to Individual in Crisis Situation (AICS) is the provision of needed interventions to enable distressed individuals/families to cope with crisis. Assistance may be in the form of transportation, medical or hospitalization support, burial assistance to bereaved families, educational assistance and other financial support.

Who Can Avail the Service?

Any individual or his/her nearest Kin (Mother, Father, Wife, Husband and Children)
Must be 18 years old and above

Requirements:

- a. **FOR HOSPITALIZATION OR MEDICAL ASSISTANCE**
 1. Certificate of Indigence issued by the Barangay Captains (original)
 2. Photocopy of Medical Certificate/Medical Abstract
 3. Proof of billing and Promissory Note (Payment of Hospital Bills)
 4. Photocopy of medical prescription (Purchase of Medicine)
 5. Physician Referral to the Hospital for laboratory examinations/medical procedures

- b. **FOR BURIAL ASSISTANCE**
 1. Certificate of Indigence issued by the Barangay Captains (original)
 2. Photocopy of Registered Death Certificate
 3. Permit to transfer/Health permit (for transfer of cadaver)

- c. **FOR TRANSPORTATION ASSISTANCE**
 1. Police blotter (for victims of pick pockets, illegal recruitment, etc.)
 2. Copy of formal complaint/Court Order for victims of abuse in attending hearing
 3. Balik-Probinsya cases or visit to relatives due to emergency situation
 4. Barangay Certificate
 5. Referral Letter (if applicable)

- d. **FOR EDUCATIONAL ASSISTANCE**
 1. Barangay Certificate of Indigence
 2. Enrolment Assessment form or Certificate of Registration (College)
 3. Proof of Enrollment (Official Receipt) (College)
 4. Certificate of Enrollment (High School and Elementary)
 5. Copy of Grades
 6. School ID of the student/beneficiary ID

Schedule of Availability of Service:

Monday to Friday
 8:00 A.M – 5:00 P.M.
 NO NOON BREAK

Duration:

24 minutes

How to avail the service?

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN- CHARGE	FEES	FORMS
1	Submit Requirements	Receive, review and evaluate the requirements	3 min.	Municipal Social Welfare and Development (MSWD) Staff	None	General Intake Sheet
2	Provide Information	Conduct interview, accomplish form	15 min.	MSWD Staff	None	Form 200, Certificate of Eligibility
3	Sign/affix signature in the form and in the logbook	Review and sign/approve the form and refer to Treasury office	1 min.	MSWD Officer	None	Form 200, Certificate of Eligibility
4	Receive cash assistance and sign in the voucher	Record and release the cash assistance	5 min.	Treasury Staff	None	Voucher
END OF TRANSACTION = 24 Minutes						

ISSUANCE OF TRAVEL CLEARANCE FOR MINORS

Travel Clearance is a document issued by the Department of Social Welfare and Development (DSWD) Field Office whichever applicable to Filipino minor who is below 18 years of age travelling outside the Philippines, unaccompanied by his/her parents or those exercising parental authority and legal custody of the child. It certifies that a minor is authorized to travel abroad for valid reasons based on the assessment of the social worker.

Who Can Avail the Service?

A Filipino child/minor travelling abroad who wish to:

- travel alone
- travel with a person other than any of his/her parents
- travel for a purpose of adoption abroad (inter country adoption)
- to be adopted from the Philippines and
- an illegitimate child travelling with his/her father

Requirements:

1. Accomplish Application Form
2. Photocopy of **BIRTH CERTIFICATE** of minor/s authenticated by the Philippine Statistics Authority (PSA)
3. Photocopy **MARRIAGE CONTRACT** of minor's parents from PSA, or a certificate of legal guardianship from the court in case of solo parent/s, a solo parent identification card from the city/in case of illegitimate minor
4. Photocopy of **CENOMAR** from PSA of minor's mother, for minor/s who are born on a non-marital status of their parents
5. Photocopy Death Certificate from PSA of minor's parents, if applicable
6. Special Power of Attorney (SPA) and Affidavit of Support and Consent from minor's parents from the Phil. Embassy for parent working abroad for minor/s without passport or parental consent from the minors with passport authorizing a particular person to accompany said minor/s or unaccompanied with attached photocopy of passport and working visa of minor's parents who are working abroad or any valid IDs (driver's license or voter's ID, or UMID IS, SSS, etc.) or minor/s parents with signature (for parents who worked locally-notarized on the place of residence)
7. Affidavit of Support and certified copy of any evidence to show financial person/agency shouldering the expenses such as:
 - a. Certificate of Employment
 - b. Late Income Tax Return
 - c. Bank Statement
 - d. For abroad: copy of working visa/working permit, residence ID
8. Waiver of liability from parents from minor's traveling alone/unaccompanied
9. Photocopy of passport of traveling companion
10. Two (2) pcs. original colored passport size photos (white, red or blue background) of minor taken for the last six (6) months from time of application (**NO SCANNED PICTURE IS ALLOWED**)
11. Assessment report from the Social Welfare Officer II/Municipal/City Social Welfare and Development Officer where the minor/s resides
12. Travel Clearance expiration:
 - a. Php 300.00/child/minor for one (1) year expiration
 - b. Php 600.00/child/minor for two (2) years

Additional Requirements for Minors Under Special Circumstances:

1. For Filipino minor/s migrating to another country– VISA petition approval
2. For minor/s who will study abroad - Acceptance from the school where the minor is to be enrolled
3. For minor/s who will attend a conference, study tour, summer camp, completion student exchange program, world youth day and other related activities –

- a. Certification from sponsoring organization
- b. Affidavit of undertaking or companion indicating the safety measures undertaken by the sports agency (for sports competition)
- c. Signed invitation from the sponsoring agency/organization abroad with itinerary of travel and list of participants and duration of the activity/travel
4. For minor/s who will travel on medical purposes
 - a. Medical Abstract of the minor/s
 - b. Recommendation from the attending physician that such medical procedure is not available in the country
5. For the minor/s going abroad for adoption - Placement Authority and Authority Escort
6. For minor/s who will travel alone/unaccompanied - a Declaration from Indemnity for the airlines for an unaccompanied minor
7. For abandoned minor with alleged missing parent, if parents are married, the following shall be required:
 - a. A Social Case Study Report executed by a licensed social worker from the local government unit
 - b. Blotter report from either the local police or barangay certification from the locality or the last known address of the alleged missing; and
 - c. One (1) returned registered mail to the last known address of the alleged missing parent(s) or known relative(s)
8. Minors traveling to Italy need to submit photocopy of sojourn of the persons they will be going to Italy, if Singapore, S-pass
9. Minors traveling to Japan must submit invitation/guarantee letter written in English

Note: ADDITIONAL REQUIREMENTS MAYBE REQUIRED IF NECESSARY

Fees:

Php 300.00/child/minor for one (1) year expiration

Php 600.00/child/minor for two (2) years

Schedule of Availability of Service:

Monday to Friday

8:00 A.M – 5:00 P.M.

NO NOON BREAK

Duration:

27 minutes

How to avail the service?

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN- CHARGE	FEES	FORMS
1	Submit Requirements	Receive, review and evaluate the requirements	5 min.	Municipal Social Welfare and Development (MSWD) Officer	None	
2	Accomplish application form and provide information	Conduct in-depth interview and prepare assessment report	15 min.	MSWD Officer	None	Registration form, Assessment Report
3		Review and recommend for approval/disapproval of the report	5 min.	MSWD Officer	None	Assessment Report
4	Receive the documents and sign in the logbook	Record and release the documents. Advise the client to submit the documents to the DSWD Regional Office III	2 min.	MSWD Officer	None	None
END OF TRANSACTION = 27 Minutes						

ISSUANCE OF CERTIFICATE OF INDIGENCE

Certificate of Indigence is issued by the Municipal Social Welfare and Development Office (MSWDO) certifying that the said client/applicant belongs to the indigent families in their barangay to avail assistance such as Scholarship, Medical Services and Free Legal Aid from Public Attorney's Office Assistance (PAO) and the like.

Who Can Avail the Service?

Indigent residents of Bamban

Requirements:

1. Barangay Certification issued by the Barangay Chairman
2. Certificate of No Property Owned issued by the Assessor's Office

Schedule of Availability of Service:

Monday to Friday
8:00 A.M – 5:00 P.M.
NO NOON BREAK

Duration:

17 minutes

How to avail the service?

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN- CHARGE	FEES	FORMS
1	Submit Requirements	Receive, review and evaluate the requirements	5 min.	Municipal Social Welfare and Development (MSWD) Staff	None	
2	Provide information	Conduct interview and prepare Certificate of Indigence	10 min.	MSWD Staff	None	None
3		Review and certify/sign the certificate	1 min.	MSWD Officer	None	None
4	Receive the certificate and sign in the logbook	Record and release the certificate	1 min.	MSWD Staff	None	None
END OF TRANSACTION = 17 Minutes						

ISSUANCE OF SENIOR CITIZEN'S IDENTIFICATION CARD (ID) AND PURCHASE BOOKLET

Senior Citizen shall mean any resident citizen of the Philippines and at least 60 years old and above. The Senior Citizen's Identification Card and Purchase Booklet can be used in the grant of 20% discount from all the establishments relative to the utilization of services in hotels, restaurants and recreation centers and purchase of medicines and commodities for the exclusive use or enjoyment of Senior Citizens, including funeral and burials services for the death of Senior Citizens.

Who Can Avail the Service?

Any Individual resident of Bamban ages 60 years old and above

Requirements:

1. Accomplished Membership Form
2. Proof of Birth (Birth Certificate, Voters ID, Driver's License etc.)
3. Two (2) pcs. - 1 x 1 Picture
4. One (1) pc. - 2 x 2 Picture

Schedule of Availability of Service:

Monday to Friday
8:00 A.M – 5:00 P.M.
NO NOON BREAK

Duration: 31 minutes

How to avail the service?

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN- CHARGE	FEES	FORMS
1	Submit Requirements	Receive and review requirements	5 min.	Senior Citizen Officer	None	None
2	Accomplish application form and provide information	Prepare and encode information in the Card and Booklet	10 min.	Senior Citizen Officer	None	Application Form, ID Card, Purchase Booklet
3	Pay fees	Receive payment and issue Official Receipt	5 min.	Senior Citizen Officer	150.00 (for New) 100.00 (for Lost ID)	Official Receipt
3	Affix signature in the card and booklet	Review and sign the Card and Booklet by: ✓ OSCA Head ✓ FSCAP Chairman ✓ Municipal Mayor	10 min.	Office of the Senior Citizen Affair (OSCA) Head, Federation of Senior Citizen Association of the Philippines (FSCAP) Chairman, Municipal Mayor	None	None
4	Present Official Receipt and receive ID/Booklet	Record and release the ID and Booklet.	1 min.	Senior Citizen Officer	None	Official Receipt
END OF TRANSACTION = 31 Minutes						

**ISSUANCE OF IDENTIFICATION CARD (ID)
AND PURCHASE BOOKLET TO PERSON WITH DISABILITY (PWD)**

Persons with Disabilities (PWDs) are those suffering from restriction of different abilities as a result of a mental, physical, or sensory impairment, to perform an activity in the manner or within the range considered normal for a human being. The Identification Card (ID) and Purchase Booklet can be used in the grant of 20% discount from all the establishments relative to the utilization of services in hotels, restaurants, and recreation centers and purchase of medicines and commodities for the exclusive use or enjoyment of PWDs.

Who Can Avail the Service?

Persons with Disabilities or Persons suffering from Chronic Illness

Requirements:

1. Medical Certificate

2. One (1) pc – 1 x 1 whole body Picture
3. One (1) pc– 2 x 2 ID Picture

Schedule of Availability of Service:

Monday to Friday
 8:00 A.M – 5:00 P.M.1234
 NO NOON BREAK

Duration:

15 minutes

How to avail the service?

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN- CHARGE	FEES	FORMS
1	Submit Requirements	Receive and review requirements	2 min.	Municipal Social Welfare and Development (MSWD) Staff	None	
2	Accomplish application form and provide information	Prepare and encode information in the Card and Booklet	10 min.	MSWD Staff	None	Application Form, ID Card, Purchase Booklet
3	Affix signature in the card and booklet	Review and sign the Card and Booklet by the: ✓ Municipal Mayor	2 min.	Municipal Mayor	None	None
4	Receive ID/ Booklet and sign in the logbook	Record and release the ID and Booklet.	1 min.	MSWD Staff	None	None
END OF TRANSACTION = 15 Minutes						

ISSUANCE OF IDENTIFICATION CARD (ID) TO SOLO PARENTS

This refers to counseling service to Solo Parents to help them resolve conflict and depression brought about by the loss or absence of their spouses either by abandonment, separation, divorce, death, or overseas employment.

Who Can Avail the Service?

Solo Parents either Abandoned, Separated, Divorced Widow/Widower or Overseas Employment

Requirements:

1. Two (2) pcs. 1 x 1 ID picture
2. Letter of References from neighbors and Barangay Chairman
3. CNOMAR/Death Certificate

Schedule of Availability of Service:

Monday to Friday
 8:00 A.M – 5:00 P.M.
 NO NOON BREAK

Duration:

23 minutes

How to avail the service?

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN- CHARGE	FEES	FORMS
1	Submit Requirements	Receive and review requirements	2 min.	Municipal Social Welfare and Development (MSWD) Staff	None	
2	Accomplish application form and provide information	Conduct interview, prepare and encode information in the Card	15 min.	MSWD Staff	None	Application Form ID Card
3	Affix signature in the card	Review and sign the Card by: ✓ MSWD Officer ✓ Municipal Mayor	5 min.	MSWD Officer, Municipal Mayor	None	None
4	Receive ID and sign in the logbook	Record and release the ID	1 min.	MSWD Staff	None	None
END OF TRANSACTION = 23 Minutes						

MUNICIPAL CIVIL REGISTRAR

For more information, please contact **MS. MARITES S. SIGUA** - Municipal Civil Registrar
Tel. No. 045-628-1134 / 0923-9163157

TIMELY REGISTRATION OF CERTIFICATE OF LIVE BIRTH (COLB)/ CERTIFICATE OF MARRIAGE (COM)/ CERTIFICATE OF DEATH (COD)

The birth of a child shall be registered within thirty (30) days from the time of occurrence in the office of the Municipal/City Civil Registrar where the birth occurred. The registration of a person's birth vests to his/her right to a name, nationality, identity, and family.

The registration of marriage establishes on records the existence of the legal union between husband and wife. The time for submission of the Certificate of Marriage (COM) for ordinary marriages is fifteen (15) days following the solemnization of marriage, while for marriages exempt from license requirement; the prescribed is thirty (30) days, at the place where the marriage was solemnized.

The Certificate of Death (COD) proves, on the other hand, the cessation of man's existence temporal, and its registration presupposes the official termination of man's existence temporal. Timely registration of COD is within thirty (30) days after death.

Who Can Avail the Service?

Concerned individuals/residents of Bambang

Requirements:

1. Four (4) copies of the Certificate of Live Birth (with Cert of Marriage of Parents) / Certificate of Marriage / Certificate of Death duly accomplished and signed by the proper parties.
2. For Certificate of Live Birth (COLB) to be registered as illegitimate child, the father should appear personally before the Municipal Civil Registrar (MCR) with his Community Tax Certificate or Cedula.

Schedule of Availability of Service:

Monday to Friday
8:00 A.M – 5:00 P.M.
NO NOON BREAK

Duration:

11 minutes

How to avail the service?

STEP	CLIENT/APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEES	FORMS
1	Submit the duly accomplished COLB/COM/COD	Accept/review/verify the documents presented and issue order of payment	3 min.	Registration Officer/ Administrative Assistant	None	Form No. 102 Certificate of Live Birth (COLB), Certificate of Marriage (COM), Certificate of Death (COD)
2	Pay fees (for Oath/Affidavit of Acknowledgment)	Accept payment and issue Official Receipt	2 min.	Revenue Collection Clerk (MTO)	Php150.00	Accountable Form (AF) No. 51
3	Present Official Receipt Sign the Informant/ Acknowledgment	Prepare received Affidavit/ Acknowledgement Then register, certify, and approve the COLB/COM/COD	5 min.	Registration Officer/ Administrative Assistant/ Municipal Civil Registrar	None	Official Receipt
4	Accept the registered COLB/COM/COD	Release the registered COLB/COM/COD	1 min.	Registration Officer/ Administrative Assistant/ Municipal Civil Registrar	None	None
END OF TRANSACTION = 11 minutes						

LATE REGISTRATION OF CERTIFICATE OF LIVE BIRTH (COLB)/ CERTIFICATE OF MARRIAGE (COM)/ CERTIFICATE OF DEATH (COD)

Delayed registration of birth, marriage, death, and court decrees - like ordinary registration made at the time of the event – must be filed at the Office of the Civil Registrar of the place where the event occurred, following the lapse of the prescribed period to register. Prescribed period is within thirty (30) days from its occurrence in cases of birth, while fifteen (15) days is required for marriage and thirty (30) days for death.

Who Can Avail the Service?

Concerned individuals/residents of Bambang

Requirements:

FOR BIRTH

1. Four (4) copies of the Certificate of Live Birth (COLB), accomplished and signed by the proper parties
2. Duly accomplished Affidavit for Delayed Registration at the back of the COLB
3. PSA Certificate of No Records (Negative results)
4. Affidavit of two-disinterested persons attesting to the facts of birth.
5. Marriage certificate of parents/Birth Certificate of siblings/ Baby Book/Immunization Info Sheet
6. ANY TWO of the following documents (whenever applicable) to prove the BIRTHDATE AND BIRTHPLACE, presented in preference:
 - Baptismal Certificate
 - School Records (Form 137, Transcript Of Records)
 - Medical Records if born in a hospital or medical clinic
 - Voter's Registration Record
 - SSS E1 Form
 - Police Clearance

FOR MARRIAGE

1. Four (4) copies of the Certificate of Marriage duly accomplished and signed by the proper parties
2. Duly accomplished Affidavit for Delayed Registration
3. PSA Certificate of No Records (Negative results)
4. Application for Marriage License and Marriage License
5. Affidavit/Certification by the Solemnizing Officer

FOR DEATH

1. Four (4) copies of the Certificate of Death duly accomplished and signed by the proper parties
2. Duly accomplished Affidavit for Delayed Registration
3. PSA Certificate of No Records (Negative results)

4. Certification from the church or funeral parlor that services was given to the deceased in consonance with their mandates

Schedule of Availability of Service:

Monday to Friday
8:00 A.M – 5:00 P.M.
NO NOON BREAK

Duration:

10 days and 22 minutes

How to avail the service?

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN- CHARGE	FEES	FORMS
1	Submit requirements	Accept/review/verify requirements, conduct interview and issue order of payment	3 min.	Registration Officer/ Admin. Assistant	None	
2	Pay required fees	Accept payment and issue Official Receipt	5 min.	Revenue Collection Clerk (MTO)	Reg. fee= 100.00 Oath = 60.00 Acknowledgment= 150.00	Accountable Form (AF) No. 51
3	Present Official Receipt and sign documents	Prepare and process documents	10 min.	Registration Officer/ Admin. Assistant	None	Official Receipt
4		Post the documents at the designated Bulletin Board	10 days	Registration Officer/ Admin. Assistant	None	
5		Register, certify and approve the late COLB/COM/COD	3 min.	Registration Officer/ Admin. Assistant/ Municipal Civil Registrar	None	
6	Claim the registered documents	Release the approved documents	1 min.	Municipal Civil Registrar	None	None
END OF TRANSACTION = 10 days and 22 minutes including posting						

APPLICATION FOR MARRIAGE LICENSE

Before marriage, each of the contracting parties must file separate sworn applications for Marriage License with the proper Local Civil Registrar of the place where either or both of the contracting parties reside. Marriage licenses are valid in any part of the Philippines for a period of 120 days from the date of issue. They are to be deemed automatically cancelled if the contracting parties have not yet gotten married within this period.

Who Can Avail the Service?

Concerned individuals/residents

Requirements:

1. Personal appearance of applicants
2. Certified True/Photocopy of birth certificate of applicants
3. Pre-Marriage Counseling Certificate
4. Parental consent if applicant is 18 years old but below 21
5. Parental advice if applicant is 21 years old but below 25
6. At least one of the contracting parties must be a resident of the place where the Local Civil Registry Office is located
7. PSA issued Certificate of No Marriage (CENOMAR)
8. Death Certificate for a marrying Widow or Widower
9. Certificate of Legal Capacity (in cases of foreign applicants)
10. Annulment or Divorce Documents (if applicable)

Fees:

Application Fee	=	Php 200.00
Marriage License Fee	=	Php 100.00
Family Planning	=	Php 50.00
Marriage Solemnization	=	Php 300.00
Sponsor fee	=	Php 100.00 per sponsor

Schedule of Availability of Service:

Monday to Friday
8:00 A.M – 5:00 P.M.
NO NOON BREAK

Duration:

21 minutes

How to avail the service?

STEP	CLIENT/APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEES	FORMS
1	Submit requirements	Accept/verify/evaluate the requirements	3 min.	Administrative Assistant	None	
2	Provide necessary information	Conduct interview and encode the data/information	10 min.	Administrative Assistant	None	Pro-forma Sheet
3	Affirm and sign the documents	Prepare/process necessary documents, administer Oath and issue order of payment	5 min.	Administrative Assistant/ Municipal Civil Registrar	None	
4	Pay required fees	Accept payment and issue Official Receipt	2 min.	Revenue Collection Clerk (MTO)	AML=200 ML=100 FP=50 MSF=300 SF=100/s	None
5	Present Official Receipt	Schedule the date of release of Marriage License	1 min.	Administrative Assistant	None	Official Receipt
END OF TRANSACTION = 21 minutes						

ISSUANCE OF CERTIFIED TRUE COPY OF BIRTH, MARRIAGE, AND DEATH

Any person has the right to request for a copy of his/her registered document as long as there is a copy of the document at the archives of the Municipal Civil Registrar’s Office, the same can be issued. Otherwise, a certification to the contrary may be validly issued. The office observes the confidentiality rule on registered Certificates of Live Birth.

Who Can Avail the Service?

Any person born, married, and died within the jurisdiction of Bamban is deemed to have been registered in this office. Hence, he/she is entitled for the available copy issuance of his/her birth, marriage or death record once requested.

Requirements:

1. One valid ID of the person requesting the document
2. Authorization letter if the requesting person is not available

Schedule of Availability of Service:

Monday to Friday
8:00 A.M – 5:00 P.M.
NO NOON BREAK

Duration:

19 minutes

How to avail the service?

STEP	CLIENT/APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEES	FORMS
1	Accomplish request slip	Accept request slip for evaluation/verification	1 min.	Registration Officer/ Admin. Assistant	None	Request Slip
2		Search/retrieve documents in the Register of Birth/Marriage/Death and issue order of payment	10 min.	Registration Officer/ Admin. Assistant	None	Order of Payment
3	Pay required fees	Accept payment and issue Official Receipt	2 min.	Revenue Collection Clerk (MTO)	60.00 (Local) 120.00 (Abroad)	Accountable Form (AF) No. 51
4	Present Official Receipt	Prepare, review and certify the document	5 min.	Registration Officer/ Admin. Assistant/ Municipal Civil Registrar	None	Official Receipt, Annotation Forms: 1-A, 1-B, 1-C
5	Claim the requested document	Release the document	1 min.	Municipal Civil Registrar	None	None
END OF TRANSACTION = 19 minutes						

REGISTRATION OF COURT DECREE FOR ANNOTATION

Like other Civil Registry documents, court decrees concerning the status of a person must be registered in the Civil Registrar's Office where the court is functioning, within 10 days after the decree/order has become final. The following are registry court decrees:

- Decree of Legal Separation
- Declaration of Nullity of Marriage
- Court decisions or orders to correct or change entries in any certificate of birth, marriage or death
- Declaration of Presumptive Death
- Repatriation or Voluntary Renunciation of Citizenship
- Court decision recognizing or acknowledging natural children or impugning or denying such recognition or acknowledgement
- Judicial determination or maternity affiliation
- Aliases

Who Can Avail the Service?

Concerned individuals/residents

Requirements:

1. Original/Certified photocopy of the Court Decision/Order
2. Certificate of Finality
3. Certificate of court registration issued by the concerned Municipal/City Civil Registrar where the court order was issued

Fees:

Registration of Court Order/Adoption	Php 600.00
Annulment	Php 1,000.00
Change of First Name	Php 600.00
Correction/Cancellation	Php 350.00
Certified True Copy of Annotated Record or Court Decision	
<i>Local</i>	Php 100.00
<i>Abroad</i>	Php 150.00

Schedule of Availability of Service:

Monday to Friday
8:00 A.M – 5:00 P.M.
NO NOON BREAK

Duration:

26 minutes

How to avail the service?

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN- CHARGE	FEEES	FORMS
1	Submit requirements	Accept/verify/evaluate the requirements and issue order of payment	5 min.	Registration Officer/ Administrative Assistant	None	
2	Pay required fees	Accept payment and issue Official Receipt	5 min.	Revenue Collection Clerk (MTO)	600.00 1000.00 350.00 100.00 150.00	Accountable Form (AF) No. 51
3	Present Official Receipt	Prepare and process documents	10 min.	Registration Officer/ Administrative Assistant	None	Official receipt, Annotation Forms: 1-A, 1-B, 1-C
4		Register, certify and approve the annotated documents	5 min.	Registration Officer/ Admin Asst./ Municipal Civil Registrar	None	

5	Claim the registered documents	Release the approved documents	1 min.	Municipal Civil Registrar	None	None
END OF TRANSACTION = 26 minutes						

FILING PETITION FOR CHANGE OF FIRST NAME (CFN) OR CORRECTION OF CLERICAL ERROR/S (CCE) RA 9048 OR CORRECTION OF GENDER (COG) RA 10172

Republic Act No. 9048 authorizes the City or Municipal Civil Registrar or the Consul General to correct a clerical or typographical error in a Civil Registry Entry; and/or change the first name or nickname of a person in the civil register without need of a judicial order.

Republic Act No. 10172, an Act further authorizes the City or Municipal Civil Registrar or the Consul General to correct clerical or typographical errors in the Day and Month in the Date of Birth or Sex of a Person appearing in the Civil Register without need of a judicial order.

Who Can Avail the Service?

Concerned individuals/residents

Requirements:

FOR CORRECTION OF CLERICAL ERROR/S

- Birth/Marriage/Death Certificate (PSA Copy)
- Baptismal Certificate
- Employment Record
- SSS/GSIS Membership Record
- Medical Record
- Driver's License
- Insurance
- NBI/Police Clearance
- Community Tax Certificate (Cedula)

FOR CHANGE OF FIRST NAME OR CHANGE OF GENDER

All the requirements above, plus the ff:

- Employment Certificates
- Voter's Registration Record
- School Records (Form 137/Transcript of Records)
- Publication in Newspaper for 10 days

Fee(s):

Filing Fee for CFN/COG:	Php 3,000.00	plus 1,000.00 service fee for migrant petitioners
Filing Fee for CCE:	Php 1,000.00	plus 500.00 service fee for migrant petitioners

Schedule of Availability of Service:

Monday to Friday
 8:00 A.M – 5:00 P.M.
 NO NOON BREAK

Duration:

4 months, 10 days & 17 minutes

How to avail the service?

STEP	CLIENT/APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEES	FORMS
1.	Present the needed document for correction	Accept & evaluate the document presented	10 min.	Administrative Assistant	None	
2.	Pay required fees	Accept payment and issue Official Receipt	2 min.	Treasury Staff/ Revenue Collection Clerk (MTO)		Accountable Form (AF) No. 51
3.	Present Official Receipt and affix signature on the documents and provide contact information	Publication (newspaper) of documents for CFN & COG	10 working days	Administrative Assistant	None	Official Receipt
4.		Submit the documents CFN/CCE/COG to Philippine Statistics Authority (PSA) for affirmation	4 months Waiting period	Administrative Assistant/ Municipal Civil Registrar/ PSA Legal Office	None	
5.	Claim the Certificate of Finality and submit to PSA Central Office	Issue Certificate of Finality	5 min.	Administrative Assistant/ Municipal Civil Registrar	None	Certificate of Finality
END OF TRANSACTION = 4 months, 10 days & 17 minutes						

MUNICIPAL HEALTH OFFICE

For more information, please contact **DR. ROMMEL P. LEAL** - Municipal Health Officer
Tel. No. 045-628-1872

CONSULTATION, PHYSICAL EXAMINATION AND TREATMENT

The general public (both sick and well individuals) may visit the center to have themselves checked up and undergo consultation, physical examination done and if needed, be given appropriate treatment.

Who Can Avail the Service?

General Public: Sick and Well, Pediatrics, Geriatrics, Community

Requirements:

Physical appearance

Schedule of Availability of Service:

Monday to Friday
8:00 A.M – 5:00 P.M.
NO NOON BREAK

Duration:

35 minutes (excluding Laboratory Examination)

How to avail the service?

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN- CHARGE	FEES	FORMS
1	Registration/ consultation on general health service	a. Get patient's chief complaint b. Take vital signs c. Physical examination- child/adult, diagnosis, treatment, prescription, referral and medical certificate d. Laboratory exam if needed • Urinalysis • Stool Examination • Hemoglobin • Hematocrit	5 min. 20 min. 1 hr. 1 hr. 30 min. 30 min.	Medical Staff Medical Technologist	None	Prescrip- tion, referral, medical certificate forms Laboratory Test Results

		<ul style="list-style-type: none"> • Blood Typing • Malarial Smear • Sputum Microscopy • STI Exam • FBS/RBS 	15 min. 4 hr. 2 days 1 day 15 min.			
2	Pay laboratory fees, if there is any	Receive payment for laboratory fees and issue Official Receipt	5 min.	Revenue Collection Clerk (MTO)		Accountable Form (AF) No. 51
3	Present Official Receipt and claim laboratory results	Record and Issue laboratory results	3 min.	Medical Technologist	None	Laboratory Test Results
8	Present prescription to the Pharmacy	Dispense prescribed medicines if available	2 min.	Pharmacist	None	Prescription
END OF TRANSACTION = 35 Minutes (Excluding Laboratory Exam/Test)						

DENTAL SERVICES

The general public may visit the center to have dental check up with or without procedures done to them depending upon the need to do so, or opt to have a scheduled appointment. The municipal dentist also has regular visits to schools to conduct preventive counseling and teachings to pre-schools.

Who Can Avail the Service?

General Public, Pregnant Women, Pre-schools

Requirements:

Physical appearance

Schedule of Availability of Service:

Mon/Wed/Fri: General Dental Check-up
Tuesday: Prenatal Dental Check –up
Thursday: Preventive Check-up for Pre-schools (Oral Exam & Scaling-XO)
8:00 A.M – 5:00 P.M.
NO NOON BREAK

Duration:

1 Hour & 7 Minutes (for Extraction procedure)

How to avail the service?

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN- CHARGE	FEEES	FORMS
1	Provide personal information	a. Take patient’s data, chief complaint, vital signs	5 min	Dentist/ Dental Aide	None	Patient treatment record/log book
		b. Diagnosis, treatment, prescription of medicine <ul style="list-style-type: none"> • Oral Exam • Extraction • Prophylaxis • Dental Filling • Fluoride Treatment • Amalgam Filling • Composite Filling • Light Cure Filling • Counseling • Referrals 	15 min. 1 hour 30 min. 30 min. 30 min. 30 min. 30 min. 30 min. 20 min. 10 min.	Dentist		
2	Present prescription to the Pharmacy	Dispense prescribed medicines if available	2 min.	Pharmacist	None	Prescription
END OF TRANSACTION = 1 Hour & 7 Minutes (for Extraction procedure)						

ISSUANCE OF SANITARY PERMIT AND HEALTH CERTIFICATE

To continually upkeep the good and safe health of the general public, the sanitary officer together with the Municipal Health Office (MHO) do regular sanitation visits to various establishments, inspect and check if they are following the guidelines and requirements given to the owners as well as the workers of the said establishments. If done right, they are given sanitary permits and health certificates.

Who Can Avail the Service?

Business and Food Establishment Owners and their employees

Requirements:

- For Non-Food Business Establishment:
 - 1) Chest X-ray
 - 2) Urinalysis
 - 3) Stool Examination

- For Food Establishments, Food Manufacturers, Entertainment Establishments, Piggery and Poultry Farms, Water Refilling Stations, and Other Food-Related Establishments:

- 1) Chest X-ray
- 2) Urinalysis
- 3) Stool Examination
- 4) Hepatitis B Antigen Determination
- 5) Drug Test (for videoke bar owners and entertainers)
- 6) Sputum AFB Examination, if necessary

Schedule of Availability of Service:

Monday to Friday
8:00 A.M – 5:00 P.M.
NO NOON BREAK

Duration:

32 minutes (excluding ocular inspection)

How to avail the service?

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN- CHARGE	FEES	FORMS
1	Submit necessary requirements	Accept and review required documents	5 min.	Sanitation Inspector	None	
2	Provide necessary information	Interview and record data/information	5 min.	Sanitation Inspector	None	None
3		Conduct ocular inspection, if necessary	2 hours	Municipality Health Officer/ Sanitation Inspector		
4		Prepare/Approve/Certify Sanitary Permit or Health Certificate and issue Order of Payment	15 min	Municipality Health Officer/ Sanitation Inspector		Environmental Health Services (EHS) 107, EHS 102-A, EHS 102-B
5	Pay fees	Receive payment and issue Official Receipt	5 min.	Revenue Collection Clerk (MTO)		Accountable Form (AF) No. 51
6	Present Official Receipt and Claim Sanitary Permit/Health Certificate	Release/Issue and record the approved Sanitary Permit/Health Certificate	2 min.	Sanitation Inspector	None	Official Receipt
END OF TRANSACTION = 32 Minutes (Excluding Ocular Inspection)						

ISSUANCE OF DEATH CERTIFICATE

As a requirement before burial of a deceased individual, the bereaved family, relative, or friend should acquire a death certificate from the Municipal Health Office (MHO).

Who Can Avail the Service?

Bereaved family/relatives of the deceased residents of Bamban

Requirements:

1. Barangay Certification confirming the death of the person
2. Medical Certificate if hospitalized/attended by a physician
3. Written statement of the cause of death from relatives if not hospitalized or attended by physician prior to death

Schedule of Availability of Service:

Monday to Friday
8:00 A.M – 5:00 P.M.
NO NOON BREAK

Duration:

37 minutes

How to avail the service?

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN- CHARGE	FEES	FORMS
1	Submit necessary requirements	Evaluate and review required documents	5 min.	Sanitation Inspector/ Medical Staff	None	
2	Provide necessary information	Interview and Prepare Death Certificate and issue Order of Payment	10 min.	Sanitation Inspector/ Medical Staff	None	Revised 2007 Form
3	Pay fees	Receive payment and issue Official Receipt	5 min.	Revenue Collection Clerk (MTO)		Accountable Form (AF) No. 51
4	Present Official Receipt and Claim Death Certificate	Certify, Issue and Release the Death Certificate	5 min.	Sanitation Inspector/ Medical Staff/ MHO	None	Official Receipt
5	Present Death Certificate for Registration to Municipal Civil Registrar's Office	Register and Certify the Death Certificate	10 min.	Registrar Officer/ Municipal Civil Registrar	None for on-time registration	Death Certificate
6	Receive the registered Death Certificate	Release the registered Death Certificate	2 min.	Registrar Officer/ Municipal Civil Registrar	None	None
END OF TRANSACTION = 37 Minutes						

MUNICIPAL PLANNING & DEVELOPMENT OFFICE

For more information, please contact **ENGR. ROSANNA S. CALARA - MPDC**
Tel. No. 045-628-1133

ISSUANCE OF ZONING CERTIFICATE

Zoning Certificate/Site Zoning is requested by a taxpayer and/or any individual to enable the property owner to know the land use of his/her parcel of land in accordance with the approved Comprehensive Land Use Plan and Zoning Ordinance. Zoning Certificate is issued as a requirement in the application for Department of Agrarian Reform (DAR) Conversion and application of Environmental Compliance Certificate (ECC) and for other purposes as requested by the applicant.

Application for Zoning Certificate which is proposed into residential/subdivision, commercial and industrial use from Agricultural Zone requires land re-classification. Processing for re-classification is under the Office of the Sangguniang Bayan (SB); however, the SB should first secure the recommendation from the Municipal Planning and Development Coordinator (MPDC) if the property meets the Housing and Land Use Regulatory Board (HLURB) guidelines and requirements prior to the issuance of resolution and approval of SB/Local Chief Executive (LCE) for re-classification. (SB Resolution No. 179 series of 2015)

Who may avail of the service?

Landowners/authorized representative

Duration:

23 minutes

Requirement(s):

1. Vicinity Map & Lot Plan drawn to an appropriated scale showing the Property in question and indicating appropriated landmarks (Signed and Sealed by Geodetic Engineer)
2. Transfer Certificate of Title TCT/s (or any proof of ownership or right over the property) with Tax Receipt & Tax Declaration
3. Land Use Plan of Municipal/Zoning Map with Certification signed by Geodetic Engineer
4. Special Power of Attorney (SPA) or Authorization from the owner/s if Applicant is other than the other/s

How to avail the service?

STEP	CLIENT / APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEES	FORMS
1	Submit Letter Request for Zoning Certificate on Land/Property with requirements	Receive the documents and review the requirements	5 min	Planning Officer III	None	
2	Wait for the evaluation of documents	Evaluate in accordance with Comprehensive Land Use Plan (CLUP)	5 min	Municipal Planning and Development Coordinator MPDC/ Zoning Admin.	None	None
		Prepare and issue order of payment	1 min	MPDC/ Zoning Admin.	Php720.00 /ha.	
3	Pay at the Municipal Treasury Office and secure Official Receipt	Accept payment and issue Official Receipt	5 min	Revenue Collection Officer	Php720.00 /ha.	Order of Payment
4	Return to Municipal Planning & Development Office (MPDO) and present original Official Receipt	Prepare the Zoning Certification	5 min	Planning Officer III	None	Official Receipt
		Approve Zoning Certification	1 min	MPDC/ Zoning Admin.	None	
5	Claim the Zoning Certification	Release the Zoning Certification	1 min	Planning Officer III	None	None
END OF TRANSACTION = 23 min						

ISSUANCE OF LOCATIONAL CLEARANCE

All structures/improvements (residential, commercial, institutional and industrial) whether proposed for construction, on-going and/or completed are required to secure locational clearance from the Municipal Planning & Development Office (MPDO) prior to their application of building permit to ensure that the applied structure/building is permitted in that specific location as per approved Comprehensive Land Use Plan (CLUP) of the municipality.

Who may avail of the service?

Lot owner/authorized representative.

Duration:

49minutes (excluding site inspection)

Requirement(s):**For residential & commercial establishments**

1. Application Form for Locational Clearance (duly notarized) – 3 copies
2. Transfer Certificate of Title (TCT) or Deed of Absolute Sale
3. Tax Declaration
4. Location Plan w/ vicinity map
5. Building Plan with perspective/Drawings
6. Technical Specification
7. Bill of Quantities
8. Barangay Clearance/Permit

For industrial and agro-industrial establishments (additional requirements)

- All the 8 requirements above, plus
- 9. Barangay Clearance
 - Social Acceptability
 - Barangay Resolution
- 10. Sangguniang Bayan (SB) Resolution
- 11. Certificate of Non Coverage from DAR
- 12. Environmental Compliance Certificate (ECC), when applicable
- 13. Department of Health (DOH) Certification
- 14. Zoning Certification
- If lot is not owned:
 - *Contract of Lease, 2 copies*
 - *Authorization to Occupy Lot*

Availability of the Service:

Monday to Friday
8:00 A.M – 5:00 P.M.
NO NOON BREAK

How to avail of the service?

STEP	CLIENT / APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEES	FORMS
1	Request for Application Form	Issue Application Slip/Forms and explain the requirements	4 min	Planning Officer III	None	Municipal Planning & Development Office (MPDO) form, Housing and Land Use Regulatory Board (HLURB) Form Rev. 2005
2	Submit the duly accomplished and notarized application form and requirements in 3 sets	Check and evaluate requirements (3sets) if in order and complete.	15 min.	Planning Officer III	None	MPDO Form, HLURB Form Rev. 2005
3	Accompany in site inspection	Conduct Site Inspection with the applicant (optional)	30 min. (optional)	Planning Officer III	None	
4		Verify the documents assess the value of structures based on the HLURB guidelines on fees	3 min	Municipal Planning & Development Coordinator MPDC/Zoning Administrator	Based on HLURB 2013 schedule of fees	
5	Pay at the Municipal Treasury Office and secure Official Receipt	Accept payment and issue Official Receipt	5 min	Revenue Collection Officer	Based on HLURB 2013 schedule of fees	HLURB Form Rev. 2005
6	Return to Municipal Planning & Development Officer MPDO and present original OR	Prepare the decision/project evaluation report	20 min	Planning Officer III	None	Official Receipt
7		Approve locational clearance	1 min.	MPDC/Zoning Administrator	None	
8	Claim the Approved Locational Clearance	Release the Approved Locational Clearance	1 min	Planning Officer III	None	None
END OF TRANSACTION = 49 min (excluding site inspection)						

MUNICIPAL ENGINEER'S OFFICE

For more information, please contact **ENGR. JOSE L. VITAL** – Municipal Engineer
Tel. No. 045-925-0005

ISSUANCE OF BUILDING PERMIT

A Building Permit is required prior to construction, erection, alteration, major repair, or renovation or conversion of any building/structure owned by government or private entities. The permit becomes null and void if work does not commence within 1 year from the date of such permit, or if the building or work is suspended or abandoned at any time after it has been commenced for a period of 120 days.

Who Can Avail the Service?

Any individual or juridical entity required of such documents

Requirements:

1. Application Forms (Building, Sanitary/Plumbing, Electrical, Mechanical) – **5 copies**
2. Lot Plan with Certification of a Geodetic Engineer – **5 copies**
3. Site Development Plan– **5 copies**
4. Building Plans (Architectural, Structural, Sanitary/Plumbing, Electrical, Mechanical) – **5 sets**
5. Bill of Materials and Cost Estimates – **5 copies**
6. Specifications – **5 copies**
7. Title of Property (Transfer Certificate of Title) – **5 copies**
8. Deed of Sale/Lease Contract/Contract to Sell, if the Transfer Certificate of Title (TCT) is not in the name of the owner/applicant – **5 copies**
9. Latest Tax Declaration and Certificate of Real Property Tax Payment – **5 copies**
10. Construction Logbook – **1 piece**
11. Structural Design Computations with seismic analysis - **5 copies**
12. Previous Approved Plan or permit in case of addition/alteration/renovation – **2 copies**
13. Certification on structural stability or existing foundation in case of addition – **2 copies**
14. Plate Load Test Analysis – for 3-storey or 2-storey with attic/mezzanine/roof deck/penthouse – **2 copies**
15. Soil Boring Test Result – for 4-storey and above or 3-storey and above with attic/mezzanine/roof deck/penthouse – **2 copies**
16. Clearances from other government agencies exercising regulatory functions – **2 copies**

Such regulatory agencies are:

- Municipal Planning and Development Office – for zoning and land use of all types of building/structures
- Bureau of Fire Protection – for all types of buildings/structures
- Environment and Natural Resources Office/Department of Environment and Natural Resources – for all commercial and industrial buildings
- Department of Labor and Employment – for industrial buildings
- Department of Health – for health hazard-related buildings/structures
- Air Transportation Office – for buildings/structures exceeding 45 meters in height
- Philippine Tourism Authority – for tourist-oriented projects
- Department of Education – for educational buildings
- Energy Regulatory Board – for gasoline stations

Schedule of Availability of Service:

Monday to Friday
 8:00 A.M – 5:00 P.M.
 NO NOON BREAK

Duration:

3 Hours & 2 Minutes

How to avail the service?

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN- CHARGE	FEES	FORMS
1	Submit necessary requirements	Check and verify requirements	15 min	Building Official/ Engineer II	None	
2	Accompany in site inspection	Conduct site inspection	2 hours	Building Official/ Engineer II	None	None
3		Evaluate requirements, assess corresponding fees and issue order of payment	30 min.	Building Official/ Engineer II		
4	Pay fees	Accept payment and issue Official Receipt	5 min.	Revenue Collection Clerk (MTO)	Based on National Building Code	Order of Payment
5	Present Official Receipt	Prepare and process Building Permit	10 min.	Building Official/ Engineer II	None	Official Receipt
6	Receive building permit	Approve and release Building Permit	2 min.	Building Official/ Engineer II	None	None
END OF TRANSACTION = 3 Hours & 2 Minutes						

OFFICE OF THE MUNICIPAL MAYOR

For more information, please contact **MR. CARLITO M. POLICARPIO** - Municipal Administrator
Tel. No. 045-925-0050

ISSUANCE OF SPECIAL PERMITS (For group activity, parade, motorcade, sales promotion and installation of streamers/posters)

The service intends to cater the needs of the public clientele in terms of entertainment and advertising purposes while ensuring at the same time the safety of the community and protecting the environment.

Who Can Avail the Service?

Any Filipino citizen or Business Agents engaged in any business or occupation established in the Municipality of Bamban

Requirement:

Letter of Request/Application Letter, indicating the schedule, planned route and purpose of the activity

Schedule of Availability of Service:

Monday to Friday
8:00 A.M – 5:00 P.M.
NO NOON BREAK

Duration:

15 minutes

How to avail the service?

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN- CHARGE	FEES	FORMS
1	Submit requirements and provide information	Check/verify requirements and issue order of payment for poster and streamers	5 min.	Admin Officer/ Executive Assistant	None	
2	Pay fees	Accept payment and issue Official Receipt	5 min.	Revenue Collection Clerk		Accountable Form (AF) No. 51
3	Present Official Receipt	Prepare permit	3 min.	Admin Officer/ Executive Assistant		Official Receipt
4		Approve/Sign permit	1 min.	Municipal Mayor/ Administrator		

5	Receive Special Permit	Release Special Permit	1 min.	Admin Officer/ Executive Assistant	None	None
END OF TRANSACTION = 15 minutes						

ISSUANCE OF AFFIDAVIT OF LOSS

To help constituents, especially the poor and underprivileged, the Office of the Mayor provides services through the preparation of appropriate legal documents and/or administration of oath, either for free or at an affordable cost depending on the nature of the document and on the client's capacity to pay.

Who Can Avail the Service?

Any individual or group residents of the Municipality of Bamban

Requirements:

- Personal Appearance
- Community Tax Certificate (Cedula)

Schedule of Availability of Service:

- Monday to Friday
- 8:00 A.M – 5:00 P.M.
- NO NOON BREAK

Duration:

15 minutes

How to avail the service?

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN- CHARGE	FEES	FORMS
1	Submit requirements and provide information	Conduct interview, verify requirements and issue order of payment	5 min.	Admin Officer	None	
2	Pay fees	Accept payment and issue Official Receipt	5 min.	Revenue Collection Clerk (MTO)		Accountable Form (AF) No. 51
3	Present Official Receipt	Prepare Affidavit / Legal document	3 min.	Admin. Officer		Official Receipt
4	Affirm and sign the document	Administer Oath/ Approve/Sign the affidavit/legal docs	1 min.	Municipal Mayor/ Administrator	None	None
5	Receive Affidavit of Loss	Release Affidavit of Loss	1 min.	Admin. Officer	None	None
END OF TRANSACTION = 15 minutes						

ISSUANCE OF MAYOR'S CLEARANCE FOR REFERENCE PURPOSES

The service intends to provide clearances for employment or for any general purposes. Any resident individual who wish to apply for a firearms license, needs to secure a Mayor's Clearance first. People seeking employment are sometimes also required to secure the same.

Who Can Avail the Service?

Any individual resident of the Municipality of Bamban

Requirements:

Barangay Clearance
Police Clearance
Community Tax Certificate (Cedula)

Schedule of Availability of Service:

Monday to Friday
8:00 A.M – 5:00 P.M.
NO NOON BREAK

Duration:

15 minutes

How to avail the service?

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION	PERSON IN- CHARGE	FEES	FORMS
1	Submit requirements and provide information	Conduct interview, verify requirements and issue order of payment	5 min.	Admin Officer/ Executive Assistant	None	
2	Pay fees	Accept payment and issue Official Receipt	5 min.	Revenue Collection Clerk		Accountable Form (AF) No. 51
3	Present Official Receipt	Prepare Clearance	3 min.	Admin Officer		Official Receipt
4		Approve/Sign Clearance	1 min.	Municipal Mayor/ Administrator	None	
5	Receive Mayor's Clearance	Release Mayor's Clearance	1 min.	Admin Officer/ Executive Assistant	None	None
END OF TRANSACTION = 15 minutes						

FEEDBACK MECHANISM

To ensure that proper coordination and faithful compliance to the pledge of commitment among the various offices in the frontline services is achieved, and to guarantee the effective implementation of the Bamban Citizen's Charter, a unit to be headed by Human Resource Management Office is created to receive complaints grievances and suggestions, to improve the charter. Provision of Public Assistance and Complaints Desk and Suggestion box with feedback forms is to be installed at the lobby of every building facility of the municipality.

CLIENT FEEDBACK FORMS

**Republic of the Philippines
MUNICIPALITY OF BAMBAN
Province of Tarlac**

Form No. 1 - COMMENDATION (Papuri)

Name of Commending Party: _____ **Date (Petsa):** _____
(Pangalan ng Nagbibigay Papuri) **Tel./Fax/Cellphone No. :** _____
(Telepono)

Office/Address: _____ **E-mail Address:** _____
(Tanggapan/Lugar)

Name of Person Being Commended: _____
(Pangalan ng Pinapurihan)

Position/Office: _____
(Posisyon/Tanggapan)

Reason for Commendation (Dahilan ng Papuri) : _____

*You may use the back page for additional information. (Maaaring gamitin ang likuran ng papel para sa karagdagang impormasyon.)

Signature (Lagda)

**Republic of the Philippines
MUNICIPALITY OF BAMBAN
Province of Tarlac**

Form No. 2 - SUGGESTION (Mungkahi)

Name of Suggesting Party: _____ **Date (Petsa):** _____
(Pangalan ng Nagmumungkahi) **Tel./Fax/Cellphone No. :** _____
(Telepono)

Office/Address: _____
(Tanggapan/Lugar)

Residence Address: _____ **E-mail Address:** _____
(Tirahan)

Recommendation/Suggestion (Mungkahi/Suhestyon): _____

*You may use the back page for additional information. (Maaaring gamitin ang likuran ng papel para sa karagdagang impormasyon.)

Signature (Lagda)

**Republic of the Philippines
MUNICIPALITY OF BAMBAN
Province of Tarlac**

Form No. 3 - COMPLAINT (Reklamo)

Name of Complaining Party: _____ **Date (Petsa):** _____
(Pangalan ng Nagreklamo) **Tel./Fax/Cellphone No. :** _____
(Telepono)

Office/Address: _____
(Tanggapan/Lugar)

Residence Address: _____ **E-mail Address:** _____
(Tirahan)

Name of Person to Complain/Facts or Details of Complaint: _____
(Pangalan ng tao na may kinalaman sa reklamo/Kaganapan o detalye ng reklamo)

Recommendation/Suggestion (s)/Desired Action: *(Rekomendasyon/Mungkahi/Nais na aksyon):* _____

*You may use the back page for additional information. (Maaaring gamitin ang likuran ng papel para sa karagdagang impormasyon.)

Signature (Lagda)