



Republic of the Philippines  
Province of Pangasinan  
Municipality of Manaog

## OFFICE OF THE MUNICIPAL MAYOR

### CITIZEN'S CHARTER

<b>TYPE OF TRANSACTION/ FRONTLINE SERVICE</b>	<b>FEES</b>	<b>FORMS</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON/SECTION</b>
<i>Issuance of Business Permit</i>	<i>Pay the required fee at the Municipal Treasurer's Office</i>	<i>Business Permit Form</i>	<i>10 Minutes</i>	<i>Ms. Cathy Tiburan/Ms. Rosario Sikat</i>
<i>Application of Special Authority to Operate a motorized tricycle service</i>	<i>Pay the required fee at the Municipal Treasurer's Office</i>	<i>None</i>	<i>10 Minutes</i>	<i>Ms. Cathy Tiburan/Ms. Rosario Sikat</i>
<i>Permit on all advertising and promotional activities</i>	<i>Pay the required fee at the Municipal Treasurer's Office</i>	<i>None</i>	<i>5 Minutes</i>	<i>Ms. Rachelle Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong</i>
<i>Using Government Facilities</i>	<i>Pay the required fee at the Municipal Treasurer's Office</i>	<i>None</i>	<i>5 Minutes</i>	<i>Ms. Rachelle Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong</i>
<i>Mayor's Clearance and Certificate of Good Moral Character</i>	<i>Pay the required fee at the Municipal Treasurer's Office</i>	<i>None</i>	<i>5 Minutes</i>	<i>Ms. Rachelle Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong</i>
<i>Permit to Conduct Motorcade or Parade</i>	<i>None</i>	<i>None</i>	<i>5 Minutes</i>	<i>Ms. Rachelle Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong</i>
<i>Issuance of Burial Permit, Transfer of Cadaver and Transfer of Skeletal Remains</i>	<i>Pay the required fee at the Municipal Treasurer's Office</i>	<i>None</i>	<i>5 Minutes</i>	<i>Ms. Rachelle Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong</i>
<i>Granting of Permit for solicitation for medical and burial needs</i>	<i>None</i>	<i>None</i>	<i>5 Minutes</i>	<i>Ms. Rachelle Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong</i>
<i>Signing of Oath of Office, Treasury Bonds</i>	<i>None</i>	<i>None</i>	<i>10 Minutes</i>	<i>Ms. Rachelle Salinas Mr. Brendon Natividad</i>



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<i>and Assets and Liabilities</i>				
<i>Issuance of Certificate of Incumbency</i>	<i>None</i>	<i>None</i>	<i>10 Minutes</i>	<i>Ms. Rachelle Salinas Mr. Brendon Natividad</i>
<i>Public Customer Assistance</i>	<i>None</i>	<i>None</i>	<i>10 Minutes</i>	<i>Ms. Rachelle Salinas Mr. Brendon Natividad Ms. Rosario Sikat</i>
<i>Accident Insurance Benefits Program</i>	<i>None</i>	<i>Notice of Claim</i>	<i>5 Minutes</i>	<i>Ms. Rachelle Salinas</i>
<i>Ambulance Reservation, Chairs, tables and tents</i>	<i>None</i>	<i>Borrowers Form</i>	<i>5 Minutes</i>	<i>Ms. Rosario Sikat Ms. Rachelle Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong</i>
<i>Philhealth Cards of Pregnant Women, Barangay Officials, BHW's, Barangays Tanods</i>		<i>Philhealth Form</i>		<i>Mr. Ramon Guico Mr. Jake Guico Mr. Benjie Dulay Ms. Mary Rose Eslava</i>
<i>Free Medicines</i>		<i>Receiving Form</i>	<i>5 Minutes</i>	<i>Ms. Glenda Versoza Ms. Rina Sampaga Ms. Maria Susana Campos</i>



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## OFFICE OF THE MUNICIPAL MAYOR

### ISSUANCE OF BUSINESS PERMIT

**Who May Avail the Service:** Any person or corporation who shall establish, operate or conduct any business, trade or activity shall first obtain a Mayor's permit and pay the corresponding fees.

**What are the Requirements:** Accomplished Business Permit (Make sure that the Fire Officer, Zoning Officer, Municipal Engineer, Sanitary Inspector and the Municipal Treasurer have signed the document)  
Official receipt/s issued by the Municipal Treasurer's Office

**Duration:** 10 Minutes

**How to Avail the Service:**

<b>STEP</b>	<b>Applicant/Client (What to do)</b>	<b>Service Provider (What to do)</b>	<b>Duration of Activity (Time to Wait)</b>	<b>Person In Charge</b>	<b>Fees</b>	<b>Form</b>
<b>1</b>	Submit all the requirements	Receive and review the application forms as to the completeness including signatures, payments and other requirements	3 minutes	Ms. Cathy Tiburan/Ms. Rosario Sikat	Based on Mun. Revenue Code-2005	Business Permit Application Form
<b>2</b>		Facilitate the Encoding of Business Permit	3 minutes	Ms. Cathy Tiburan/Ms. Rosario Sikat		
<b>3</b>	Wait for the approval and signing of the application	Approve and sign the application	1 minute	Ms. Cathy Tiburan/Ms. Rosario Sikat		
<b>4</b>	Wait for the release of the application	Affix dry seal on the permit Register in the log book Retain file copy then release copy for the applicant	2 minutes	Ms. Cathy Tiburan/Ms. Rosario Sikat		
<b>5</b>	Receives the Mayor's Permit and Business Plate	Release the Permit to the Client	1 minute	Ms. Cathy Tiburan/Ms. Rosario Sikat		



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## OFFICE OF THE MUNICIPAL MAYOR

### APPLICATION OF SPECIAL AUTHORITY TO OPERATE A MOTORIZED TRICYCLE SERVICE

**Who May Avail the Service:** Tricycle Operators needs to secure the necessary permit to legalized his/her operation within the Municipality of Manaoag.

**What are the Requirements:** Presents barangay clearance, Community Tax Certificate (Cedula) and Certificate of Registration from LTO Official receipt/s issued by the Municipal Treasurer's Office

**Duration:** 10 Minutes

**How to Avail the Service:**

<b>STEP</b>	<b>Applicant/ Client (What to do)</b>	<b>Service Provider (What to do)</b>	<b>Duration of Activity (Time to Wait)</b>	<b>Person In Charge</b>	<b>Fees</b>	<b>Form</b>
<b>1</b>	<i>Presents barangay clearance, Community Tax Certificate (Cedula) and Certificate of Registration from LTO</i>	<i>Receive and review the application forms as to the completeness including signatures, payments and other requirements</i>	<i>3 minutes</i>	<i>Ms. Cathy Tiburan/Ms. Rosario Sikat</i>		
<b>2</b>	<i>Pay the required fee</i>	<i>At the Municipal Treasurer's Office</i>				
<b>3</b>	<i>Returns to Mayor's Office and presents the Official receipt</i>	<i>Receives OR and prepares Mayor's Permit and provision Authority to operate a Motorized Tricycle (the latter to be submitted by the client to LTO, renewable every 3 years)</i>	<i>2 minutes</i>	<i>Ms. Cathy Tiburan/Ms. Rosario Sikat</i>		
<b>4</b>		<i>Signs the Mayor's Permit, Provision Authority</i>	<i>2 minutes</i>	<i>Ms. Cathy Tiburan/Ms. Rosario Sikat</i>		
<b>5</b>	<i>Receives the documents and tricycle plate number</i>	<i>Issues Mayor's Permit Provision Authority</i>	<i>3 minutes</i>	<i>Ms. Cathy Tiburan/Ms. Rosario Sikat</i>		



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## OFFICE OF THE MUNICIPAL MAYOR

### PERMIT ON ALL ADVERTISING AND PROMOTIONAL ACTIVITIES

**Who May Avail the Service:** Corporation, groups and other entities wishing to promote or advertise their product/s or service/s to the public through the installation/posting of billboards, signages, streamers, posters and/or flyers and other materials need to secure a permit from the Municipal Mayor's office.

The Municipal Government removes these advertising materials if they are installed or posted without the necessary permit.

#### What are the Requirements:

##### **For Streamers, Posters and Flyers**

1. Letter to the Municipal Mayor stating the total number and the period/duration of posting.

##### **For Billboards and Signages:**

1. Letter-request to the Municipal Mayor, copy furnished the Municipal Engineering Office and Municipal Planning and Development Office.
2. Design, details and specifications, and the sketch plan of the site where the billboard will be installed.
3. Document/s showing consent to the property owner if billboard will be installed on private property.
4. Affidavit of undertaking to assume all obligations and liabilities caused to any third party by reason of such project.

**Duration:** 5 Minutes

#### How to Avail the Service:

<b>STEP</b>	<b>Applicant/Client (What to do)</b>	<b>Service Provider (What to do)</b>	<b>Duration of Activity (Time to Wait)</b>	<b>Person In Charge</b>	<b>Fees</b>	<b>Form</b>
<b>1</b>	Submit request letter along with all the requirements to the receiving clerk or employee in charge	Receive and review the request letter	1 minute	Ms. Rachele Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong		
<b>2</b>	Pay the prescribed fees at the Municipal Treasurer's Office. You will be issued an Official Receipt	At the Municipal Treasurer's Office	2 minutes			
<b>3</b>	Show your official receipt to the authorized officer who	Receive and review the application forms as to the		Ms. Rachele Salinas Mr. Brendon Natividad Mr. Joseph Paul		



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	<p><i>prepares the permit.</i></p> <p><i>For streamers, posters and flyers:</i></p> <p><i>Also show your advertising paraphernalia.</i></p> <p><i>For Billboards:</i></p> <p><i>Secure endorsements from the Municipal Engineering Office.</i></p>	<p><i>completeness including signatures, payments and other requirements</i></p>		<p><i>Aquino</i>  <i>Ms. Arianne Barlolong</i></p>		
<b>4</b>	<p><i>Wait for the permit</i></p>	<p><i>Preparation of Mayor's permit</i></p>	<p><i>1 minute</i></p>	<p><i>Ms. Rachelle Salinas</i>  <i>Mr. Brendon Natividad</i>  <i>Mr. Joseph Paul Aquino</i>  <i>Ms. Arianne Barlolong</i></p>		
<b>5</b>	<p><i>Receive a copy of your permit</i></p> <p><i>Have all streamers and posters signed by the authorized officer. This indicates to LGU personnel tasked with removing unauthorized streamers and posters that approval has been given for posting of these paraphernalia</i></p>	<p><i>Release the Permit</i></p>	<p><i>1 minute</i></p>	<p><i>Ms. Rachelle Salinas</i>  <i>Mr. Brendon Natividad</i>  <i>Mr. Joseph Paul Aquino</i>  <i>Ms. Arianne Barlolong</i></p>		



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## OFFICE OF THE MUNICIPAL MAYOR

### USING GOVERNMENT FACILITIES

**Who May Avail the Service:** The Municipal Government of Manaoag offers the use of the following facilities for seminars, conferences, gathering, sports and other activities:

1. Manaoag Public Auditorium
2. Sports Complex
3. Function Hall

**What are the Requirements:** Letter-request addressed to the Municipal Mayor, specifying the government facility/ies to be used, date, time and purpose.

**Duration:** 5 Minutes

**How to Avail the Service:**

<b>STEP</b>	<b>Applicant/ Client (What to do)</b>	<b>Service Provider (What to do)</b>	<b>Duration of Activity (Time to Wait)</b>	<b>Person In Charge</b>	<b>Fees</b>	<b>Form</b>
<b>1</b>	Submit the request Letter	Receive and review the request letter	1 minute	Ms. Rachelle Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong		
<b>2</b>	Pay the prescribed fees at the Municipal Treasurer's Office. You will be issued an Official Receipt	At the Municipal Treasurer's Office	2 minutes	Ms. Rachelle Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong		
<b>3</b>	Wait for the Permit	Preparation of Mayor's permit	1 minute	Ms. Rachelle Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong		
<b>4</b>	Receive a copy of your permit and give it to the personnel in charge	Release the Permit	1 minute	Ms. Rachelle Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong		



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## OFFICE OF THE MUNICIPAL MAYOR

### MAYOR'S CLEARANCE AND CERTIFICATE OF GOOD MORAL CHARACTER

**Who May Avail the Service:** People need to secure a Mayor's Clearance before they can apply for a firearms license. Those seeking employment are sometimes also required to secure the same. Some schools and overseas employment agencies require their students/recruits to secure a Certificate of Good Moral Character before they are allowed to enroll or apply.

The Mayor's Clearance certifies the individual to be a resident of the municipality, of good moral character and is a law-abiding citizen.

#### What are the Requirements:

##### For Mayor's Clearance:

1. Original Copy of Police Clearance
2. Community Tax Certificate
3. Official Receipt from the Municipal Treasurer's Office (MTO)

##### For Certificate of Good Moral Character:

1. Barangay Certification (stating that the client is a resident of the barangay and has no derogatory records)
2. Official receipt from the Municipal Treasurer's Office

**Duration:** 5 Minutes

#### How to Avail the Service:

<b>STEP</b>	<b>Applicant/ Client (What to do)</b>	<b>Service Provider (What to do)</b>	<b>Duration of Activity (Time to Wait)</b>	<b>Person In Charge</b>	<b>Fees</b>	<b>Form</b>
<b>1</b>	Submit all the requirements	Receive and review the requirements	1 minute	Ms. Rachelle Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong		
<b>2</b>	Pay the required fee	At the Municipal Treasurer's Office	2 minutes	Ms. Rachelle Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong		
<b>3</b>	Wait for the Clearance or Good Moral Character	Preparation of the Clearance or Good Moral Character	1 minute	Ms. Rachelle Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong		
<b>4</b>	Receive a copy of your Clearance or Good Moral Character	Release the Clearance or Good Moral Character	1 minute	Ms. Rachelle Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong		





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## OFFICE OF THE MUNICIPAL MAYOR

### **PERMIT TO CONDUCT MOTORCADE OR PARADE**

**Who May Avail the Service:** All groups and entities who wishes to stage a motorcade/parade and/or procession around the municipality are required to get a permit from the Mayor's Office prior to the scheduled activity. This ensures coordination and orderly traffic management during the activity.

**What are the Requirements:** Letter of Request addressed to the Municipal Mayor, indication the scheduled of motorcade or parade, planned route and purpose of the activity.

**Duration:** 5 Minutes

**How to Avail the Service:**

<b>STEP</b>	<b>Applicant/ Client (What to do)</b>	<b>Service Provider (What to do)</b>	<b>Duration of Activity (Time to Wait)</b>	<b>Person In Charge</b>	<b>Fees</b>	<b>Form</b>
<b>1</b>	Submit request letter to the receiving clerk or employee-in-charge	Receive and review the request letter	2 minutes	Ms. Rachelle Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong		
<b>3</b>	Wait for the Clearance or Good Moral Character	Preparation of the Permit	2 minutes	Ms. Rachelle Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong		
<b>4</b>	Receive a copy of your Clearance or Good Moral Character	Release the Perm it	1 minute	Ms. Rachelle Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong		



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## OFFICE OF THE MUNICIPAL MAYOR

### **ISSUANCE OF BURIAL PERMIT, TRANSFER OF CADAVER AND TRANSFER OF SKELETAL REMAINS**

**Who May Avail the Service:** Any person who wish to bury their loved ones in the municipality, transfer the cadaver/remains to the other municipalities.

**What are the Requirements:**

**For Burial Permit and Transfer of Cadaver**

1. Death Certificate
2. Official Receipt

**For Transfer of Skeletal Remains:**

1. RHU Physician Certification
2. Official Receipt

**Duration:** 5 Minutes

**How to Avail the Service:**

<b>STEP</b>	<b>Applicant/ Client (What to do)</b>	<b>Service Provider (What to do)</b>	<b>Duration of Activity (Time to Wait)</b>	<b>Person In Charge</b>	<b>Fees</b>	<b>Form</b>
<b>1</b>	Submit the needed requirements for evaluation	Receive and review the Certificates as to the completeness including signatures, payments and other requirements	2 minutes	Ms. Rachelle Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong		
<b>2</b>	Wait for the Permit	Preparation of the Permit	2 minutes	Ms. Rachelle Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong		
<b>3</b>	Receive the Permit	Release the Permit	1 minute	Ms. Rachelle Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong		



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## OFFICE OF THE MUNICIPAL MAYOR

### GRANTING OF PERMIT FOR SOLICITATION FOR MEDICAL AND BURIAL NEEDS

**Who May Avail the Service:** *Persons, corporations, clubs, organizations or associations who intend to solicit or receive contributions for charitable, public welfare.*

**What are the Requirements:**

**For Burial**

1. **Death Certificate**
2. **Barangay Certificate**

**For Medical**

1. **Prescription**
2. **Barangay Certificate**

**Duration:** 5 Minutes

**How to Avail the Service:**

<b>STEP</b>	<b>Applicant/ Client (What to do)</b>	<b>Service Provider (What to do)</b>	<b>Duration of Activity (Time to Wait)</b>	<b>Person In Charge</b>	<b>Fees</b>	<b>Form</b>
<b>1</b>	<i>Submit the needed requirements for evaluation</i>	<i>Receive and review the Certificates as to the completeness including signatures and other requirements</i>	<i>2 minutes</i>	<i>Ms. Rachelle Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong</i>		
<b>2</b>	<i>Wait for the Permit</i>	<i>Preparation of the Permit</i>	<i>2 minutes</i>	<i>Ms. Rachelle Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong</i>		
<b>3</b>	<i>Receive the Permit</i>	<i>Release the Perm it</i>	<i>1 minute</i>	<i>Ms. Rachelle Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong</i>		



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## OFFICE OF THE MUNICIPAL MAYOR

### **SIGNING OF OATH OF OFFICE, TREASURY BONDS AND ASSETS AND LIABILITIES**

**Who May Avail the Service:** Members of the barangay council, teachers and municipal employees need to take their oath before they can officially assume into office or commence their duty. The Punong Barangays, Barangay Treasurer and personnel under the Municipal Treasurer's Office shall first secure a treasury bond to be presented to the Authorized Banking Institution. Further, all the afore-cited office/government employees are under obligation to execute their yearly assets and liabilities.

#### **What are the Requirements:**

##### **Signing of Oath of Office**

1. Community tax certificate

##### **For Treasury Bond and Certification**

1. Community Tax Certificate
2. 2 Pieces passport size picture
3. Statement of Assets and Liabilities

##### **For Statement of Assets and Liabilities**

1. Duly Accomplish form
2. Community Tax Certificate

**Duration:** 10 Minutes

#### **How to Avail the Service:**

<b>STEP</b>	<b>Applicant/Client (What to do)</b>	<b>Service Provider (What to do)</b>	<b>Duration of Activity (Time to Wait)</b>	<b>Person In Charge</b>	<b>Fees</b>	<b>Form</b>
<b>1</b>	Submit the duly accomplish form and the corresponding requirements to the designated personnel under the Office of the Mayor	Receive and review the Certificates as to the completeness including signatures and other requirements	4 minutes	Ms. Rachelle Salinas Mr. Brendon Natividad		
<b>2</b>	Wait for the Document	For Certification-the designated personnel will prepare the Certification, OATH, SALN	3 minutes	Ms. Rachelle Salinas Mr. Brendon Natividad		
<b>3</b>	Release of the Treasury Bond, certification, statement of assets and liabilities and oath of office	Release the Certificate, Oath of Office, SALN	3 minutes	Ms. Rachelle Salinas Mr. Brendon Natividad		



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## OFFICE OF THE MUNICIPAL MAYOR

### **ISSUANCE OF CERTIFICATE OF INCUMBENCY**

**Who May Avail the Service:** A certificate of Incumbency is required of Barangay and SK officials when claiming for benefits (e.g. death, civil service and educational ) from the government, secure loans and apply for travel.

Punong Barangays and Barangay Treasurer are likewise required of this certification when applying for a treasury bond.

**What are the Requirements:**

Oath of Office

Community Tax Certificate

**Duration:** 10 Minutes

**How to Avail the Service:**

<b>STEP</b>	<b>Applicant/ Client (What to do)</b>	<b>Service Provider (What to do)</b>	<b>Duration of Activity (Time to Wait)</b>	<b>Person In Charge</b>	<b>Fees</b>	<b>Form</b>
<b>1</b>	Submit written or verbal request including all the requirements	Receive and review the Certificates as to the completeness including signatures and other requirements	4 minutes	Ms. Rachele Salinas Mr. Brendon Natividad		
<b>2</b>	Wait for the Certificate	Prepare the Certificate	3 minutes	Ms. Rachele Salinas Mr. Brendon Natividad		
<b>3</b>	Receive the certificate	Release the Certificate	3 minutes	Ms. Rachele Salinas Mr. Brendon Natividad		



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## OFFICE OF THE MUNICIPAL MAYOR

### **PUBLIC CUSTOMER ASSISTANCE**

**Who May Avail the Service:** *Municipal Residents and other clients may request the Municipal Mayor for referrals, recommendation, endorsements or communications for any of the following:*

1. *Medical Assistance*
2. *Job Recommendation*
3. *Endorsement to transfer-for Manoaaguenos in government service who are currently posted in other municipalities or provinces and would like to be transferred.*
4. *Promissory letters for accounts due/hospital bill*

**What are the Requirements:**

**For Medical Assistance**

1. *Medical prescription*
2. *Clinical diagnosis or doctor's referral*

**For Endorsement for Transfer**

1. *Letter of Request for transfer stating the reason for the request*
2. *Certified Service Record, if available*

**For Job Recommendations**

1. *Complete Bio-Data or Curriculum Vitae*
2. *Police Clearance*
3. *Past employment records*
4. *Other relevant documents*

**For Promissory Letters for Account Due/Hospital Bills**

1. *Proof of Billing*
2. *Any other proof of indebtedness*

**Duration:** 10 Minutes

**How to Avail the Service:**

<b>STEP</b>	<b>Applicant/Client (What to do)</b>	<b>Service Provider (What to do)</b>	<b>Duration of Activity</b>	<b>Person In Charge</b>	<b>Fees</b>	<b>Form</b>
<b>1</b>	<i>Submit written or verbal request including all the requirements</i>	<i>Receive and review the requirements as to the completeness including signatures and other requirements</i>	<i>4 minutes</i>	<i>Ms. Rachele Salinas Mr. Brendon Natividad Ms. Rosario Sikat</i>		
<b>2</b>	<i>Wait for the Endorsement/Letter/Medical Assistance</i>	<i>Prepare the Endorsement/Letter/Medical Assistance</i>	<i>3 minutes</i>	<i>Ms. Rachele Salinas Mr. Brendon Natividad Ms. Rosario Sikat</i>		
<b>3</b>	<i>Receive the Endorsement/Letter/Medical Assistance</i>	<i>Release the Endorsement/Letter/Medical Assistance</i>	<i>3 minutes</i>	<i>Ms. Rachele Salinas Mr. Brendon Natividad Ms. Rosario Sikat</i>		



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## OFFICE OF THE MUNICIPAL MAYOR

### **ACCIDENT INSURANCE BENEFITS PROGRAM**

**Who May Avail the Service:** *Municipal Residents may avail the Accident Benefits Program of the Municipality.*

**What are the Requirements:**

#### **For the Insured**

1. Death Certificate
2. Birth Certificate
3. Marriage Certificate (if married)
4. Voter's Certification
5. Police Report (for accident)

#### **For the Beneficiary**

1. Birth Certificate
2. Marriage Certificate (if married)
3. 2 Valid ID
4. NOC (Notice of Claim)
5. Certification

**Duration:** 5 Minutes

**How to Avail the Service:**

<b>STEP</b>	<b>Applicant/Client (What to do)</b>	<b>Service Provider (What to do)</b>	<b>Duration of Activity (Time to Wait)</b>	<b>Person In Charge</b>	<b>Fees</b>	<b>Form</b>
<b>1</b>	Submit the pertinent documents required to the receiving clerk or employee-in-charge.	Review the Documents needed	2 minutes	Ms. Rachelle Salinas		Notice of Claim
<b>2</b>	Wait for the advice of the employee-in-charge when you will receive the said benefit.	Advice the Beneficiary when he/she will receive the said benefits	3 minutes	Ms. Rachelle Salinas		



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## OFFICE OF THE MUNICIPAL MAYOR

### **AMBULANCE RESERVATION, CHAIRS, TABLES AND TENTS**

**Who May Avail the Service:** *Municipal Residents may avail the said equipments as long as the equipments are available.*

**What are the Requirements:**

1. Request Letter
2. Borrowers accomplish reservation form

**Duration:** 5 Minutes

**How to Avail the Service:**

<b>STEP</b>	<b>Applicant/ Client (What to do)</b>	<b>Service Provider (What to do)</b>	<b>Duration of Activity (Time to Wait)</b>	<b>Person In Charge</b>	<b>Fees</b>	<b>Form</b>
<b>1</b>	<i>Submit written or verbal request for the said equipments and the accomplished borrowers form</i>	<i>Receive and review the request letter and borrowers form</i>	<i>2 minutes</i>	<i>Ms. Rosario Sikat Ms. Rachele Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong</i>		<i>Borrowers Form</i>
<b>2</b>		<i>Schedule the equipments being borrowed</i>	<i>2 minutes</i>	<i>Ms. Rosario Sikat Ms. Rachele Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong</i>		
<b>3</b>	<i>Wait for the advice</i>	<i>Advice the client that they may know avail the requested equipments</i>	<i>1 minute</i>	<i>Ms. Rosario Sikat Ms. Rachele Salinas Mr. Brendon Natividad Mr. Joseph Paul Aquino Ms. Arianne Barlolong</i>		





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## OFFICE OF THE MUNICIPAL MAYOR

### **PHILHEALTH CARDS OF PREGNANT WOMEN, BARANGAY OFFICIALS, BHW'S, BARANGAYS TANODS**

**Who May Avail the Service:** Barangay Officials, Barangay Health Workers, Barangay Tanods and Pregnant Women are entitled to have their PHILHEALTH Cards.

**What are the Requirements:**

1. Valid ID
2. Certificate from the Barangay

**Duration:**

**How to Avail the Service:**

<b>STEP</b>	<b>Applicant/ Client (What to do)</b>	<b>Service Provider (What to do)</b>	<b>Duration of Activity (Time to Wait)</b>	<b>Person In Charge</b>	<b>Fees</b>	<b>Form</b>
<b>1</b>	Submit the requirements	Receive and review the requirements	2 minutes	Mr. Jake Guico Mr. Benjie Dulay Ms. Mary Rose Eslava		
<b>2</b>	Wait for the advice of the Clerk	Advise the client when to get their Philhealth ID	2 minutes	Mr. Jake Guico Mr. Benjie Dulay Ms. Mary Rose Eslava		

### **FREE MEDICINES**

**Who May Avail the Service:** Municipal Residents may have free medicines from the Municipal Pharmacy

**What are the Requirements:**

1. Prescription

**Duration:** 5 minutes

**How to Avail the Service:**

<b>STEP</b>	<b>Applicant/ Client (What to do)</b>	<b>Service Provider (What to do)</b>	<b>Duration of Activity (Time to Wait)</b>	<b>Person In Charge</b>	<b>Fees</b>	<b>Form</b>
<b>1</b>	Submit the prescription	Receive prescription and check if the medicine is available	3 minutes	Ms. Glenda Versoza Ms. Rina Sampaga Ms. Maria Susana Campos		Receiving Form
<b>2</b>	Wait for the medicine	Release the medicine	2 minutes	Ms. Glenda Versoza Ms. Rina Sampaga Ms. Maria Susana Campos		



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