



MUNICIPAL GOVERNMENT OF

CITIZEN'S CHARTER



I. MANDATE:

The Local Government Unit of Victoria exercises the powers expressly granted, those necessarily implied therefrom, as well as powers necessary appropriate or incidental of its efficient and effective governance and those which are essential to the promotion of general welfare.

II. VISION:

MAUNLAD NA VICTORIA, a town in the heart of Central Luzon, with multi-sectoral opportunities, healthy and disciplined citizenry, anchored on sustainable and holistic development with transparent governance.

III. MISSION:

To provide adequately the actual needs of citizenry, through the extraction of the economic potentials of the Municipality and utilization of technologies in supporting developmental directions of the Local Government.

IV. SERVICE PLEDGE:

We commit to:

1. Provide the constituents of the Municipality of Victoria a consistent, efficient and effective provisions of the basic services and facilities in Institutional, social, economic, environmental and infrastructure sectors.
2. Ensure and support among other things, the preservation and enrichment of the environment, promote health and safety, full employment to constituents and maintain peace and order.
3. Provide livelihood assistance or provisions of benefits to the most disadvantage citizen of the Municipality.
4. Attend to all applicants or requesting parties who are within the premises of the office prior to end of official working hours and during lunch break.



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OFFICE OF THE MAYOR

EXTERNAL SERVICES



1. ISSUANCE OF MAYOR'S PERMIT ON BUSINESS TRADE

Business Permit is issued to individuals who wants to put up a business establishment or one who owned a business establishment within the Municipality of Victoria

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Approved Assessment Form and Official Receipt of the Payment		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit the duly approved assessment form and the Original Receipt	1. Verify the submitted documents Process the Business Permit	None	5 minutes	<i>Administrative Aides</i> Office of the Mayor or <i>Administrative Aide I</i> Office of the Mayor
2. Receive the mayor's permit with the business plate, OR and sign on the release log-book	2. Release the Mayor's permit with business plate and let the client sign in the logbook	None	1 minute	<i>Administrative Aide</i> Office of the Mayor or <i>Administrative Aide I</i> Office of the Mayor
TOTAL		None	6 Minutes	



2. ISSUANCE OF MAYOR'S CLEARANCE

Mayor's Clearance is issued to individuals who has no pending case filed with the office of the mayor for employment and other legal purposes.

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Community Tax Certificate (Cedula) Mayor's Clearance Fee Official Receipt		Municipal Treasury Office		
Barangay Clearance		Barangay Hall		
Police Clearance		PNP Station		
Judge Clearance		Municipal Trial Court		
Documentary Stamp		BIR Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit pertinent requirements and Original Receipt	1. Verify the submitted documents and process the mayor's Clearance	None	3 minutes	<i>Administrative Aides</i> Office of the Mayor and <i>Private Secretary II</i> Office of the Mayor
2. Receive the mayor's permit with the Official Receipt and sign on the release document logbook	2. Record and release the Mayor's Clearance	None	1 minute	<i>Administrative Aides</i> Office of the Mayor and <i>Private Secretary II</i> Office of the Mayor
TOTAL		None	4 Minutes	



3. ISSUANCE OF MAYOR'S PERMIT ON VARIOUS ACTIVITIES

Mayor's Permit is issued to individuals who will conduct an activity within the Municipality of Victoria. (Applicable to activities that needs a permission from proper authority).

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt with Letter Request of client stating therein the activity to be performed		Municipal Treasury Office (OR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit the Letter request and Original Receipt	1. Verify the submitted documents and process the mayor's permit		5 minutes	<i>Administrative Aide I</i> Office of the Mayor and <i>Private Secretary II</i> Office of the Mayor
2. Receive the mayor's permit with the Official Receipt	2. Release the Mayor's Permit		1 minute	<i>Administrative Aide I</i> Office of the Mayor and <i>Private Secretary II</i> Office of the Mayor
TOTAL		None	6 Minutes	



4. SCHEDULING AND SOLEMNIZATION OF MARRIAGE

A would-be-couple/s who wish to avail the Marriage Solemnization Service of the Municipal Government of Victoria.

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly filled out Marriage Certificate (Municipal Form No.97)		Local Civil Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
Request for the schedule of the marriage	Interview the would-be-couple and confirmation of the date of marriage	None	3 minutes	<i>Administrative Aides</i> Office of the Mayor
Present the Marriage Certificate on the scheduled date of marriage	Perform the Solemnization of marriage and signing of the Marriage	None	1 hour	<i>Administrative Aides</i> Office of the Mayor and <i>Municipal Mayor</i> Office of the Mayor
TOTAL		None	1 hour & 3 Minutes	



5. SIGNING OF MEMORANDUM OF AGREEMENT

A SB Resolution authorizing the Mayor to enter into an agreement to agency/ies with project/program proposal to the Municipality of Victoria is necessary in the Signing of MOA by the Municipal Mayor.

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2G / G2C / G2B			
Who may avail:	Different Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent from concerned agency		Concerned Agency/		
Draft Memorandum of Agreement		Concerned Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1. Receive and evaluate the documents and endorse to the SB for Resolution. Inform the client of the process. Text client on the time the MOA has been signed by the Mayor for release.	None	10 minutes	<i>Administrative Aides</i> Office of the Mayor and <i>Municipal Mayor</i> Office of the Mayor
TOTAL		None	10 minutes	



OFFICE OF THE MAYOR INTERNAL SERVICES



6. APPROVAL OF VARIOUS SEMINARS/TRAININGS

Approval of the Invitation of Seminars/trainings from various agencies.

Office or Division:	Office of the Mayor			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Official/Employee of the Municipality of Victoria			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation Letter for Trainings, Meetings, Seminar with Certified Appropriation of Funds		Different Department/Offices Municipal Budget Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Present Letter of Invitation with the corresponding Appropriation of Funds	1. Receive the letter and evaluation of the training/ seminar	None	3 days	<i>Administrative Aides</i> Office of the Mayor and <i>Municipal Mayor</i> Office of the Mayor
2. Receive or informed of the Approved or disapproved invitation.	2. Release the Letter of Invitation/ Inform the concerned official or employee	None	2 minutes	<i>Administrative Aides</i> Office of the Mayor
TOTAL		None	3 days 2 minutes	



7. SIGNING OF VARIOUS DOCUMENTS

Various documents that needs the signature of the Municipal Mayor.

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Officials/Employees of the Municipalities of Victoria			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents for signature of the Municipal Mayor		Different Department/Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit documents for signature/approval	1. Receive and evaluate the documents submitted	None	1 day	<i>Administrative Aides</i> Office of the Mayor and <i>Municipal Mayor</i> Office of the Mayor
2. Receive the duly signed documents	2. Release and record documents in the log book	None	2 minutes	<i>Administrative Aides</i> Office of the Mayor
TOTAL		None	1 day & 2 minutes	



OFFICE THE SANGGUNIANG BAYAN EXTERNAL SERVICES



1. ISSUANCE OF MOTORIZED TRICYCLE OPERATOR'S PERMIT (MTO)

For Hire Motorized Tricycle Owners/Operators/Drivers shall secure permit to operate within the Municipality of Victoria and for other legal purposes.

Office or Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All tricycle operators and/or his duly authorized driver operating for hire			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
1. Driver's License of operator or his duly authorized driver		LTO (Land Transportation Office)		
2. Official Receipt and Certificate of Registration (O.R. and C.R.) issued by the Land Transportation Office (LTO)		LTO (Land Transportation Office)		
3. Community Tax Certificate (CTC) of operator/driver		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for new or renewal Motorized Tricycle Operator's Permit (MTO) and submits pertinent requirements	1. Verify the submitted requirements and advice client to pay the corresponding fee's at the Municipal Treasury Office		2 minutes	SB Secretary/ Administrative Assistant I BS Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE
2. Pay corresponding fee/s	2. Receive payment and issues official receipt	MTOP Fee – Php 220.00, Franchise Fee (good for 3 Years)- Php 55.00 Subscribing Fee– Php 10.00 Sticker - Php100.00 Penalty - Php 96.25 (25% charge after due date of the re- newal)	5 minutes	<i>Cashier I</i> Municipal Treasury Office
3. Present Official Receipt. Wait for the release of the MTOP and sign in the Log Book	3. Process/ approved/ record and release the MTOP.		10 minutes	<i>SB Secretary/ Administrative Assistant I</i> <i>Municipal Vice Mayor</i>
TOTAL		Step 2 Fees	17 Minutes	



**OFFICE OF THE MUNICIPAL PLANNING
AND DEVELOPMENT
EXTERNAL SERVICES**



1. ISSUANCE OF LOCATIONAL CLEARANCE

Locational Clearance is a pre-requisite in the issuance of building permit to ensure its conformity with the Comprehensive Land Use Plan (CLUP) and Zoning Ordinance. It is being issued to individual or company for residential, commercial institutional and industrial structure before securing building permit.

Office or Division:	MUNICIPAL PLANNING & DEVELOPMENT OFFICE
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen's
Who may avail:	Any person who wish to construct/operate residential, commercial, institutional and industrial structure within the Municipality of Victoria.
CHECK LIST OF REQUIREMENTS	WHERE TO SECURE
1.RESIDENTIAL ZONE	
Transfer Certificate of Title/Deed of Absolute Sale/Special Power of Attorney/Notarized Authorization	
Tax Declaration	Assessor's Office
Barangay Clearance/Certification	Barangay Captain
Latest Tax Receipt	Treasury Office
Site Development Plan/Vicinity Map	Licensed Civil Engineer/Architect/ Environmental Planner
Bill of Materials/Cost Estimates	Licensed Civil Engineer/Architect
2. COMMERCIAL ZONE	
Transfer Certificate of Title/Deed of Absolute Sale/Special Power of Attorney/Notarized Authorization	
Tax Declaration	Assessor's Office
Barangay Clearance/Certification	Barangay Captain
Latest Tax Receipt	Treasury Office
Site Development Plan	Licensed Civil Engineer/Architect/ Environmental Planner
Environmental Compliance Cert (ECC)/ Certificate of Non Coverage	DENR
One(1) set of Architectural Plan	Engineer
Bill of Materials/Costs Estimates	Licensed Civil Engineer/Architect



CHECK LIST OF REQUIREMENTS	WHERE TO SECURE
3.INSTITUTIONAL ZONE	
Transfer Certificate of Title or Deed of Sale/ Authorization/Special Power of Attorney (in case the ownership of the lot is not yet transferred to the lot owner)	
Tax Declaration	Assessor's Office
Barangay Clearance	Barangay Captain
Latest Tax Receipt	Treasury Office
Site Development Plan	Licensed Civil Engineer/Architect/ Environmental Planner
Department of Health (DOH) Clearance	DOH, Regional Office
Contract of Lease (if needed)	
Environmental Compliance Certificate (ECC)/ Certificate of Non Coverage	DENR
Bill of Materials/Cost Estimates	Licensed Civil Engineer/Architect
4.INDUSTRIAL ZONE	
Transfer Certificate of Title or Deed of Sale/ Authorization/Special Power of Attorney (in case the ownership of the lot is not yet transferred to the lot owner)	
Tax Declaration	Assessor's Office
Latest Tax Receipt	Treasury Office
Site Development Plan	Licensed Civil Engineer/Architect/ Environmental Planner
One (1) set Architectural Plan	Engineer
Contract of Lease (if needed)	
Bill of Materials and Cost Estimates	Licensed Civil Engineer/Architect
Environmental Compliance Certificate (ECC)/ Certificate of Non Coverage	DENR
Barangay Resolution	Barangay Captain
Sangguniang Bayan Resolution	Sangguniang Bayan
Neighbor's Consent	Affected Residents



1. ISSUANCE OF LOCATIONAL CLEARANCE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Complete Requirements	1. Verify the submitted documents and schedule inspection		10 minutes	<i>Administrative Aide III</i> MPDC Office
	Issue order of payment and advice client to pay to the Municipal Treasury Office. (If the client chooses the mayor to administer the oath, secure the service of the Notary Public) and proceed to step no. 4)	Subscribing Fee - P10.00	5 minutes	<i>Administrative Aide III</i> <i>Project Development Officer I</i> MPDC Office
2. Pay the order of payment	2. Receive payment and issue official receipt		10 minutes	<i>Job Order</i> Municipal Treasury Office
3. Present subscribing fee (Official Receipt) or Present Notarized Application Form then pro-	3. Forward application to the Office of the Mayor for administering		5 minutes	<i>Project Development Officer I</i> MPDC Office
4. Accompany the inspection team	4. Conduct site inspection		1 hour	<i>Admin. Aide III</i> <i>PDO I</i> MPDC Office



1. ISSUANCE OF LOCATIONAL CLEARANCE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Assess fee/s and issue order of payment for Zoning/Locational Clearance Fee to be paid at the Municipal Treasury Office	Residential : 1. P100,00 and below -P200 2. Over P100,000 to P200,000 -P400 3. Over P200,000 -500+(1/10 of 1% in excess of P200,000) Institutional : 1. Below P2 million -P2,880 2. Over P2 million -P2,880+ (1/10 of 1% in excess of P2M) Commercial/Industrial: 1. Below P100,00 -P1,440. 2. Over P100,000-P500,000 - P2,160 3. Over P500,000 -P2,880. 4. Over P1M-2M -P4,320. 5. Over P2M -P7,200 +(1/10 of 1% in excess of P2M).	5 minutes	<i>Project Development Officer I</i> MPDC Office
5. Pay the order of payment	5.Receive payment and issue official receipt		10 minutes	<i>Job Orders</i> Municipal Treasury Office
6. Present OR. Receive the Locational Clearance and sign on the release document	6. Final Review and approval of Locational Clearance. Record and release the document		10 minutes	<i>MPDC/Zoning Administrator</i> MPDC Office
	TOTAL		1 hour and 55minutes	



2. ISSUANCE OF ZONING CERTIFICATE

The Issuance of Zoning Certificate is issued to individuals and company needing this Compliance Certificate (ECC) and Department of Health (DOH) Certificate which is required in securing Locational Clearance for industrial, commercial and institutional structure before securing building permit.

Office or Division:	MUNICIPAL PLANNING & DEVELOPMENT OFFICE	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	The Issuance of Zoning Certificate is issued to individuals and company needing this Compliance Certificate (ECC) and Department of Health (DOH) Certificate which is required in securing Locational Clearance for industrial, commercial and institutional structure before securing building permit.	
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE
Vicinity Map and Site Development Plan showing all proposed projects		Licensed Architect/Civil Engineer/ Environmental Planner
Proof of Ownership of the Lot (Transfer Certificate of Title (TCT) or duly notarized Deed of Sale (in case the ownership of the lot is not yet transferred to the lot owner)		Register of Deeds
Tax Declaration		Assessor's Office
Latest Tax Receipt (Real Property Tax)		Treasury Office
Contract of Lease (if needed)		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements and fill-out application form	1. Verify application form and review submitted requirements. Schedule site inspection		15 minutes	<i>Administrative Aide III</i> MPDC Office
2. Accompany the inspection team upon payment of Subscribing Fee if the applicant chooses to Administer Oath by the Mayor or Present Notarized Application Form	2. Conduct site inspection	Subscribing Fee - P10.00	1 hour	<i>Project Development Officer I</i> <i>Admin. Aide III</i> MPDC Office
	Assess fee/s and issue order of payment for Zoning/Locational Clearance fee to be paid at the Treasury Office	Indicate schedule of payments	5 minutes	<i>Project Development Officer I</i> <i>Admin. Aide III</i> MPDC Office
3. Pay the order of payment	3. Receive payment and issue OR		10 minutes	<i>Job Orders</i> Municipal Treasury Office
4. Present OR. Receive the Zoning Certificate and sign on the release document logbook	4. Final Review and approval, record and release of the Zoning Cert.		10 minutes	Engr. Fernando P. Gallieto (MPDC/ Zoning Administrator)
	TOTAL		1 hour & 40 minutes	



**OFFICE OF THE MUNICIPAL PLANNING
AND DEVELOPMENT
INTERNAL SERVICES**



1. REQUEST FOR VARIOUS DOCUMENTS AND DATA

Office or Division:	OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Official/ Employees of the Municipality of Victoria			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Document for signature of the MPDC		Different Department/Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit Letter Request specifying the needed documents or data	1.Receive, check and record the documents submitted .	None	15 minutes	<i>Administrative Aide</i> MPDC Office
	Forward to MPDC for review and approval	None	15 minutes	MPDC
2. Receive the documents	2.Release and record the document in the logbook	None	5 minutes	<i>Administrative Aide</i> MPDC Office
TOTAL		None	35 minutes	



2. SIGNING OF VARIOUS DOCUMENTS

Various documents that needs the signature of the MPDC

Office or Division:	OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Official/ Employees of the Municipality of Victoria			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Document for signature the MPDC		Different Department/Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit documents for signature	2. Receive, check and record the document submitted	None	20 minutes	<i>Administrative Aide</i> <i>MPDC Office</i>
	Forward to MPDC for signature/ approval	None	30 minutes	<i>MPDC</i>
2. Receives the duly signed documents	3. Release and record the document in the logbook	None	5 minutes	<i>Administrative Aide</i> <i>MPDC Office</i>
TOTAL		None	35 minutes	



**MUNICIPAL DISASTER RISK REDUCTION
AND MANAGEMENT OFFICE
EXTERNAL SERVICES**



1. PROVISION OF DISASTER RESPONSE

Any individual who called to 911/MDRRMO Hotline that needs emergency response

Office or Division:	MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Call 911/MDRRM Office Hotline	1. Verify given information by asking the current state or scene situation, location of the incident and How many vehicle or patient are involve		3 minutes	<i>Administrative Aides</i> MDRRM Office
2. Informed right away of the service	2.Call/ Dispatch needed Resources whether Ambulance or vehicular assistance. In case in need of additional resources: Verify the scene situation and dispatch needed resources		1 minute	<i>Administrative Aides/ Responder</i> MDRRM Office
	TOTAL	None	4 minutes	



2. PROVISION OF MEDICAL ASSISTANCE/ AMBULANCE TRANSPORT

Request of any individual that needs medical assistance or ambulance assistance in a scheduled basis.

Office or Division:	MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit letter request or verbal request for ambulance	1. Receive request		3 minutes	<i>Administrative Aide</i> MDRRM Office
2. Signing of the Travel Order	2. Interview the client, Encode travel order		2 minutes	<i>MDRRM Officer</i> MDRRM Office <i>Private Secretary</i> Mayor's Office
TOTAL		None	5 minutes	



3. PROVISION OF DAMAGE CERTIFICATION

Request of any individual that needs Certification of Damage from disaster events.

Office or Division:	MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Victims of Calamity Individuals/households			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Damage Certificate from Punong Barangay Picture of Damage property/ies		Punong Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Receive requirement- sand verify through the record or Reported Disaster Event and print.	none	3 minutes	<i>Administrative Aide</i> MDRRM Office
2. Receive the Certification of Damage/s	2. Release the certification	none	2 minutes	<i>MDRRM Officer</i> MDRRM Office <i>Private Secretary</i> Mayor's Office
TOTAL		None	5 minutes	



3. PROVISION OF TRIMMING/PRUNING ASSISTANCE

Request of any individual that needs the services.

Office or Division:	MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Constituents of Victoria			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Punong Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter of Request	1. Receive the Request. Schedule the date of Pruning/Trimming	none	3 minutes	<i>Administrative Aide</i> MDRRM Office
2. Receive approval and wait for the schedule	2. Release date of schedule	none	1 minutes	<i>MDRRM Officer</i> MDRRM Office <i>Private Secretary</i> Mayor's Office
TOTAL		None	4 minutes	



3. PROVISION OF TECHNICAL TRAININGS/SYMPOSIUMS

Request of any individual willing to attend training or symposium

Office or Division:	MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Constituents of Victoria			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Punong Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter of Request	1. Receive the Request. Schedule date of training / symposium	none	4 minutes	Administrative Aide MDRRM Office
2. Receive approval and wait for the scheduled date	2. Release date of schedule	none	1 minutes	MDRRM Officer MDRRM Office Private Secretary Mayor's Office
TOTAL		None	5 minutes	



OFFICE OF THE LOCAL CIVIL REGISTRAR

EXTERNAL SERVICES



1. APPLICATION FOR AFFIDAVIT TO USE THE SURNAME OF FATHER (AUSF) – R.A. 9255

This government service is applicable to individual born in the Municipality of Victoria

Office or Division:	Local Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	People born in Victoria.			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Live Birth - Original in Security Paper (SECPA)		Philippine Statistics Authority		
Community Tax Certificate of both parents		Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Review the submitted requirements. Interview the client		10 minutes	<i>Municipal Civil Registrar/Registration Officer I</i> LCR Office
2. Sign the affidavit/s	2. Type the data gathered in the affidavit/s. Advice the client to pay to the Treasury Office		10 minutes	<i>Municipal Civil Registrar/Registration Officer I</i> LCR Office
3. Pay the application fee and/or subscribing fee	3. Receive payment. Issue and attach official receipt in the document/s.	AUSF Application fee ₱200.00; subscribing fee of affidavit of acknowledgement of paternity ₱200.00	10 minutes	<i>Job Orders</i> Municipal Treasury Office
4. Present the document/s with corresponding official receipt. Receive the documents and sign on the released Document's Log book	4. Write remarks on the registry book. And sign the docs.		8 minutes	<i>Municipal Civil Registrar/Registration Officer I</i> LCR Office
	TOTAL	Php 200.00	38 minutes	



2. APPLICATION OF CORRECTION OF CLERICAL ERROR AND/OR CHANGE OF NAME IN THE CIVIL REGISTRY (R.A. 9048)

This service is applicable to individual with clerical error on their registered birth, marriage and death certificate/s.

Office or Division:	Local Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	People born in Victoria.
CHECK LIST OF REQUIREMENTS	WHERE TO SECURE
Baptismal Certificate	Client / Church
Employment Records	Client
School Records	School
Voter's Affidavit	Comelec
Valid ID	LTO, SSS, UMID, Postal ID
Affidavit of Discrepancy	Client
Passport	DFA
Marriage Contract of Parents	Client
Birth Certificate of parents/siblings	Client
National Bureau of Investigation (NBI) Clearance	NBI
Police Clearance	PNP Station
Affidavit of Non-employment (if the applicant is not employed)	Municipal Government
Certificate of Employment and/or Employer's Clearance	Client
Affidavit of Publication/ Newspaper Clippings	Client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1. Review the submitted requirements. Advise the client to pay the corresponding fee to the Municipal Treasury Of-		20 minutes	<i>Municipal Civil Registrar/Registration Officer I</i> LCR Office
2. Pay the corresponding fee.	2. Receive payment and issue official receipt	Correction fee ₱1,000.00; Change of name fee ₱3,000.00	10 minutes	<i>Job Orders</i> Municipal Treasury Office
3. Sign the form for petition of correction or change of name	3. Process/type the document.		45 minutes	<i>Municipal Civil Registrar/Registration Officer I</i> LCR Office
	4. Advise client to come back after three (3) months to receive the changed/corrected documents from National Statistic Office (NSO) Manila.		3 months	Emmanuel S.J. Rigor (<i>Municipal Civil Registrar</i>)
	5. Preparation of annotated and un-annotated documents. Certificate of finality and certified copy of affirmed petition to be endorse to National Statistic Office (NSO) Manila.		4 hours	Emmanuel S.J. Rigor (<i>Municipal Civil Registrar</i>)
	TOTAL	Step 2 Fees	3 months 5 hours & 15 minutes	



3. APPLICATION OF DELAYED REGISTRATION OF BIRTH, MARRIAGE AND DEATH

Delayed or late registration of Marriage, Birth and Death are those not registered on prescribed period of time.

Office or Division:	Local Civil Registrar		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	People married in Victoria		
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE	
Copy of Negative Certificate (Birth, Marriage, Death)		Philippine Statistics Authority	
Baptismal Certificate (photo copy)		Client or Church	
Joint Affidavit		Client	
Voter's Affidavit (photo copy)		Comelec	
Any Identification Card (I.D.) with proof of birth (photo copy)		LTO, SSS, UMID, Post Office	
Birth Certificate of children (for Delayed Registration of Marriage)		Local Civil Registrar	
Affidavit of Husband and Wife (for Delayed Registration of Marriage)		Client	
Church Certification (for Delayed Registration of Death)		Client	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit the re-quirements	2. Interview the cli-ent. Review the sub-mitted documents		15 minutes	<i>Admin. Aide I/ Municipal Civil Regis-trar/(Registration Offi-cer I</i> LCR Office
2. Waiting	2. Process/type the certificate, and ad-vise the client to pay the registration fee and penalty at the Municipal Treasury Office.		30 minutes	<i>Admin. Aide I/ Municipal Civil Regis-trar/(Registration Offi-cer I</i> LCR Office
3. Pay the registra-tion fee and penalty	3. Receive payment and issue official re-ceipt.	Registration Fee ₱50.00, Penalty ₱20.00 per year of de-lay	10 minutes	<i>Job Orders</i> Municipal Treasury Office
	4. Advise the client to come back ten (10) calendar days after posting for the re-lease of the certifi-cate. Assign registry number and sign the certificate.		10 calendar days	<i>Admin. Aide I/ Municipal Civil Regis-trar/(Registration Offi-cer I</i> LCR Office
4. Present the regis-tration fee and pen-alty official receipt. Receive the certifi-cate and sign on the release document logbook	4. Release marriage certificate		2 minutes	<i>Admin. Aide I/ Municipal Civil Regis-trar/(Registration Offi-cer I</i> LCR Office
	TOTAL	Step 3 Fees	10 calen-dar days and 57 minutes	



4. APPLICATION FOR MARRIAGE LICENSE

Application for marriage is intended to both or either one of the couple which is resident of the Municipality of Victoria

Office or Division:	Local Civil Registrar			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen's			
Who may avail:	Both or either one of the couple is a resident of Victoria.			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Marriage License Application Form (Municipal Form No. 90)		Local Civil Registrar		
Birth Certificate		Client		
Community Tax Certificate (Cedula)		Treasury Office		
Parental Advice/Consent (if applicant is below 25 years old)		Local Civil Registrar		
Certificate of No Marriage (CENOMAR) from National Statistics Office (NSO) – if applicant is 25 years old and above		Philippine Statistics Office (PSA)		
Certificate of Legal Capacity to Marry (if one of the applicant is a foreigner)		Client		
Death Certificate of the Deceased Spouses (either or both widow)		Client		
Certification to Marry from Head Officer (if either or both applicant is/are member of the military)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Review the submitted requirements. Advise the client to pay the application for marriage license fee at the Municipal Treasury Office		10 minutes	<i>Municipal Civil Registrar/Registration Officer I</i> LCR Office
2. Pay the application of marriage fee	2. Receive payment and issue official receipt	Application of marriage fee (included family planning marriage counseling fee) ₱240.00	10 minutes	<i>Job Orders</i> Municipal Treasury Office



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
3. Fill-out the application form	3. Assist the applicant in filling-out of the application form. Advise the client to attend the pre-marriage counseling seminar.		30 minutes	<i>Municipal Civil Registrar/Registration Officer I / Administrative Aide I</i> LCR Office
4. Attend the family planning seminar/pre-marriage counseling seminar	4. Conduct pre-marriage counseling seminar and issue the certificate after the seminar		It was done during the waiting period (10 calendar days)	<i>PopCom Officer</i> POPCOM Office
5. Submit the certificate of family planning any day within the period of ten (10) calendar days	5. Advise the client to come back ten (10) calendar days after the completion of posting		10 calendar days	<i>Municipal Civil Registrar/Registration Officer I</i> LCR Office
6. Pay to LCR the marriage license fee, receive the marriage license and sign on the release document log book.	6. Receive the payment. Record and release the marriage license	Marriage license fee ₱50.00	8 minutes	<i>Municipal Civil Registrar/Registration Officer I</i> LCR Office
Total		₱290.00	10 days 1 hour and 8 minutes	



5. ISSUANCE OF CERTIFIED TRANSCRIPTION OF BIRTH, MARRIAGE AND DEATH

Certified transcription of Birth, Marriage and Death is issued to individual needing this document as instrument/proof of the date and other legal matters.

Office or Division:	Local Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All citizen born, married and died in the Municipality of Victoria			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Name/s and Date/s		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Provide his/her name and date of event for verification	2. Interview and verify from registry book. Type the data gathered, and advise client to pay the certified transcription fee to the Municipal Treasury Office.		15 minutes	<i>Admin. Aidel/ Municipal Civil Registrar/ Registration Officer I</i> LCR Office
2. Pay the certified transcription fee	2. Receive payment and issue official receipt	Certified transcription fee ₱60.00 (Local), ₱110.00 (Abroad), No Record ₱50.00)	10 minutes	<i>Job Orders</i> Municipal Treasury Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
3. Present the Official Receipt. Received the Certified Transcription and sign on the release document log book.	3. Sign, record and release the certified transcription		8minutes	Admin. Aide I/ Municipal Civil Registrar/(Registration Officer I LCR Office
Total		Applicable Step 2 Fees	33 minutes	



6. LEGITIMATION

Legitimation is applied to children born out of marriage of parents.

Office or Division:	Local Civil Registrar			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	People born in Victoria			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage Contract of both parents		Client		
Certificate of Live Birth of the child		Client		
Affidavit of Legitimation		Client		
Certificate of No Marriage (CENOMAR)		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROC- ESSING TIME	PERSON RESPONSIBLE
1. Submit the require- ments	1. Review the submitted requirements		10 minutes	<i>Municipal Civil Registrar/Registration Officer I LCR Office</i>
2. Waiting	2. Process/the legitima- tion documents and ad- vise the client to pay at the Treasury Office.		30 minutes	<i>Municipal Civil Registrar/Registration Officer I LCR Office</i>
3. Pay the legitimation fee	3. Receive payment and issue official receipt.	Legitimation fee: Birth Cert. ₱60.00, Legal instrument	10 minutes	<i>Job Orders Municipal Treasury Office</i>
	Advise client to come- back ten (10) calendar		10 calendar days	<i>MCR/Reg. Officer I LCR Office</i>
	Record on legal instru- ment book and write the remarks on the civil reg- istry book. Signed the documents		5 minutes	<i>Municipal Civil Registrar/Registration Officer I LCR Office</i>
4. Present the legiti- mation fee OR. Re- ceive the docs and sign on release log-	4. Record and release the document		3 minutes	<i>Municipal Civil Registrar/Registration Officer I LCR Office</i>
	TOTAL 45	Step 3 fees	10 calen- dar days &	



7. REGISTRATION OF BIRTH CERTIFICATE

Registration of birth is necessary for purposes of identification and for PSA and legal purposes.

Office or Division:	Local Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Citizen born in Victoria			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Data from the informant		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide information of the newly born child	1. Interview informant or attendant of birth and encode gathered data		20 minutes	Admin. Aide I/ Municipal Civil Registrar/(Registration Officer I LCR Office
2. Affix signature of informant or attendant	2. Advise the client to pay the registration fee at the Municipal Treasury Office.		3 minutes	Admin. Aide I/ Municipal Civil Registrar/(Registration Officer I LCR Office
3. Pay the certificate of live birth fee	3. Receive payment and issue official receipt	Registration fee ₱50.00	10 minutes	Job Orders Municipal Treasury Office
4. Present the Original Receipt. Receive the certificate of live birth and sign on the release document logbook	4. Sign the certificate of live of birth. Record and release the certificate		10 minutes	Admin. Aide I/ Municipal Civil Registrar/(Registration Officer I LCR Office
	TOTAL	Php 50.00	46 minutes	



8. REGISTRATION OF DEATH CERTIFICATE

Registration of death is necessary for purposes of identification and for PSA and legal purposes.

Office or Division:	Local Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Citizen died in Victoria			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Data from the informant		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide information of the descendant	1. Interview informant/relative of dead person. Encode data gathered.		15 minutes	Admin. Aide I/ Municipal Civil Registrar/(Registration Officer I LCR Office
2. Proceed to the attending Physician RHU 1 or 2	2. Sign the Death Certificate		20minutes	Private Physician Municipal Health Officer RHU I or II
3. Pay the certificate of Death fee	3. Receive payment and issue official receipt	Registration fee ₱50.00	5 minutes	Job Orders Municipal Treasury Office
4. Present the Official Receipt. Receive the certificate and sign on the release document log book	4. Assign Registry Number and Sign the certificate. Record and release the Death certificate		5 minutes	Admin. Aide I/ Municipal Civil Registrar/(Registration Officer I LCR Office
	TOTAL	Php 50.00	45 minutes	



9. REGISTRATION OF MARRIAGE CERTIFICATE

Registration of Marriage Certificate is recorded at Philippine Statistics Authority and for documentation purposes.

Office or Division:	Local Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	People married in Victoria			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Municipal Form No. 90 (Certificate of Marriage)		Local Civil Registrar		
Official Receipt – Solemnization Fee and Sponsors Fee		Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present official receipt of solemnization fee and sponsor fee together with four (4) copies of marriage certificate	1. Review the marriage certificate		10 minutes	Admin. Aide I/ Municipal Civil Registrar/(Registration Officer I LCR Office
2. Waiting	2. Assign a registry number and record the marriage certificate		10 minutes	Admin. Aide I/ Municipal Civil Registrar/(Registration Officer I LCR Office
3. Receive the marriage certificate and sign on the release document logbook.	3. Release marriage certificate		2 minutes	Admin. Aide I/ Municipal Civil Registrar/(Registration Officer I LCR Office
TOTAL			22 minutes	



OFFICE OF THE PUBLIC MARKET INTERNAL SERVICES



1. ISSUANCE AND RECEIPTS OF CASH TICKETS

Cash tickets issued to market personnel in charge in collection of fees.

Office or Division:	Office of the Public Market			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Market Collectors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Receive Cash Tickets and sign in the logbook	1. Issue cash tickets and Record in the log-book	None	3 minutes	<i>Market Supervisor Designate</i> Office of the Market
2. Remit corresponding amount of cash tickets issued	2. Receive amount re-mitted and record in the log book	None	2 minutes	<i>Market Supervisor Designate</i> Office of the Market
TOTAL		None	5 minutes	



OFFICE OF THE PUBLIC MARKET EXTERNAL SERVICES



2. ISSUANCE AND COLLECTION OF CASH TICKETS

Cash tickets will be issued to ambulant vendors, delivery trucks and parking fees.

Office or Division:	Office of the Public Market			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Ambulant Vendors, Delivery Trucks and Vehicle owners/drivers/operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Receive Cash Tickets (For Ambulant Vendors)	1. Issue cash tickets and receive the amount of fees	Per square meter - Php 10.00	2 minutes	Market Collectors Office of the Market
1. Receive Cash Tickets (Delivery Trucks Owners/ Drivers/Operators)	1. Issue cash tickets and receive the amount of fees	Php 40.00 to 200.00 based on size of trucks and load/items	2 minutes	Market Collectors Office of the Market
1. Receive Cash Tickets (Vehicle Owners/Drivers/ Operators)	1. Issue cash tickets and receive the amount of fees	Tricycle - Php 5.00 Four (4) wheels - Php 10.00	2 minutes	Parking Attendant/ Market Collectors Office of the Market
TOTAL			2 minutes	



3. ISSUANCE OF CERTIFICATION OWNERSHIP/LEASEHOLDER OF MARKET STALL

Certification of Ownership/Leaseholder is issued to Market Stall owner/s for legal purposes.

Office or Division:	Office of the Public Market			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Public Market Stall Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Request certification verbally or in written form	1. Verify records, encode and issue Certification	None	5 minutes	<i>Market Supervisor Designate Office of the Public Market</i>
TOTAL		None	5 minutes	



4. SIGNING AND ISSUANCE OF LEASE CONTRACT

Lease Contract is an under oath agreement between the Municipality of Victoria represented by Mayor Christian Yap a lessor and the Public Market Stall Leaseholder as Lessee.

Office or Division:	Office of the Public Market			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Public Market Stall Leaseholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 photo copy of valid ID, Original presented		SSS, GSIS, Company ID, Voter's ID, Postal ID, Senior Citizen, Driver's License		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Present Valid ID	1. Evaluate authenticity of the ID. Verify the Market Record	None	3 minutes	<i>Market Supervisor Designate</i> Office of the Public Market
2. Sign the Lease Contract	2. Process the signing of the Lease Contract to signatories and inform the client of the duration of processing.	None	4 days	<i>Market Supervisor Designate</i> Office of the Market <i>Municipal Mayor</i> Office of the Mayor <i>Notary Public</i> Law Office
3. Receive copy of the Contract and sign in the logbook	3. Issue/deliver copy of the contract to the lessee	None	3 minutes	<i>Market Supervisor Designate / Administrative Aide VI</i> Office of the Market
TOTAL		None	4 days and 6 minutes	



**OFFICE OF THE HUMAN
RESOURCE MANAGEMENT
INTERNAL SERVICES**



1. PROCESSING OF LOAN OF EMPLOYEES TO GOVERNMENT LENDING INSTITUTION/S

Process Loan Application of qualified officials and employees of the Municipality to accredited government banking institution/s.

Office or Division:	Office of the Human Resource Management			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Officials and Employees of the Municipal Government of Victoria			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Application for Loan Forms		Land bank of the Philippines (LBP) Development Bank of the Philippines (DBP) PAG IBIG Home Development Mutual Fund		
2 Valid ID (photo copy) with 3 signatures		SSS, DFA, UMID, GSIS, COMELEC, POST OFFICE		
Photo Copy of payroll of the preceding month (for LBP)		Treasury or Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Present the necessary documents	1. Check the pertinent and prepare additional supporting documents. Sign Certifications and Endorsement provided in the application for Loan Form. Certify the authenticity of the valid ID's and pay-rolls.	None	15 minutes	<i>Administrative Aide III</i> Office of the HRM and <i>Municipal HRMO</i> Office of the HRM
2. Receive the Loan Application forms with complete supporting documents.	2. Release the Loan Application forms with complete supporting documents.	None	1 minute	<i>Administrative Aide III</i> Office of the HRM and <i>Municipal HRMO</i> Office of the HRM
TOTAL		None	16 minutes	



2. ISSUANCE OF SERVICE RECORD AND CERTIFICATE OF EMPLOYMENT

Service Record is issued to present and former officials/employees of the Municipal Government of Victoria, regardless of employment status and as requested for legal purposes.

Office or Division:	Office of the Human Resource Management			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Former and present officials and employees of the Municipal Government of Victoria or Authorized Representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Request verbally or in written form	1. Interview client. Verify records and prepare the Service Record/ Certificate of Employment and sign.	None	3 minutes	<i>Administrative Aide III</i> Office of the HRM and <i>Municipal HRMO</i> Office of the HRM
2. Receive the Service Record/ Certificate of Employment	2. Issue Service Record/ Certificate of Employment	None	1 minute	<i>Administrative Aide III</i> Office of the HRM and <i>Municipal HRMO</i> Office of the HRM
TOTAL		None	4 minutes	



**OFFICE OF THE HUMAN
RESOURCE MANAGEMENT
EXTERNAL SERVICES**



1. ASSISTANCE TO IMMERSION AND ON-THE-JOB TRAINING STUDENTS

Students from different private and public school who want to render immersion in the Municipality of Victoria.

Office or Division:	Office of the Human Resource Management			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students who wants to render IMMERSION & ON –THE-JOB TRAINING in the Municipality of Victoria			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum of Agreement (Optional)		Student/School		
Training Agreement		School		
Letter of Intent		School/Student		
Personal Data Sheet		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Present the required documents	1. Review the documents and interview and orient the client.	None	6 minutes	<i>Municipal HRMO</i> Office of the HRM
2. Received the proof of receipt and approval of his/her request.	2. Issue proof of receipt and scheduled the training and endorse to office in need of their service.	None	6 minutes	<i>Administrative Aide III</i> Office of the HRM and <i>Municipal HRMO</i> Office of the HRM
TOTAL		None	12 minutes	



2. ISSUANCE OF CERTIFICATION OF IMMERSION AND ON-THE-JOB TRAINING

This Certification is issued to all students who rendered immersion/on-the-job training in the Municipality of Victoria indicating therein the number of hours , inclusive date and performance rating.

Office or Division:	Office of the Human Resource Management			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students who rendered IMMERSION & ON –THE-JOB TRAINING in the Municipality of Victoria			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Daily Time Record/s, Training Agreement		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request verbally or in written form and present the required form	1. Prepare and sign the Certification .	None	3 minutes	<i>Administrative Aide III</i> Office of the HRM and <i>Municipal HRMO</i> Office of the HRM
2. Receive the Certification of On-the-job training	2. Issue Certification of OJT	None	1 minute	<i>Administrative Aide III</i> Office of the HRM and <i>Municipal HRMO</i> Office of the HRM
TOTAL		None	4 minutes	



3 ISSUANCE OF CERTIFICATION OF UNEMPLOYMENT

Certification of unemployment is issued to unemployed individual for legal purposes.

Office or Division:	Office of the Human Resource Management			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All unemployed citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification of Unemployment issued by Barangay Chairman		Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Request verbally or in written form and submit the Certification of the Barangay Chairman	1. Interview the client. Prepare and sign the Certification and file the Barangay Certification.	None	3 minutes	<i>Administrative Aide III</i> Office of the HRM and <i>Municipal HRMO</i> Office of the HRM
2. Receive the Certification of Unemployment	2. Issue Certification of Employment	None	1 minute	<i>Administrative Aide III</i> Office of the HRM and <i>Municipal HRMO</i> Office of the HRM
TOTAL		None	4 minutes	



MUNICIPAL BUDGET OFFICE

INTERNAL SERVICES



1. INQUIRY OF AVAILABILITY OF FUNDS

Every Department has allotted funds within a year and inquiry of remaining available funds is necessary prior to request for expenses such as supplies, seminars, equipments and others.

Office or Division:	Office of the Municipal Budget Officer			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Department Head/s or staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Inquire/Request verbally or in written form	1. Evaluate and review the remaining balance and inform right away the Department Head of the available	None	5 minutes	<i>Administrative Aides</i> Or <i>Municipal Budget Officer</i> Office of the Budget
TOTAL		None	5 minutes	



2. PROPOSAL AND APPROVAL OF BUDGET

Every Department shall present their proposed budget for the incoming year for approval.

Office or Division:	Office of the Municipal Budget Officer			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Department Heads			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Budget Proposal (Incoming Year)		Concerned Department		
Current Budget		Current Budget		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Present the Proposed Budget for the incoming year	1. Evaluate and review the budget proposal and revise or approve right away the proposed budget	None	15 minutes	<i>Municipal Budget Officer</i> Office of the Budget and <i>Municipal Mayor</i> Office of the Mayor
TOTAL		None	15 minutes	



3. REVIEW OF BARANGAY BUDGET

Barangay Budget is reviewed by the Municipal Budget Officer before approval of the Sangguniang Bayan.

Office or Division:	Office of the Municipal Budget Officer			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Barangay Treasurer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Present the proposed budget for the incoming year.	1. Evaluate and review the proposed budget for approval of the Sangguniang Bayan.	None	5 minutes	<i>Administrative Aides</i> Or <i>Municipal Budget Officer</i> Office of the Budget
2. Receive the proposed budget and submit to SB Office.	2. Return the proposed budget to client		2 minutes	<i>Administrative Aides</i> Or <i>Municipal Budget Officer</i> Office of the Budget
TOTAL		None	7 minutes	



PUBLIC EMPLOYMENT SERVICE OFFICE EXTERNAL SERVICES



1. ASSISTANCE TO EMPLOYMENT /JOB PLACEMENT

The Peso office facilitate employment to different agencies by means of applicant pooling and job matching/placement.

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Job Seeker Individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet of Resume		Applicant		
Form		DOLE or PESO Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1. Receive, evaluate and review the documents and inform the applicant of job vacancy/ies, if any, that fits his/her qualification. Monitor the applicants application.	None	10 minutes	<i>Administrative Aides / PESO Manager Designate PESO Office</i>
TOTAL		None	5 minutes	



2. ASSISTANCE TO OVERSEAS FILIPINO WORKERS

Facilitate inquiries on different programs, benefits of Overseas Workers Welfare Administration (OWWA)

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Available Data (if necessary)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Request for assistance , verbally and personally or in written form.	1. Receive written request or listen to the request . Inter-view the client.	None	10 minutes	<i>Administrative Aides / PESO Manager Designate PESO Office</i>
2. Wait for the result	2. Call Provincial/ Regional OWWA Office.	None	10minutes	<i>PESO Manager Designate PESO Office</i>
3. Informed right away of the result	3. Inform client of the outcome of the inquiries to OWWA	None	10 minutes	<i>PESO Manager Designate PESO Office</i>
TOTAL		None	30 minutes	



3. CONDUCT OF JOB FAIR

Job Fair is being conducted for employment purposes. Locators for overseas or local are invited to recruit in our Municipality.

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Job Seeker Individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet of Resume		Applicant		
Form		DOLE or PESO Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Register at the Registration Area and fill out necessary form.	1. Assist and register applicants on logbook and Registration Form	None	2 minutes	<i>Administrative Aides / PESO Manager Designate PESO Office</i>
2. Submit Personal Data Sheet to the preferred agency that best suited his/her qualification	2. Receive, evaluate and review the Biodata of applicant and conduct initial/ verbal interview and inform client right away of the result.	None	10 minutes	<i>HR Officer or Authorized Representative Overseas and Local agency/ies</i>
3. Report, if necessary, status of application	Post Evaluation. Monitor status of applicants for reporting purposes	None	Continuing process	<i>Administrative Aides / PESO Manager Designate PESO Office</i>
TOTAL		None	12 minutes	



4. CONDUCT OF VARIOUS TRAININGS

Skill Training open to interested applicants, male or female, out of school youth. Training is upon request of 20 to 25 participants.

Office or Division:	Public Employment Service Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Resume, Birth Certificate, Diploma (if applicable)		Applicant		
Barangay Clearance		Barangay Chaiman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit documents required	1. Receive documents and interview applicant. Inform applicant to form 20 to 25 participants.	None	5minutes	<i>Administrative Aides / PESO Manager Designate PESO Office</i>
2. Wait for 25 participants to complete	2. Recruit participants for the target training	None	1 month	<i>Administrative Aides / PESO Manager Designate PESO Office</i>
3. Informed of the scheduled date of training	3. Inform participants	None	1 day	<i>Administrative Aides / PESO Manager Designate PESO Office</i>
TOTAL		None	1 month, 1 day and 5 minutes	



5. REQUEST FOR LOCAL AND SPECIAL RECRUITMENT AUTHORITY

Local and Special Recruitment is being conducted in the Municipality of Victoria upon request of local company/ies and approval of the Municipal Government of Victoria

Office or Division:	Public Employment Service Office			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Local and Overseas Employment Company/ies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified Job Orders or Job Vacancies		Concerned company		
Letter of Intent		Concerned company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1. Receive, evaluate and review the documents. Schedule Tentative date	None	5 minutes	Administrative Aides / PESO Manager Designate PESO Office
2. Receive Copy of Proof of Receipt	2. Issue client a proof of receipt.	None	2 minutes	Administrative Aides / PESO Manager Designate PESO Office
3. Wait for the approval	Endorse the LOI to the Office of the Mayor for approval	None	4 days	Administrative Aides/ Municipal Mayor Office of the Mayor
4. Informed of the approval and final date of LRA/SRA.	3. Inform client of the approval and Final date of LRA/ SRA by email or text message.	None	2 minutes	Administrative Aides / PESO Manager Designate PESO Office
TOTAL		None	4 days and 9 minutes	



OFFICE OF THE MUNICIPAL TREASURER EXTERNAL SERVICES



1. COLLECTION OF PAYMENT FOR BUSINESS PERMIT

Business Establishment Owner shall have to secure and pay Business permits located within the Municipality of Victoria

Office or Division:	OFFICE OF MUNICIPAL TREASURY
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen's
Who may avail:	Business Owner or Representative
CHECK LIST OF REQUIREMENTS	WHERE TO SECURE
Brgy. Clearance	Barangay where business is Located
Last Year Application Form for Business	Client
Clearance from MENRO - for Poultry and other Establishment Selling Hazardous Materials	MENRO
Sanitary Clearance for Food, Water, Poultry, Piggery and other Bus. establishment	Rural Health Unit I of II
Community Tax Certificate/ Cedula	Treasury Office
Clearance from Engineering office and order of payment	Engineering Office
2 Copies of 1x1 Pictures of Business Owner or Store Manager	Client/Accountant
Gross Sales for Previous Year-signed by Accountant or Bookkeeper	Client
SSS Clearance	SSS
For New Applicant	
DTI/SEC Registration	DTI
Locational Clearance from MPDC	MPDC Office
Certificate of Occupancy	Engineering Office
Lease Contract if place is rented	Client
Business Permit to lease/Rent if place is rented	Form Lessor/Owner of Commercial place
Clearance from MENRO-for Poultry, Piggeries and other	MENRO
Clearance from Dept. of Agriculture– for Farm & Agricultural Supply (Business) Business Establishment	Agriculture Office
Barangay Clearance	Barangay wherein business is located
Community Tax Certificate (Cedula)	Treasury Office



CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
2 copies of 1x! Pictures of Business Owner or Store Manager		Client		
SSS Clearance		SSS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Present requirements.	1. Assess the requirements presented for new business applicant. If existing check records for latest payment and assess amount to be paid and prepare application form. Bring Application Form to concerned agencies for endorsement		20 minutes	BPLO Municipal Treasurer's Office
2. Pay corresponding amount	2. Receive payment Fill– out and issue official receipt	Based on the computed fees	2 minutes	BPLO Municipal Treasurer's Office
3. Get official receipt and two (2) copies of the application form then proceed to the Office of the mayor for the issuance of business permit.	3. Post payment of the records and keep file copy		2 minutes	BPLO Municipal Treasurer's Office
TOTAL			24 Minutes	



2. COLLECTION OF PAYMENT OF COMMUNITY TAX CERTIFICATE

Community tax Certificate is issued to individual needing this document for legal purposes.

Office or Division:	OFFICE OF MUNICIPAL TREASURY			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Residents of this Municipality			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
For CTC-Individual, Personal Appearance		Municipal Treasurer's Office		
For CTC Corporation, Representative of the Corporation		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Fill out Cedula Information Slip and give it to the service provider	1. Encode details of client if it does not exist in the system	For CTC-Individual Basic Community Tax (5) + Additional Comm. Tax (0.1% of Annual Salary Not to exceed P 5,000) + 24% Surcharge (For Payment After Feb. 28)	1 minute	<i>Job Order</i> <i>Local Revenue Collection Officer II</i> Municipal Treasurer's Office
2. Pay corresponding amount	2. Collect Payment Print & Issue CTC	For CTC-Basic Community Tax (P500) + Additional Comm. Tax (0.04% of Annual Gross Receipts Not to exceed P 10,000) + 24% Surcharge (For Payment After	1 minute	<i>Job Order</i> <i>Local Revenue Collection Officer II</i> Municipal Treasurer's Office
TOTAL			2 Minutes	



3. COLLECTION OF PAYMENT FOR MAYOR'S PERMIT OF AGRICULTURAL MACHINERIES

Agricultural Machinery Owner or representative shall pay Mayor's permit to operate within the Municipality of Victoria.

Office or Division:	OFFICE OF MUNICIPAL TREASURY			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen's			
Who may avail:	Agricultural Machinery Owner or Representative			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt of latest payment		Client / Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present official receipt of latest payment	1. Check records of the Machinery and assess amount to be paid		5 minutes	Cashier / Municipal Treasurer' Office
2. Pay the corresponding amount	2. Collect Payment Print & issue Official Receipt Post payment at the Ledger	Depending on the Agricultural Machinery	2 minutes	Cashier / Municipal Treasurer' Office
TOTAL			7 Minutes	



4. COLLECTION OF PAYMENT FOR MARKET STALL

Market Stall Leaseholders shall pay to the Treasury Office the corresponding rental.

Office or Division:	OFFICE OF MUNICIPAL TREASURY			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Market Stall Leaseholder or Representative			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt of latest payment		Client / Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Present official receipt of latest payment	1. Check the ledger of the stall and assess amount to be paid.		5 minutes	<i>Revenue Collection Clerk III</i> Treasury Office
2. Pay the corresponding amount	2. Collect Payment Print & issue Official Receipt Post payment at the Ledger	Depending on the location of the stall	2 minutes	<i>Revenue Collection Clerk III</i> Treasury Office
TOTAL			7 Minutes	



5. COLLECTION OF PAYMENT FOR MAYOR'S, JUDGES, OR POLICE CLEARANCE

Documents issued to individual who are residents of Victoria.

Office or Division:	OFFICE OF MUNICIPAL TREASURY			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen's			
Who may avail:	Residents of this Municipality			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Community Tax Certificate (current year)		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE
1. Present Requirement and state clearance needed	1. Verify submitted requirements and encode details of client	Mayor's Clearance - P20.00	1 minute	<i>Job Order</i> Treasury Office
2. Pay corresponding amount	2. Collect payment Print and issue official receipt Advice client to proceed to the Office/ Agency that will issue the Clearance required Mayor's Office—2nd Floor Trial Court - Bulwagan ng Katarungan Police Station - Plazuela	Judge Clearance - P20.00 Police Clearance for employment, change of name, scholarship & study grants - P100.00 Firearms Permit Application - P 250.00 Passport or VISA Application - P200 Application for Filipino Citizen - P1,000.00 Other purposes— P50.00	1 minute	<i>Job Order</i> Treasury Office
	TOTAL		2 minutes	



6. COLLECTION OF REAL PROPERTY

Land Owner of any family member or representative shall have to pay tax of their Real Property Tax located in the Municipality of Victoria.

Office or Division:	OFFICE OF MUNICIPAL TREASURY			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen's			
Who may avail:	Land Owner of any Family Member/Representative			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Land Title/ Lot Number/ previous receipt / Tax Declaration		Treasury Office / Assessor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Present requirements.	1. Get real property tax account register (RPTA) of the property for counter-checking and assess amount to be paid.		3 minutes	Revenue Collection Clerk III Treasury Office
2. Pay corresponding amount and get official receipt	2. Receive payment, fill-out and issue official receipt and Post payment on the Real Property Tax Account (RPTAR)	Based on the computed value	2 minutes	Revenue Collection Clerk III Treasury Office
3. Request for Tax Clearance	3. Issue Tax Clearance		2 minutes	Revenue Collection Clerk III Treasury Office
TOTAL			6 Minutes	



RURAL HEALTH UNITS EXTERNAL SERVICES



1. CHILD BIRTH /DELIVERIES

Rural Health Unit I is a lying -in facility of the Municipality of Victoria wherein pregnant mother/s deliver her child.

Office or Division:	RURAL HEALTH UNIT I			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen's			
Who may avail:	Patient/s			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Mother arrive with signs and symptoms of labor	1. Assess if mother is in true labor (internal examination) and take vital sign		10 minutes	<i>Nurse on-duty/ Mid-wife on duty</i> RHU I
2. Mother delivered her baby	2. Assist in delivering the baby		Time of Labor	<i>Midwife-on-duty</i> RHU I
3. New Born Baby/ Mother	3. Cord care and bathing of new-born. Assess both mother and baby for post partum problem		15 minutes 24 hours	<i>Nurse on- duty/ Mid-wife on duty</i> Rural Health Unit I
4. Relative pay to the cashier	4. Process payment and issue of official receipt	P 1000.00	10 minutes	<i>Job Orders</i> Municipal Treasury Office
5. Present Official Receipt	5. May send mother and new-born home		1 minute	<i>Nurse on-duty/ Mid-wife on-duty</i> RHU I
TOTAL			1day and 1 hour	



2. CONSULTATION SERVICES

Consultation of patients is being conducted daily and given referral if necessary and medicines if available to citizens of the Victoria.

Office or Division:	RURAL HEALTH UNITS			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Patient			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Patient Registration	Search EMR; 1. if new patient create EMR (electronic medical record) Take vital signs (BP, Temperature, HQ, RR, & weight)/ complaints		5 minutes	Job Orders/ Midwife II / Nursing Attendant Rural Health Unit I
2. Request for Consultation	2. Check up patient/s and refer to higher level if necessary		10 minutes	Municipal Health Officer Rural Health Unit I
3. Get prescription and medicines (if available)	3. Prescribe and dispense available medicines		5 minutes	Municipal Health Officer RHU I
TOTAL		None	20Minutes	



3. DENTAL SERVICES

Dental services is being provided to individuals with dental problems

Office or Division:	RURAL HEALTH UNITS			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Individual with dental problems			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Request for Dental Service	Get personal information of patient		2 minutes	Dental Aide RHU I/RHU II
	Perform Oral examination / tooth extraction		10 minutes	Dentist I RHU I
2. Get prescription	Prescribe necessary medicines		2 minutes	Dentist I RHU I/RHU II
TOTAL		None	14 minutes	



4. IMMUNIZATION SERVICES

Infant 0 to 12 months are given immunization for protection from diseases

Office or Division:	RURAL HEALTH UNITS			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen's			
Who may avail:	Infant 0-12 months			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Under Five Growth Chart (UFGC)/ Immunization Record		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Present Under Five Growth Chart (UFGC) / Immunization Record	1. Assess and get vital signs of baby		5 minutes	Midwife II / NDP/ JO Rural Health Unit I/ Rural Health Unit II
2. Pamper the baby in the facilitation of vaccine	2. Immunize baby and indicate vaccine given		5 minutes	Nurse I/ Midwife II Rural Health Unit Rural Health Unit II
3. Wait for the advise	3. Observe for complications / side effects. If no complications/ side effect, may send client home		10 minutes	Nurse I/ Midwife II RHU I/RHU II
TOTAL		None	20 minutes	



5. LABORATORY SERVICES

Laboratory Test is also available in the Rural Health Units for patients needing this as per referral of the Municipal Health Officer and other physicians

Office or Division:	RURAL HEALTH UNIT			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen's			
Who may avail:	Patients who need laboratory examination			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory request		Private Clinic or RHU's		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Laboratory request	CBC, Hemoglobin, Platelet, Urinalysis, Fecalalysis, Pregnancy Test (with corresponding change) Blood Typing, Slitsmear, Sputum Exam (free of charge)		1 minutes	<i>Nursing Attendant / Job Orders/ Midwife II</i> Rural Health Units I and II
	Examine specimen collected/ submitted		30 minutes	<i>Medical Technologist</i> RHU I/RHU II
2. Pay the Laboratory fee/s	2. Process payment and issue official receipt	Laboratory Fee Pregnancy test - P100.00 CBC – P30.00 Urinalysis/ Fecalalysis P20.00 Hemoglobin – P20.00 Platelet – P40.00	5 minutes	<i>Job Orders</i> Municipal Treasury Office
3. Present Official Receipt	3. Issue Laboratory result/s		5 minutes	Medical Technologist RHU I/RHU II
TOTAL		Step 2 fee	32 minutes	



RURAL HEALTH UNITS INTERNAL SERVICES



1. ISSUANCE OF OFFICE RELATED DOCUMENT/REPORTS

This is in response to the different requests of other agency/ies in related to Health services within the Municipality.

Office or Division:	RURAL HEALTH UNIT			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Other Government and Non Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Clients Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit Letter Request	1. Receive the letter and evaluate. Prepare necessary documents/ reports	None	5 minutes	Nurse I Municipal Health Officer Rural Health Units
	Prepare necessary documents/ reports	none	1 day	Nurse I Municipal Health Officer Rural Health Units
2. Received or informed of the result of the request.	2. Release the document/s or reports	None	2 minutes	Nurse I Municipal Health Officer Rural Health Units
TOTAL		None	1 day 7 minutes	



**MUNICIPAL SOCIAL WELFARE AND
DEVELOPMENT OFFICE
EXTERNAL SERVICES**



1. ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION (AICS) - MEDICAL, FUNERAL/ BURIAL, EDUCATIONAL, FINANCIAL ASSISTANCE TO DISTRESS FAMILIES

AICS is given to individuals who are in dire need of financial assistance due to death, hospitalization and other emergency needs.

Office or Division:	MSWDO			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Families / individuals who are in dire need of financial assistance due to death, hospitalization and other emergency needs.			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
1. MEDICAL: Medical Certification/Abstract/Doctor's Prescription, Request for laboratory tests, treatments		Physician/Medical Practitioner		
2. FUNERAL/BURIAL: Funeral Contract, Certification of Balnce		Funeral Service		
3. EDUCATIONAL: Certificate of Registration & School assessment, School ID		School		
4. FINANCIAL/FOOD: Certificate of Indigency, Valid ID's		Barangay Chairman		
COMMON REQUIREMENTS: Certificate of Indigency Photo Copy of Valid ID's		Barangay Chairman/chairwoman		
1. Submit the requirements	1. Receive the submitted requirements. Conduct interview with the client or his/her representative.		5 minutes	Admin. Aide MSWD Office
2. Waiting	2. Preparation and typing of Social Case Study Reports Then forward the documents to the Mayor's Office for approval of the request.		10 minutes	MSWD Officer
3. Informed the client of the result	Sign/Approve the request for financial assistance.		10 minutes	Municipal Mayor Office of the Mayor
TOTAL		None	25 minutes	



2. ISSUANCE OF CERTIFICATION OF INDIGENCY OR ANY CERTIFICATION

Certifications are issued to individual needing this document/s for legal purposes

Office or Division:	MSWDO			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen's			
Who may avail:	Families / individuals who are in dire need of financial assistance due to death, hospitalization and other emergency needs.			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Certification of Indigency		Barangay		
Letter request from other agencies		PAO, LCR, CHED, etc.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Receive the submitted requirements.		2 minutes	<i>Admin. Aide</i> MSWD Office
	Conduct interview.		2 minutes	<i>Admin. Aide</i> MSWD Office
	Prepare and type the certificate.		3 minutes	<i>MSWD Officer</i>
2. Receive the certificate and sign on the release document logbook	2. Record and release documents		3 minutes	<i>Admin. Aide</i> MSWD Office
TOTAL		None	10 minutes	



3. ISSUANCE OF SENIOR CITIZEN ID AND MEDICINE PURCHASE BOOKLET (c/o SENIOR CITIZEN'S AFFAIR)

Senior citizen may secure ID/s and Medicine Purchase Booklet for availment of 20% discount and other legal purposes

Office or Division:	MSWDO			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Individual ages 60 years old and above			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
2 pieces 1x1 recent picture		Client		
Birth Certificate/Baptismal		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit the requirements. Fill-out application form.	2. Receive the submitted requirements and the fill-out application form.		2 minutes	Daycare Worker III)/ Admin. Aide MSWD Office
	Check all entries are completely fill-out.		3 minutes	Daycare Worker III / MSWDO
	Type the Senior Citizen's ID and medicine purchase booklet.		2 minutes	Daycare Worker III / MSWDO MSWD Office
2. Sign the Senior Citizen's ID and medicine purchase booklet.	2. Ask client to sign the Senior Citizen's ID and medicine purchase booklet.		2 minutes	Daycare Worker III / MSWDO MSWD Office
	Record the Senior Citizen's ID and medicine purchase booklet.		1 minutes	Daycare Worker III / MSWDO MSWD Office
	Forward the Senior Citizen's ID to the Mayor's office for signature of the			Daycare Worker III)/ Admin. Aide MSWD Office
	Sign the Sr. Citizen's ID		15 minutes	Municipal Mayor
3. Received the SC ID and medicine purchase booklet and sign on the documents logbook.	3. Release the Senior Citizen's ID and medicine purchase booklet		2 minutes	MSWD Officer
TOTAL		None	27 minutes	



4. ISSUANCE OF SOCIAL CASE STUDY REPORT

Issuance of social case study is issued to indigent individual to avail assistance to various agency/cies or institutions.

Office or Division:	MSWDO			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen's			
Who may avail:	<ol style="list-style-type: none"> 1. An indigent patient who wish to submit a social case study report to avail the medical assistance from Philippine Charity Sweepstakes Office (PCSO), Government, and private hospitals. 2. An indigent but deserving Out-of-School-Youth (OSY) who wish to submit a social case study report to avail the educational assistance from Non-Government Agencies (NGA's) and Local Government Unit (LGU). 3. A person with disabilities (PWD's) is required to submit a social case study report when requesting technical aids/assistive device. 			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
For Service No. 1: Medical Certification / Abstract, Certification of		Hospital/s, Barangay Hall		
For Service No. 2: Certification of Indigency Certificate of Enrollment (Form 138)		Barangay Hall School		
For Service No. 3: Whole body picture (colored black and white)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Receive the submitted requirements		2 minutes	Admin. Aide MSWD Office
	Conduct interview		10 minutes	Admin Aide
	Prepare the social case study report		5 minutes	MSWD Officer
	Type the social case study report		5 minutes	Admin Aide MSWD Office
2. Receive the SCSR and sign on the document logbook.	2. Record and release the social case study report.		3 minutes	Admin Aide MSWD Office
92 TOTAL		None	25 minutes	



5. ISSUANCE OF SOLO PARENT ID CARD/S

Solo ID Card is issued to solo parent for legal purposes.

Office or Division:	MSWDO			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen's			
Who may avail:	Solo Parent			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) pcs. 1x1 recent picture		Barangay		
Death certificate of deceased husband/wife		Client/Local Civil Registrar		
Birth certificate of children		Client/Local Civil Registrar		
Barangay clearance		Barangay		
Affidavit of single parent		Law Firm/ notary Public		
Certificate of employment, income tax return if employed		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements. Fill-out application form	1.Receive the requirements and application form. Check if all requirements are complete.		5 minutes	<i>Admin. Aide / MSWDO</i> MSWD Office
	Type the solo parent ID card		2 minutes	<i>Daycare Worker III</i> MSWD Office
2. Sign the ID Card	2. Ask the client to sign the ID Card		1 minute	<i>Admin. Aide</i> MSWD Office
	Forward ID to the Office of the Mayor for Signature		5 minutes	<i>Admin. Aide</i> MSWD Office
	Sign of Solo Parent ID		5 minutes	<i>Municipal Mayor</i>
3 Receive the Solo Parent ID and sign on the release document logbook	3. Release the ID Card to Client		2 minutes	<i>Admin. Aide</i> MSWD Office
TOTAL		None	20 Minutes	



MUNICIPAL ASSESSOR'S OFFICE

EXTERNAL SERVICES



1. DECLARATION OF NEW PROPERTY (BUILDING)

New building shall be registered to this office for documentation of ownership

Office or Division:	ASSESSOR OFFICE			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B,G2G			
Who may avail:	Property Owners and/ or Authorized Representative			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Occupancy		Engineering Office		
Approved Building Plan		Client		
Bill of Materials		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Present documents/ requirements	1. Verify presented requirements.		15 minutes	<i>Draftsman-II Assessment Clerk Computer Operator I</i>
	Conduct site inspection		4 hours	<i>Municipal Assessor I or (any available)</i>
	Fill-out the field assessment appraisal sheet. (FAAS)		10 minutes	<i>Draftsman-II Assessment Clerk Computer Operator I</i>
	Advise client to pay for a copy tax declaration to the Municipal Treasury Office.	Copy of tax declaration fee ₱50.00	1 minute	<i>Draftsman-II Assessment Clerk Computer Operator I</i>
2. Pay the tax declaration fee.	2. Receive payment and issue official receipt		10 minutes	<i>Job Orders Treasury Office</i>
3. Present the OR, receive true copy of TD and sign on the release document logbook	3. Print, sign and record the tax declaration		9 minutes	<i>Draftsman-II Assessment Clerk Computer Operator I</i>
TOTAL		Php 50.00	4 hours and 45 minutes	



2. DECLARATION OF NEW PROPERTY (LAND)

Property owners/s and/or authorized representative with complete documents necessary may avail of this service

Office or Division:	ASSESSOR OFFICE			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen's			
Who may avail:	Property owners and/or authorized representative/s			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Land Title		Client		
Deed of Absolute Sale		Client		
Certificate Authorizing Registration (CAR)		BIR		
Transfer Tax Receipt				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Present documents/ requirements	1. Verify presented requirements.		15 minutes	<i>Draftsman-II Assessment Clerk Computer Operator I</i>
	Fill-out the field assessment appraisal sheet. (FAAS)		10 minutes	<i>Draftsman-II Assessment Clerk Computer Operator I</i>
	Advise client to pay tax declaration to the Municipal Treasury Office.	Copy of tax declaration fee ₱50.00	1 minutes	<i>Draftsman-II Assessment Clerk Computer Operator I</i>
2. Pay the tax declaration fee.	2. Receive payment and issue official receipt		10 minutes	Municipal Treasury Office
3. Present the OR, Receive the TD and sign on release document log-book	3. Print , sign and release the Tax declaration		9minutes	<i>Draftsman-II Assessment Clerk Computer Operator I</i>
TOTAL		Php 50.00	4 hours & 45minutes	



3. DECLARATION OF NEW PROPERTY (MACHINERY)

New machinery/ies shall be registered to this office for documentation of ownership

Office or Division:	ASSESSOR OFFICE			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Property Owners and/ or Authorized Representative			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Official receipt of the Machine		Client / Store		
Certification from Company or Corporation		Client		
Date of installation and operation		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Present documents/ requirements	1. Verify presented requirements.		15 minutes	<i>Draftsman-II Assessment Clerk Computer Operator I</i>
	Conduct site inspection		4 hours	<i>Draftsman-II Assessment Clerk Computer Operator I</i>
	Fill-out the field assessment appraisal sheet. (FAAS)		10 minutes	<i>Draftsman-II Assessment Clerk Computer Operator I</i>
	Advise client to pay for a copy tax declaration to the Municipal Treasury Office.	Copy of tax declaration fee ₱50.00	1 minutes	<i>Draftsman-II Assessment Clerk Computer Operator I</i>
2. Pay the tax declaration fee.	2. Receive payment and issue official receipt		10 minutes	Municipal Treasury Office
3. Present the OR, Receive the TD and sign on release document logbook	3. Print , sign and release the Tax declaration		9minutes	<i>Draftsman-II Assessment Clerk Computer Operator I</i>
TOTAL		Php 50.00	4 hours and 45 minutes	



4. ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION (LAND BUILDING AND MACHINERY)

Certified True copy of Tax Declaration is issued to individual needing this document for various legal purposes

Office or Division:	ASSESSOR OFFICE			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen's			
Who may avail:	Property owners and/or authorized representative/s			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Latest Tax Declaration		Treasury Office		
Title or details of real property		Client		
Deed of Sale		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documents/ requirements	1. Verify presented requirements and advise the client to pay the certification fee to the Municipal Treasury Office.	Certification fee ₱50.00	15 minutes	<i>Draftsman-II Assessment Clerk Computer Operator I</i> Assessor's Office
2. Present the OR, Receive the TD and sign on release document logbook	3. Print , sign and release the Tax declaration		5 minutes	<i>Draftsman-II Assessment Clerk Computer Operator I</i>
TOTAL		Php 50.00	20 minutes	



4. ISSUANCE OF CERTIFICATIONS OF NON-IMPROVEMENT, WITH IMPROVEMENT, PROPERTY HOLDINGS, NO PROPERTY HOLDINGS

Certified True copy of Tax Declaration is issued to individual needing this document for various legal purposes

Office or Division:	ASSESSOR OFFICE			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen's			
Who may avail:	Property owners and/or authorized representative/s			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Latest Tax Declaration		Treasury Office		
Title or details of real property		Client		
Deed of Sale		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documents/ requirements	1. Verify presented requirements and advise the client to pay the certification fee to the Municipal Treasury Office.	Certification fee ₱50.00	10 minutes	<i>Draftsman-II Assessment Clerk Computer Operator I</i> Assessor's Office
2. Present the OR, Receive the TD and sign on release document logbook	3. Print , sign and release the Tax declaration		8 minutes	<i>Draftsman-II Assessment Clerk Computer Operator I</i>
TOTAL		Php 50.00	18 minutes	



MUNICIPAL ENGINEERING OFFICE

EXTERNAL SERVICES



1. ISSUANCE OF BUILDING PERMIT

Building permit is issued person who wish to construct, erect, alter, repair, move, convert or demolish any building or structure within the Municipality of Victoria

Office or Division:	MUNICIPAL ENGINEERING OFFICE
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen's
Who may avail:	All
CHECK LIST OF REQUIREMENTS	WHERE TO SECURE
Transfer Certificate of Title	Client
Tax Declaration	Assessor's Office
Barangay Clearance	Barangay
Latest Tax Receipt	Treasury Office
Lot Plan	Licensed Civil Engineer
Deed of Sale (if needed)	
Building Plans (Architectural, Structural, Sanitary/Plumbing, Electrical, Mechanical)	Licensed Engineers
Bill of Materials	Client / Licensed Civil Engineer , Architect
Specifications	Client / Licensed Civil Engineer , Architect
Construction Logbook (if the project is undertaken by contract) – 1 pc	Client / Licensed Civil Engineer , Architect
Additional Requirements for Buildings with two (2) storeys and above Photocopy of the following - two (2) copies each:	
Structural Design Computations with seismic analysis which conform to the latest NSCP for two (2) storey and above or one (1) storey with attic/mezzanine/roof deck/ penthouse	Client / Licensed Civil Engineer , Architect



1. ISSUANCE OF BUILDING PERMIT

CHECK LIST OF REQUIREMENTS	WHERE TO SECURE
Previous approved plan or permit in case of addition, alteration and renovation	
Certification regarding structural stability of existing foundation in case of addition	
Plate Load Test Analysis – for three (3) storeys or two (2) storeys with attic/mezzanine/roof deck/penthouse	
Soil Boring Test Result –for four (4) storeys and above or three(3) storeys and above with attic/mezzanine/roof deck/penthouse	
<p>Clearances from other government agencies exercising regulatory functions</p> <ul style="list-style-type: none"> · Municipal Planning and Development Office – for zoning and land use of all types of buildings /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 <p>Philippine Tourism Authority – for tourist-oriented projects</p> <ul style="list-style-type: none"> · Department of Education – for educational buildings · Energy Regulatory Board – for gasoline stations 	

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Complete Requirements	1. Verify the submitted documents and schedule inspection		60 minutes	<i>Admin. Aide I</i> Engineering Office
2. Accompany the technical staff for inspection	2. Conduct Site Inspect		4 hrs. (Base on the Agreed schedule)	<i>Admin. Aide I</i> Engineering Office
	Evaluate and assess submitted plans		1 day	<i>Admin. Aide I</i> Engineering Office
3. Receive order of payments	3. Issue order of payments		20 mins.	<i>Admin. Aide I</i> Engineering Office
4. Pay order of payment and submit official receipt	4. Receive & process payments and issue Official Receipt		10 mins.	Revenue Collection Clerk Treasury Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
	Prepare forms		1 day	Admin. Aide I
	Process permit		1 day	Admin. Aide I
	Approve / Sign Building Permit		1 hr	Building Official
	Note/Sign Building Permit		20 minutes	Municipal Mayor
5. Receive Building Permit	5. Issue Building permit & sign on the record book		20 minutes	Admin. Aide I
TOTAL		None	3 days 7 hours & 10 Minutes	



2. ISSUANCE OF OCCUPANCY PERMIT

Any person who would like to occupy their constructed, erected, altered, repaired, moved, converted or any change in existing use of occupancy classification or any portion of a building or structure within the Municipality of Victoria

Office or Division:	MUNICIPAL ENGINEERING OFFICE			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen's			
Who may avail:	All			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Logbook of Building Construction and Building Inspection Sheet duly accomplished by the contractor (if undertaken by contract) and signed and sealed by an Architect or Civil Engineer		Licensed Civil Engineer or Architecture		
As-Built Plan				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Complete Requirements (with Clearances & duly accomplished forms)	1. Verify and review the completeness of the documents & schedule site inspection		1 hr.	Admin. Aide I
2..Accompany the inspection team	2. Conduct site inspection		4 hrs.	Admin. Aide I/ Architect
	Prepare Inspection Report		1 hr.	Admin. Aide I/ Architect



2. ISSUANCE OF OCCUPANCY PERMIT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive order of payments	3. Issue order of payments advice the client to pay corresponding fees		20 mins.	<i>Admin. Aide</i> Engineering Office
4. Pay Occupancy Permit Fee	4. Receive payment & issue Official Receipt		10 mins.	<i>Revenue Collection Clerk</i> Treasury Office
5. Submit Official Receipt	5. Prepare the Certificate of Occupancy & Process the submitted Documents for Final Approval of the Building Official		1 hr.	<i>Admin. Aide</i> Engineering Office
	Approve/Sign the Occupancy Permit		10 mins.	<i>Building Official</i> Engineering Office
	Note/Sign the Occupancy Permit		10 mins.	<i>Municipal Mayor</i>
6. Receive the Approved Certificate of occupancy with submitted Official Receipt & sign o the released document log book	6. Record & Released the occupancy with submitted Official Receipt		10 mins.	<i>Admin. Aide</i> Engineering Office
	TOTAL	None	8 hours	



MUNICIPAL ACCOUNTING OFFICE

INTERNAL SERVICES



1. PROCESSING OF VOUCHER AND PAYROLL FOR SUPPLIES, CLAIMS, FINANCIAL ASSISTANCE & PROJECTS

Office or Division:	ACCOUNTING OFFICE			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Offices under the Municipal Government of Victoria			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Vouchers/ payrolls with pertinent supporting documents in accordance with COA Circular 2012-001 (Revised documentary requirements for common government Transactions)		Procurement Office/		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Receipt of the voucher or payroll	1. Record Receipt of payroll and voucher		10 minutes	<i>Accounting Staff</i> Accounting Office
2. Review of the voucher or payroll	2. Evaluate the documents as to the completeness and correctness * compute totals for Value Added Taxes * Prepare journal entries		Within a days from receipt (depending on bulk of transaction and completeness of supporting documents submitted)	For General Fund— <i>Admin. Aide III</i> For Trust Fund— <i>Admin. Assistant IV</i>

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Return of voucher or payroll to client if: * lacks supporting documents or requirements * If computation is erroneous	3. Return voucher / payroll to office concerned/ client to comply with the notations		10 minutes	<i>Accounting Staff</i> Accounting Office
4. Forwarding to Municipal Accountant for final review and signature	4. Review and signs the reviewed voucher or payroll		5 minutes	<i>Municipal Accountant</i>
5. Released the voucher or payroll for payment	5. Record the voucher or payroll on the logbook –Releases the voucher to Municipal Treasurers Office for preparation of check		5 minutes	<i>Accounting Staff</i>
6. Receipt of the voucher or payroll with approved check	6. Record receipt of payroll and voucher with check		3 minutes	<i>Accounting Staff</i>



CLIENT STEPS	AGENCY ACTION	FEEs TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
7. Screening / checking the Checks	7. Preparation of Accountant 's Advice		10 minutes	<i>Accounting Staff</i>
8. Forwarding to Municipal Accountant for final review and signature	8. Reviews and signs the reviewed voucher or payroll		5 minutes	<i>Municipal Accountant</i>
9. Submit a copy of Accountant's Advice to Land Bank of the Philippines	9. Advance copy of bank for checks ready for payment or encashment		Half day	<i>Municipal Accountant/ Accounting Staff</i>
10. Released the Accountant Advice to Municipal Treasurers Office	10. To record approved checks for payment and encashment		5 minutes	<i>Accounting Staff</i>
TOTAL		None	5 hours and 53 minutes	



TOURISM OFFICE

EXTERNAL & INTERNAL SERVICES



1. ASSISTANCE TO VARIOUS REQUEST

Assist any individual who are need of various information particularly in tourism activities of the Municipality of Victoria

Office or Division:	TOURISM OFFICE			
Classification:	Simple			
Type of Transaction:	G2G and G2C Government to Government			
Who may avail:	All (Government agency/cies and Private Individual)			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Register/ Sign in visitor's logbook	1. Let the client sign in visitor's logbook		1 minute	<i>Administrative Aides/ Tourism Officer Designate</i> Tourism Office
2. Verbally request or in written form the information or document he/she needs.	2. Received, entertained the client and evaluate the request.		5 minutes	<i>Administrative Aides/ Tourism Officer Designate</i> Tourism Office
3. Informed, received documents or accompanied.	3. Provide the information or documents (if available) to the client/s. Accompany the client to visit available tourist attraction (if necessary)		1 hour	<i>Administrative Aides/ Tourism Officer Designate</i> Tourism Office
TOTAL		None	6 minutes	



OFFICE OF THE AGRICULTURE EXTERNAL SERVICES



1. AVAILMENT OF CERTIFIED SEEDS

Certified Seeds, Hybrid Corn given to registered farmers at minimal cost.

Office or Division:	OFFICE OF MUNICIPAL AGRICULTURE			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Registered Farmers of Victoria			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Should be in the Master List submitted by the Barangay Officials concerned and certified by the Agricultural Technologist.		Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Look for the Agricultural Technologist assigned in the Barangay	1. Assist the farmer to sign in the Master List	None	5 minute	Administrative Aides/ Agricultural Tech. Agriculture Office
2. Pay the amount needed	2. Assist in the processing of payment to seed grower	None	5 minutes	Administrative Aides/ Agricultural Tech. Agriculture Office
3. Received the certified seeds	3. Assist in the distribution and release of certified seeds to farmer	Based on prevailing government price	10 minutes	Administrative Aides/ Agricultural Tech. Agriculture Office
TOTAL		None	15 minutes	



2. DISTRIBUTION OF AVAILABLE FARM INPUTS

Vegetable Seeds, Organic Fertilizers, Insecticides/ Pesticides given to farmers of Victoria.

Office or Division:	OFFICE OF MUNICIPAL AGRICULTURE			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Registered Farmers of Victoria			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Should be in the Master List submitted by the Barangay Officials concerned and certified by the Agricultural Technologist.		Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Look for the Agricultural Technologist assigned in the Barangay	1. Assist the farmer to sign in the Master List	None	5 minute	Administrative Aides/ Agricultural Tech. Agriculture Office
2. Received the available farm inputs	2. Release the available farm inputs	None	10minutes	Administrative Aides/ Agricultural Tech. Agriculture Office
TOTAL		None	15 minutes	



3. ISSUANCE OF DA CERTIFICATIONS

Office or Division:	OFFICE OF MUNICIPAL AGRICULTURE			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen's			
Who may avail:	All qualified farmers within the Municipality			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Treasury Office		
BARC Certicate		Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
Submit Official Receipt	Verify Appli- cant to the masterlist	P 50.00	1 minute	<i>Administrative Aides/ Agricultural Tech.</i> Agriculture Office
	Encode and print certifi- cation		1 minute	<i>Administrative Aides/ Agricultural Tech.</i> Agriculture Office
	Sign the cer- tification		30 seconds	<i>Municipal Agriculturist</i> Agriculture Office
Receive the certification and sign on the release document logbook	Record and released the certification		1 minute	<i>Administrative Aides/ Agricultural Tech.</i> Agriculture Office
TOTAL		None	3 minute and 30 sec- onds	



4. PROVISION OF BASIC SERVICES ON AGRICULTURE

Delivery of basic services to farmers

Office or Division:	OFFICE OF MUNICIPAL AGRICULTURE			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen's			
Who may avail:	Farmers, fisher folks, and homemakers			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Client come to the office and sign the logbook—Farmers Information Technology Services (FITS) Center.	1. Interview the client for the needed assistance.		5 minute	<i>Administrative Aides/ Agricultural Tech.</i> Agriculture Office
2. Accompany the Agricultural Technologist to the site.	2. Conduct ocular inspection as agreed by booth parties . (conditional)		2 hours	<i>Administrative Aides/ Agricultural Tech.</i> Agriculture Office
	3. Recommend possible solution to the problem.		30 minutes	<i>Administrative Aides/ Agricultural Tech.</i> Agriculture Office
	4. Follow-up		2 hours	<i>Administrative Aides/ Agricultural Tech.</i> Agriculture Office
TOTAL		None	4 hours and 35 Minutes	



FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	<p>Answer the Client Feedback Form and drop it at the suggestion box near the Public Assistance and Complaints Desk (PACD) located at the Lobby of the Municipal Hall (Ground Floor, Old Building)</p> <p>Contact No.: 09566900251</p>
How Feedback is processed?	<p>Daily or as the needs arises. The PACD Officer opens the suggestion box once a client drops anything and forward it to the Office of the Mayor/HR Office.</p> <p>Feedback requiring answers are forwarded to the relevant office and is required to answer within three (3) days upon receipt of the feedback.</p> <p>The answer of the Office is then relayed to the concerned citizen.</p> <p>For inquiries and follow-ups, clients may contact the following phone number: 09566900251/09107831965</p>
How to file complaints?	<p>Answer the client Complaint Form and drop it at the suggestion box near the Public Assistance and Complaints Desk (PACD).</p> <p>Complaints can also be filed via Phone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> Name of person being complained Incident Evidence <p>For inquiries and follow ups, clients may contact the following phone number: 09566900251/09107831965</p>
How complaints are processed?	<p>The Municipal HRMO evaluates the complaint.</p> <p>Upon evaluation, the complaint officer/MHRMO shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The MHRMO will make a report after the investigation and shall submit it to the Municipal Mayor for appropriate action.</p> <p>The MHRMO will inform the client of the result of the investigation.</p> <p>For inquiries and follow ups, clients may contact the following phone number: 09566900251/09107831965</p>
Contact Information of ARTA, PCC, CCB	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782)</p> <p>Presidential Complaints Center (PCC): 8888</p> <p>Contact Center Ng Bayan (CCB): 0908-881-6565</p>



LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Office of the Mayor	LGU-Victoria	091 076 5145
Office of the Sangguniang Bayan	LGU-Victoria	0933 509 1228
Office of the MPDC	LGU-Victoria	0916 477 9406
Office of the Treasury	LGU-Victoria	0945 479 2917
Office of the Assessor	LGU-Victoria	0998 160 5801
Office of the LCR	LGU-Victoria	0928 931 0710 / 09190765131
Office of the MSWDO	LGU-Victoria	0920 503 2745
Rural Health Unit I	LGU-Victoria	0933 813 2681
Rural Health Unit II	LGU-Victoria	0915 248 4858 0932 857 4858
Office of the Agriculture	LGU-Victoria	0919 076 5138
Office of the Engineering	LGU-Victoria	0917 514 6831
Office of the MDRRM	LGU-Victoria	0977 328 9562 0939 513 1408
Office of the Accounting	LGU-Victoria	09190765129 / 09175681122
Office of the Budget	LGU-Victoria	0916 706 6005/ 0919 076 5133
Office of the PESO	LGU-Victoria	0948 581 4752 / 0997 354 4744
Office of the HRMO	LGU-Victoria	0956 690 0251 0910 783 1965
Office of the Public Market	LGU-Victoria	0909 567 8840
Tourism Office	LGU- Victoria	09472051760 / 09190765141
General Services Office	LGU—Victoria	0919 076 5140