



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

**WHOLE-OF-GOVERNMENT (WOG) REENGINEERING MANUAL**  
as of November 2021

OFFICE	PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS
		NO. OF STEPS	PROCESSING TIME	AMOUNT	NO. OF STEPS	PROCESSING TIME	AMOUNT	
MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT (MSWD)	Assistance to Individuals in Crisis Situations (AICS)	3	45 minutes	none	2	25 minutes	none	Indigent Families/ Individuals in dire needs of financial assistance due to death, hospitaltn and other emergency needs
	Issuance of Certification of Indigency or any certification	2	15 minutes	none	2	10 minutes	none	
	Issuance of Social Case Study Report	2	30 minutes	none	2	25 minutes	none	Indigent patient, deserving OSY and PWD's requesting or assistance
	Issuance of Solo Parent ID Cards	3	27 minutes	none	3	20 minutes	none	Solo Parents

Certified Correct:

MA. ELENA L. JALOS  
Municipal SWDO

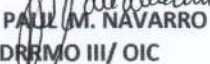


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OFFICE OF THE MUNICIPAL DISASTER RISK REDUCTION AND MANG'T OFFICE	Provision of Disaster Response	2	6 minutes	none	2	4 minutes	none	General Public (Individuals in need of the services)
	Provision of Medical Assistance/ Ambulance Transport	2	7 minutes	none	2	5 minutes	none	General Public (Individuals in need of the services)

Certified Correct:

  
JOHN PAUL M. NAVARRO  
LDREMO III/ OIC

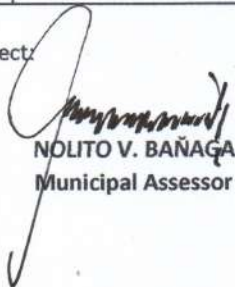


Republic of the Philippines  
Province of Tarlac  
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**WHOLE-OF-GOVERNMENT (WOG) REENGINEERING MANUAL**  
as of November 5, 2021

OFFICE	PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS
		NO. OF STEPS	PROCESSING TIME	AMOUNT	NO. OF STEPS	PROCESSING TIME	AMOUNT	
OFFICE OF THE MUNICIPAL ASSESSOR	Declaration of New Property (Building)	4	4 hours and 52 minutes	50.00	3	4 hours and 45 minutes	50.00	Building Owners/ Authorized Representative
	Declaration of New Property (Land)	4	52 minutes	50.00	3	45 minutes	50.00	Land Owners/ Authorized Representative
	Declaration of New Property (Machinery)	4	4 hours and 52 minutes	50.00	3	4 hours and 45 minutes	50.00	Property Owners/ Authorized Representative
	Issuance of Certified True Copy of Tax Declaration (Land, Building and Machinery)	3	28 minutes	50.00	2	20 minutes	50.00	Property Owners/ Authorized Representative

Certified Correct:

  
NOLITO V. BAÑAGA  
Municipal Assessor

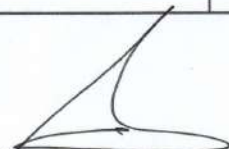


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OFFICE OF THE MUNICIPAL CIVIL REGISTRAR (LCR)	Application for Affidavit to use the surname of the father - Ra 9255	5	43	200.00	4	38	200.00	People born in Victoria
	Application for Marriage License	7	10 days 1 hour & 28 minutes	290.00	6	10 days 1 hour & 8 minutes	290.00	Both/either one of the couple is a resident of Victoria
	Issuance of Certified Transcription of Birth, Marriage and Death	4	38 minutes	60.00 Local 110.00 Abroad 50.00 No Record	3	33 minutes	60.00 Local 110.00 Abroad 50.00 No Record	All citizen born, died, and married in this municipality
	Registration of Birth Certificate	5	56 minutes	50.00	4	46 minutes	50.00	Citizen born in Victoria
	Registration of Death Certificate	4	47 minutes	50.00	3	45 minutes	50.00	Citizens died in Victoria

Certified Correct:

  
**EMMANUEL S. RIGOR**  
Municipal Civil Registrar




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MUNICIPAL PLANNING AND DEVELOPMENT OFFICE	Issuance of Locational Clearance	7	1 hour 56 mins.	Same with the amount posted in the Citizen's Charter	6	1 hour 55 mins.	Same with the amount posted in the Citizen's Charter	Any person wish to construct/ operate residential, commercial, intitutional & industrial structure within the Municipality of Victoria
	Issuance of Zoning Certificate	5	1 hour & 41 minutes	Same with the amount posted in the Citizen's Charter	4	1 hour & 40 minutes	Same with the amount posted in the Citizen's Charter	Individuals & company needing this ECC & DOH certificate which is required in securing Locational Clearance for industrial, commercial & institutional structure before securing buidling permit

Certified Correct:

  
ENGR. FERNANDO P. GALLIETO  
MPDC




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OFFICE OF THE MUNICIPAL HUMAN RESOURCE AND MNG'T. OFFICER	Processing of Loan of Employees to Government Lending Institutions	2	21	none	2	16	none	Officials and employees of the Muncipal Gov't. of Victoria
	Assistance to Immersion and On-the-Job Trainig students	2	15	none	2	12	none	Students who wants to render Immersion and OJT in this Municipality

Certified Correct:

  
ANGELINA G. ARABIA  
Municipal HRMO



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OFFICE OF THE MUNICIPAL TREASURER	Collection of payments for: Mayor's Clearance	2	2	50.00	2	2	20.00	Residents of this municipality
	Judge Clearance	2	2	30.00	2	2	20.00	

Certified Correct:

  
**MELANI M. GUTIERREZ**  
Municipal Treasurer

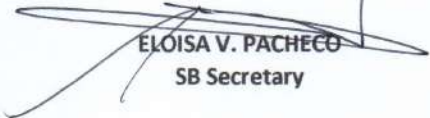


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SANGGU NIANG BAYAN	Issuance of Tricycle Operator's Permit (MTOB)	5	22 minutes	385.00 plus 96.25 penalty (if applicable)	3	17 minutes	385.00 plus 96.25 penalty (if applicable)	Owners/ Drivers/ Operators of Tricycle for hire

Certified Correct:

  
ELOISA V. PACHECO  
SB Secretary