

ARINGAY
SERVICE GUIDE

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SERVICE GUIDE

Vision Statement

The Municipality of Aringay envisions a peaceful, prosperous Agri-Industrial center of the Province if La Union, through a dynamic and unified God-loving and disciplined leadership and empowered participative citizenry towards the attainment of socio-economic development and ecologically balanced environment for a better place to live in.

Mission Statement

To Ensure and sustain the emergence of people empowerment and socio-economic development through dynamic and honest leadership working with Aringayenos in the delivery of much needed services.

Our Service Standard

Our business is service.

We, officials and employees will extend superior service to clients and provide the community with positive solutions that will enhance the people's way of life by extending the highest degree of service dedication and courtesy and respect to clients.

We undertake to constantly enhance our knowledge and impose on ourselves good attitude to our dealings to our client.

We will be open to criticisms, admit our mistakes and offer a full apology in order to abide by our commitment of superior service.

Our Service Pledge

We, the officials and employees of the Municipal Government of Aringay, pledge and commit to deliver quality public services, specifically:

Serve you from Monday to Friday, 7:30 AM to 5:00 PM.

Be Prompt and timely

Be polite and courteous.

Wear proper identification.

Assist you the best way we can extent

About the Legend of Aringay

In the beginning, the early 16th, century, the town was made up of two settlements, one south of the river, and another settlement north of the river. These two settlements had their own Headman or “cabeza”. It is hold that in the south, there was a young woman by the name ARING who was the daughter of the Headman. And in the north was a young man named Ayong (Larry in modern times) who was the son also of a Headman.

There was no courtship during those times. But it happened once a day that Ayong saw the beautiful daughter of the Headman of the south while the young woman was taking a bath in the river. In a short time by means of messengers, the two got acquainted during the feast celebrated in the South. And the two were smitten with love.

The two lovers secretly met at dusk in the river, each riding his or her boat. Their meetings had to be secret because their respective parents did not see eye to eye on certain matters pertaining to their respective settlements and people. And one day, Aring and Ayong agreed to rendezvous at the river bend east to their settlements at the next New Moon, to plan their elopement and marriage.

And so at dusk on that fateful day, although the weather seemed not to be in their favor, Aring and Ayong took to their respective little boats and slowly paddled upstream to the bend of the river. Soon darkness fell, but the lovers, enjoying each other’s company did not mind the shower that was to turn into rain. In a short time, the rain fell in torrents and they decided to return home.

Just as Aring was turning south towards their house and Ayong bidding her loved one goodbye and goodnight the swelling headwaters as came rushing and turned Aring’s boat upside down causing Aring to jump into the swollen water. Ayong saw her, but was unable to do Anything but to shout “ARING-AY-ARING”. And then, Ayong jumped into the water to save Aring. He brought Aring to her house just as the people along the river bank came out of their house to find out what happened.

The headman of the south came out of witness the happy event. To the shouts of his own and grateful people, the headman announced that now he was giving permission to his daughter to become the wife of Ayong and that preparations will start for the forthcoming feast.

Sensing that there was something unusual happening in the South settlement, the Headman of the North and his men crossed river to find out what was the matter. And as soon as he reached ashore, he was met by the Headman of the South together with Aring and Ayong. The story of how Ayong saved Aring from the certain death due to the swollen river overjoyed him and then and there announced to all the people that he too

was giving permission for his son to marry Aring. And the two Headman agreed to join their settlements to become one to be called ARINGAY in honor of their children.

The Local Government Unit

The Local Government Unit encompasses the political and administrative structure of Municipal Governments in general, and of Aringay in particular, the functions and duties of the various departments and local government officials have inter-governmental relations of with the National Government, the Provincial Government of La Union and with the twenty-four (24) Barangays under its jurisdiction.

Our Services

Mayor's Office

Functional Statement

1. Exercise general supervision and control over all programs, projects, services and activities of the municipal government.
2. Initiate and maximize the generation of resources and revenues.
3. Enforce all laws and ordinances relative to the governance of the municipality.
4. Ensure the delivery of basic services to the people.

Sangguniang Bayan Office

Functional Statement

1. Approve ordinances and pass resolutions for efficient and effective municipal government.
2. Generate and maximize the use of sources and revenues for the development plans, programs objectives and priorities of the government.
3. Enact ordinances to generate funds for the financing of various government affairs and projects.

Human Resources Management Office

Functional Statement

1. To administer a sound recruitment and selection system within the organization.
2. To undertake a comprehensive implementation of personnel services.
3. To undertake the information technology services for the local government and the community.

Office of the Municipal Planning and Development Coordinator

Functional Statement

1. To formulate integrated economic, social, physical and other development plans and policies for consideration of the local development council.
2. To transmit to the Civil registrar General all duplicate copies of civil registry documents.

3. To coordinate with the National Statistics Office in conducting educational campaign for vital registration and assist in the demographic and other statistics.
4. To issue copies of registry documents upon request of any person and upon payment of corresponding fees.

Municipal Budget Office

Functional Statement

1. To prepare annual/ supplemental budgets of the municipality to be submitted to proper authorities for approval.
2. To evaluate allotment requests and prepare corresponding recommendations.
3. To monitor projects funded by the National Government.
4. Assist the Barangay Officials in the preparation of the budget.

Accounting Office

Functional Statement

1. Install and maintain an internal audit system in the local government unit.
2. Certify to the availability of budgetary allotment to which expenditures and obligations may be properly charged.
3. Auditing of Barangay Accounts.

Assesor's Office

Functional Statement

1. Establish a systematic method of real property assessment.
2. Install and maintain real property identification and accounting system.
3. Issue upon receipts of any interested party certified true copies of assessment records of real property and all pertinent papers.
4. Issuance of real property tax order forms.

Health Office

Functional Statement

1. Provide quality health care.

Municipal Social Welfare and Development Office

Functional Statement

1. To provide care, protection and rehabilitation of that segment of the country's population which has the least in life and in need of social welfare assistance and social work intervention to restore their moral functioning and participate in community affairs.

Agriculture Office

Functional Statement

1. To provide the public goods and services that will support and facilitate the efforts of small farming and fishing families to attain sustainable productivity and increase their real income.
2. To advocate an economic environment which will increase incentives for agriculture enterprises to a level at least commensurate with the rest of the economy and to promote the efficient allocations and optimum utilization of sources, consistent with the principle of equitable sustainable development.
3. To help direct more public investments to hasten the provision of badly needed infrastructure and services supportive of the agro-industrial development in the rural areas.

Engineering

Functional Statement

1. Initiate, review and recommend changes in policies, objectives, plans and programs and procedures infrastructures development projects of the municipality.
2. Provide engineering services to the Local Government Unit.
3. Assessment of the infrastructure and issue building permit.
4. Management of municipality dumpsite.
5. Supervision of municipal equipment.

Market

Functional Statement

1. To adopt measures to improve and maximize the proper collection of market fees and stall rentals.
2. To formulate a plan to effect the proper collection and disposal of garbage.
3. To improve the delivery of services to the buying public.

Slaughterhouse

Functional Statement

1. Proper Hygienic Management of Slaughter-house

Cemetery

Functional Statement

1. To provide proper burial to dead persons.
2. To adopt measures that will enhance the safety and cleanliness of tombs inside the municipal cemetery.

BUSINESS SERVICES

Securing a Community Tax Certificate

- **About the Service:**

A Community Tax Certificate (CTC) is required when an individual or corporation:

- Acknowledges any document before a notary public.
- Takes an oath of office upon election or appointment to any position in the government service.
- Receives any license, certificate or permit from any public authority.
- Pays any tax or free.
- Receives money from any public fund.
- Transacts other official business.
- Receives any salary or wage from any person or corporation.

- **Legal Basis:**

- Revenue Tax Code of Aringay

- **Requirements:**

- Accomplished Request Form.

- **Schedule of Service Availability:**

Monday – Friday
8:00 A.M to 5:00 P.M

- **How To Avail of The Service:**

For Clients	Responsible Office	Fees	Processing Time	Office/Person in Charge
Fill up prescribe form at the Municipal Treasurer's Office	Assess, receive payment and issue Community Tax Certificate		2 minutes	Rev. Coll. Clerk

Business License Application (new/re-newal)

- **About the Service:**

All Enterprise are required to secure a Business License, and pay business taxes before the start of commercial operations.

The license must be renewed from January 1-20, every year. Penalties are imposed after this period.

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

It takes a maximum of 2 days to process new applications. This already includes the requisite inspections and clearances from various offices and government agencies.

Renewal of license may take 30 minutes or 2 hours depending on the results of verification made by a Local Revenue Collection Officer. Verification determines whether an applicant still has to secure clearances from various offices (building zoning, fire and/or sanitary). Processing of license for these applicants will take approximately 2 hours. Otherwise, only 30minutes are required to secure a license.

- **Legal Basis:**

- Revenue Tax Code of Aringay

- **Requirements:**

- Assessment Form
- 1pc. 2x2 latest picture
- Community Tax Certificate (Cedula)
- Barangay Permit/ Clearance
- Sanitary Permit
- SSS Clearance
- DTI Registration (xerox)
- Fire Safety Inspection Certificate
- Official Receipt (payment of taxes and fees)
- Clearance for Market Inspection (if w/in public market)
- Zoning Clearance (New Applicants)
- Police Clearance (New Applicants)
- Tax Clearance (Treasury/Market Office)

- **Schedule of Service Availability:**

Monday – Friday

8:00 A.M. to 5:00 P.M.

- **How To Avail of The Service:**

For Clients	Responsible Office	Fees	Processing Time	Office/Person in Charge
Submit requirements for assessment and payment of taxes and fees.	Provide list requirement.		1 minute	Admin. Aide (Treasury Office)
	Receive and verify submit requirements Assist/ brief applicant client in completion of requirement.	Refer to Revenue Tax Code	5 minutes	Rev. Coll. Clerk/Asst. Treasurer
Proceed to the Mayor's Office for the preparation and issuance of business permit.	Preparation and verify submit requirements. Approval and Issuance of business permit.		1 day	Admin. Aide Municipal Mayor/ Authorized Signatory Admin. Aide

Tricycle Permits

- **About the Service:**

This service will monitor the growing numbers of tricycle units and as well control the services of tricycle drivers and operators as to consumers/ costumers needs in line with the Tricycle Code of Aringay.

- **Legal Basis:**

- Municipal Ordinance No. 165, Known as The Tricycle Code of Aringay, La Union.

- **Required:**

For regular operators:

- 1pc 2x2 latest picture
- Community Tax Certificate (Cedula)
- LTO Official Receipt/CR (Xerox copy)
- Association Clearance (Xerox copy)
- SSS Clearance (original)
- Barangay Business Permit/ Clearance

- Official Receipt (payment)
- Police Clearance (for new operator)
- Deed of Sale (for transfer of ownership)
- Waiver of slot (for closed routes)
- BIR clearance (for 2 units above)
- Valid Franchise (Xerox copy)

For transient operators:

- 1pc. 2x2 latest picture
- Community Tax Certificate (Cedula)
- LTO Official Receipt/ CR (Xerox copy)
- Association Clearance (original)
- Barangay Business Permit/ Clearance
- Official Receipt (payment of permit fees)
- Valid franchise where they were registered (Xerox copy)

- **Schedule of Service Availability:**

Monday – Friday
8:00 A.M. to 5:00 P.M.

- **How to Avail of The Service:**

For Clients	Responsible Office	Fee	Processing Time	Office/Person In Charge
Proceed to the Office of the Mayor and ask the list of requirements in getting a tricycle permit.	Provide the list of requirements and make initial briefing to the client/applicant.		2 minutes	Admin. Aide
Pay necessary permit fees at the Treasury Office and secure other requirements from the list.	Issue an Official Receipt	P 750.00 (New) P 530.00 (Re-newal)	2minutes	Rev. Coll.
Submit all requirements at the Office of the Mayor for assessment.	Mayor's Office - Receive and review documents submitted by the applicant. If complete, inform client to return for his/her approved permit after three (3) working days. - Record and prepare the permit and submit it to the secretary for Mayor's		10 minutes 10 minutes	Admin. Aide Municipal Mayor/

	approval and signature. - For Approval of tricycle permit.		5 minutes	Authorized Signatory
Return to the Office of the Mayor after three (3) working days to follow-up approved permit.				
Received approved tricycle permit.	Mayor's Office Inspection of the Unit Segregate file copy & release approved permit and sticker (with business plate)		5 minutes	Admin. Aide

Securing Zoning Clearance for Business Permit

- **About the Service:**
Enterprise are required to secure a Zoning Clearance upon application for Business Permit to ensure that the enterprise is allowed in the chosen location as per the Zoning Ordinance of this Municipality.
- **Legal Basis:**
➤ Zoning Ordinance No. 120 dated June 26, 2000.
- **Requirements:**
➤ Barangay Clearance/ Permit
Official Receipt from the Municipal Treasurer's Office
- **Schedule of Service Availability:**
Monday – Friday
8:00 A.M. to 5:00 P.M.
- **How To Avail Of the Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Proceed to MTO or the payment of Zoning Clearance Fees.	Issuance official receipt	P 75.00 (clearance fee) P 15.00	1 minute	Rev. Coll Clerk

		(dst) Total=P90.00		
Present /or with the Barangay Permit to the Zoning Office	Prepares Zoning Clearance to be signed by the Zoning Officer and issue to client.		3 minutes	Admin. Aide Zoning Officer

Securing a Sanitary Permit (for business)

- **About the Service:**

The Municipal Health Office issues a Sanitary Permit to operate in all business establishments after the actual inspection.

Health cards are being used to operators and employees after physical examination and after attending the Food Handlers Class to all food handlers

- **Legal Basis:**

➤ P.D 856 (Code of Sanitation)

- **Requirements:**

➤ Mayor's Permit/ Business Permit (application)

➤ Sputum Test

- **Schedule of Service Availability**

Monday - Friday

8:00 A.M. to 5:00 P.M.

- **How to Avail of the Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
During completion of Business/ Mayors Permit clients may proceed to MHO for the following: <ul style="list-style-type: none"> • Submit sputum for examination (for good handlers) 	Validate result and issue necessary certificate if there's no violation or question regarding test results.		2 minutes 1 day	Sanitary Inspector
Site Inspection (for new business/enterprise) Proceed to Treasury Office for the payment.	Issue official receipt	P100.00	15 days 2minutes	Rev. Coll. Clerk
Wait for the release of the	Signing of SP after		5 minutes	Sanitary

SP	completion and passing of all necessary process			Inspector/ Municipal Health Officer
Receiving of Sanitary Permit	Issuance and posting of duly approved Sanitary Permit to client		2 minutes	Sanitary Inspector

Retiring a Business License

- **About the Service:**

Enterprise that are closed or ceased to exist, or whose ownership has changed, must file with the Municipal Treasurer's Office.

This should be done to update the Municipal Government's records and to avoid accumulation of tax payments and penalties.

- **Legal Basis:**

- Revenue Tax Code of Aringay, La Union

- **Requirements:**

- Barangay Certification regarding cessation of business.
- Previous permit or license (to be surrendered).

- **Schedule of Service Availability:**

Monday – Friday

8:00 A.M. to 5:00 P.M.

- **How to Avail Of the Service:**

For Clients	Responsible Office	Fees	Processing Time	Office/Person in Charge
1. Application and verification of Payments. 2. Secure retirement form and proceed to the computer area for verification of payment of previous taxes and fees due.	Verification and validate documents	P 50.00 (Certificate) P 15.00 (dst)	5 minutes	Asst. Treasurer/ Rev. Coll. Clerk
Inspection Application is filled. The business	Verify, validate and issue necessary certificate.		Within a week	Asst. Treasurer/ Market

licensing division schedules an inspection to verify closure of business or change in nature or ownership.				Inspector
Client Follow up			5 minutes	Treasury Office
Issuance of Certificate of Closure	Log and Issue duly signed certificate		2 minutes	Admin. Aide

Issuance of Certification for Real Property Tax Payments

- **About the Service:**
A Certificate of Real Property Tax Payment is required, in certain transactions (e.g. securing a Building Permit), to prove that taxes on real property have been paid and updated. This may be secured from the Land Tax Division of the CTO.
- **Requirements:**
 - Current Tax Receipt
- **Schedule of Service Availability:**
Monday – Friday
8:00 A.M. to 5:00 P.M. without noon break
- **How To Avail Of the Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Present current tax receipt to Municipal Treasury Office, pay for necessary payments and wait for the certificate.	Validate, assess and issue certification	P 50.00 (certificate) P15.00 (dst)	10 minutes	Rev. Coll. Clerk Municipal Treasurer

Paying Real Property Taxes

- **About the Service:**

Owners of the land and buildings have to pay real property taxes annually. Taxes are a percentage of the property's taxable value.

Taxable value is computed by multiplying a land or a building's Fair Market Value (FMV) to its Assessment Level. Both the FMV and the Assessment Level are based on an ordinance passed by the Sanggunian/ City Council. The City Assessor's Office submits to the Sanggunian a new Schedule of Fair Market Values every 3 years.

Real property tax payments are made at the Land Tax Division of the CTO. Taxpayers may choose to pay on an annual or quarterly basis. Discounts are given to those who pay in advance and those who pay on time.

- **Legal Basis:**

- Revenue Tax Code of Aringay Article 26, Local Assessor Fees
- Provincial Tax Ordinance No. 001-2008. Revised Revenue Code of the Province of La Union R.A. 7160 – Local Government of 1991

- **Requirements:**

- Copy of latest Real Property Tax Declaration
- Photocopy of latest Real Property Tax payment/ official receipt

- **Schedule of Service Availability:**

Monday – Friday

8:00 A.M. to 5:00 P.M. without noon break

- **How to Avail of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Proceed to the Treasury Office Real Property Section. Present the order of payment or the prior year's official receipt.	Treasury office to assess, compute corresponding taxes and fees.	Basic Tax 1% of assessed value SEF Tax 1% of assessed value	30 minutes	Rev. Coll. Clerk

Franchising of Motorized Tricycle

- **About the Service:**

This service will monitor the growing numbers of tricycle units and as well control the services of tricycle drivers and operators as to consumers. Costumers needs in line with

- **Legal Basis:**

- Municipal Ordinance No. 148, Known as The Tricycle Code of Aringay, La Union.

- **Requirements:**

A. Issuance of Official Receipt – Payment of MTOP

- Previous year’s receipt
- Annual or three (3) quarters BIR tax payments

B. Issuance of Franchise/MTOP

- Application Form duly accomplished
- Certification from TRU
- Certification of residency from Punong Barangay
- Association Clearance
- Deed of Sale (for Transfer of Ownership)
- Insurance Coverage (passenger and 3rd party liability)
- Official Receipt (payment of permit)
- Latest approved franchise (renewal)
- Certification from the particular Zone Tricycle Operator’s and Drover’s Association that there is still available slots for franchise/MTOP in their jurisdiction (new applicant)
- LTO Certification of Registration and Official Receipt of registration issued in the new applicant
- Proof of conversion to “For Hire” (New Applicant)

- **Schedule of Availability of Service:**

Monday – Friday

8:00 A.M. 5:00 P.M.

- **How to Avail of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Proceed to the SB Office. Secure application form and comply with the requirements.	Provide application form and list of requirements and make the initial briefing thereof.		10 minutes	Admin Aide
Pay necessary fees to the	Issue official receipt	P 385.00	5 minutes	Rev. Coll. Clerk

Treasury Office		(franchise fee) P 75.00 (certification fee) (dst)		
Submit the accomplished application form to the Office of the Sangguniang Bayan.	SB Office receives and reviews application form, Verifies the same with the requirements. Inform the operator of the schedule of inspection of the unit.		8 minutes	Admin Aide
Submit all the other requirements in securing the MTOP	Type information on Motorized Tricycle Operator's Permit and submit to the Municipal Vice Mayor for Signature		8 minutes	SB Office Municipal Vice Mayor
Approved Motorized Tricycle Operator's Permit	SB Office's Releasing Clerk shall segregate file copy and record the released permit		5 minutes	Admin Aide
After completion of needed requirements, proceed to the Mayor's Office to obtain the Mayor's Permit. Present all requirements and show original official receipts	Mayor's Office shall review and verify all documents if complete, inform the client/applicant to come back for his permit after 5 days		10 minutes	Admin Aide
Claim Mayor's Permit	Releasing Clerk shall segregate file copy and record the released permit including business plates and stickers		10 minutes	Admin Aide
Claim Mayor's Permit	Releasing Clerk shall segregate file copy and record the released permit including business plates and stickers		10 minutes	Admin Aide

MUNICIPAL ZONING SERVICES

Securing Locational Clearance for Conforming Use Projects

- **About the Service:**

All owners/developers shall secure a Locational Clearance from the Zoning Administrator/Zoning Officer for projects which conforms with the zoning regulations of the municipality prior to conducting any activity or construction on their property/land. No building permit shall be issued by the local building officer without a valid locational clearance. This document can be secured from the Zoning Office.

- **Legal Basis:**

- Zoning Ordinance No. 120 dated June 26, 2000.

- **Requirements:**

- Duly accomplished and notarized Application Form for Locational Clearance
- Vicinity Map
- Site Development Plan
- Detailed Cost Estimate
- Environmental Compliance Certificate or Certificate of Non-Coverage from DENR (For applicable project only)
- Affidavit of Non-objection from adjacent low owners (for incompatible/non-conforming project)
- Affidavit of Non-objection from Mortgage (If lot is mortgaged)
- Certification from MARO that lot is not tenanted//within the coverage of CARP (For projects located in existing/agricultural zone areas)
- Filing and Legal Research Fees
- Requirements relative to Right Over Land
 - A. Photocopy of the CTC in case registered in the name of the applicant.
 - B. Original Certified True Copy of the Tax Dec. issued not earlier than 3 months upon filling of application.
 - C. in the absence of CTC in the name of the applicant submit pro-forma affidavit, see attached form to the effect that:
 - D. In case the property is not registered in the name of the applicant submit duly notarized deed of sale or contract of lease or authorization/consent to use land whichever is applicable plus the photocopy of the owner's certificate of the title/tax declaration and tax payment receipt for the current year and affidavit of consent.
- Conversion Clearance or Certification or Certificate of Exemption for Conversion from the Department of Agrarian Reform if the project is to be situated in agricultural lands based on actual use and CLUP/ZO.

- For application filed by authorized representatives, "Sworn Special Power of Attorney for the representative to file/follow-up application and claim decision to the application."

- **Schedule of Service Availability:**

Monday - Friday

8:00 A.M. to 5:00 P.M.

- **How To Avail Of the Services:**

For Clients	Responsible Office	Fees	Processing Time	Office/Person in Charge
Proceed to MPDCO and obtain an application form.	Issue an application form and provide listing of requirements		3 minutes	Admin. Aide VI/Zoning Inspector II
After securing all the requirements, submit these together with the duly accomplished and notarized application form	Assess the Zoning/locational clearance fees		3 minutes	Zoning Inspector II
Present and submit the OR to the MPDCO	Inform client of the issuance of LC after 1 day then prepare the Evaluation Report and Zoning Decision to be signed by ZO. Approval of the clearance		5 minutes	Revenue Collection Clerk (Treasury Office)
Present and submit the OR to the MPDCO	Inform client of the issuance of LC after 1 day then prepare the Evaluation Report and Zoning Decision to be signed by ZO. Approval of the clearance		5 minutes	Admin Aide VI/ Zoning Inspector II Zoning Officer
Receive copy of the Zoning Decision	Record and issue the approved Zoning Decision.		1 minute	Admin. Aide VI/ Zoning Inspector II

Securing Locational Clearance for Projects with the Following In Nature:

- Non-Conforming Uses
 - Variances
 - Exceptions
 - Complaints and opposition to application
-
- **About the Service:**

All the owner's/developers shall secure a Locational Clearance from the Zoning Administrator/Zoning Officer or in cases of variances and exemptions, from the Local Zoning Board of Board of Adjustments and Appeals (LZBAA) prior to conducting my activity or construction on their property/land. No building permit shall be issued by the local building officer without valid locational clearance. This document can be secured from the Zoning Office.
-
- **Legal Basis:**
 - Zoning Ordinance No 120 dated June 26, 2000
-
- **Requirements:**
 - Duly accomplished ad notarized Application Form for Locational Clearance
 - Vicinity Map
 - Site Development
 - Detailed Cost Estimate
 - Environmental Compliance Certificate or Certificate of Non-Coverage from DENR (For applicable projects only)
 - Affidavit of Non-objection from the adjacent low owners (for incompatible non-conforming projects)
 - Affidavit of Non-objection from Mortgage (if lot is mortgaged)
 - Certification from MARO that lots not tenanted/within the coverage of CARP (For projects located in existing/agricultural zone areas)
 - Filing and Legal Research Fees
 - Requirements relative to Right Over Land
 - A. Photocopy of the CTC in case registered in the name of the applicant.
 - B. Original Certified True Copy of the Tax Dec. issued not earlier that 3 mos. Upon filing of application.
 - C. In the absence of CTC in the name of the applicant, submit a pro-forma affidavit, see attached form to the effect that:
 - D. In case the property is not registered in the name of the applicant, submit duly notarized deed of sale or contract of lease or authorization/consent to use land whichever is applicable plus the photocopy of the owner's certificate of title/tax declaration and tax payment receipt for the current year and affidavit of consent.

- Conversion Clearance or Certificate of Exemption for Conversion from the Department of Agrarian Reform if the project is to be situated in agricultural lands based on actual use and CLUP/ZO.
- For application filed by authorized representatives, "Sworn Special Power of Attorney for the representative to file/follow-up application and claim decision to the application".

- **Schedule of Service Availability:**

Monday - Friday

8:00 A.M. to 5:00 P.M.

- **How To Avail Of the Service:**

For Client	Responsible Office	Fees	Processing Time	Office/ Person in Charge
Proceed to MPDCO and obtain an application	Issue an application form and provide listing of requirements		3 minutes	Admin Aide VI/Zoning Inspector
After securing all the requirements, submit these together with the duly accomplished and notarized application form	Conduct site/ocular inspection of the project to determine the actual use of the land		1 day	Zoning Inspector II/ Zoning Officer
	Prepare an inspection report/findings, and then endorse it to the LZBAA for their information and guidance.		10 minutes	Zoning Inspector II/ Zoning Officer
	Meet & conduct preliminary studies on the application.		30 minutes	LZBAA
	In case of objection, the Board will hold a public hearing/consultation.		90 minutes	LZBAA
	Prepare a letter resolution for the approval or disapproval of the application			LZBAA/ Zoning Officer
	Prepare a letter informing the applicant of the result of his/her application		1 minute	Zoning Inspector II/ Zoning Officer
If application was approved, submit an	Receive and assess the zoning. Locational clearance fees		3 minutes	Admin. Aide VI/ Zoning Inspector

Affidavit of Non-Objection of the residents to the Zoning Office.				II
Proceed to MTO for the payment of fees	Issue Official receipt	*proceed to MPDCO for evaluation and computation of fees	1 minute	Revenue Collection Clerk (Treasury)
Present and submit the OR to the Zoning Office	Receive and prepare the Zoning Decision to be signed by the LZBAA		5 minutes	Admin. Aide VI/ LZBAA
Received copy of the Zoning Decision.	Record and issue the approved Zoning Decision to be signed by the LZBAA		1 minute	Admin. Aide VI/ Zoning Inspector II

Securing Zoning Classification for Land Use

- **Requirements:**
 - Letter Request addressed to the Zoning Officer
 - Lot Plan vicinity map drawn to scale signed by a Geodetic Engineer
 - Transfer Certificate of Title or Deed of Sale
 - Real Property Tax Declaration
 - Special Power of Attorney of landowner's authorized representative, if any
 - Official Receipt issued by the MTO

- **Schedule of Service Availability:**
Monday - Friday
8:00 A.M. to 5:00 P.M.

- **How to Avail Of the Service:**

For Client	Responsible Office	Fees	Processing Time	Office/ Person in Charge
Proceed to Zoning Office and submit the letter request	Receive, and verify.		5 minutes	Admin. Aide VI MPDS/Zoning Officer
Proceed to MTO for the		P 300.00/ha.		

payment of fees.				
	Prepare the certification for signature and approval of the Zoning Officer		3 minutes	Admin. Aide VI MPDC/Zoning Officer
Receive the MTO for the payment of fees.	Issuance of certificate.		1 minute	Admin. Aide VI

Securing Certificate of Site Zoning Classification

- **Requirements:**
 - Real Property Tax Declaration
 - Transfer Certificate of Title (TCT) or Deed of Sale
 - Certificate of Real Property Tax Payment
 - Special Power of Attorney of land owner's authorized representative, if any.

- **Schedule of Service Availability:**
Monday - Friday
8:00 A.M. to 5:00 P.M.

- **How To Avail Of the Service:**

For Client	Responsible Office	Fees	Processing Time	Office/ Person in Charge
Submit requirements to Zoning Office	Verify and validate documents and prepare Zoning Certificate		5 minutes	Admin. Aide VI
Proceed to MTO for payment.	Issue official	P 300.00/ha	1 minutes	Rev. Coll. Clerk I (Treasury Office)
Issuance of Certificate.	Record and Issue duly signed certificate.		2 minutes	Admin. Aide VI MPDC/Zoning Officer

MUNICIPAL ENGINEERING SERVICE

Securing Building Permits and other building-related certificates and Permits

- **About the Service:**

A building permit is required prior to construction, erection, alteration, major repair or renovation or conversion of any building/structure owned by government or private entities.

The permit becomes null and void if works does not commence within 1 year from the date of such permit, or if the building or work if suspended or abandoned at any time after it has been commenced for a period of 120 days.

Aside from Building Permit, the Municipal Engineering Office, issues other permits that are required before the renovation, construction or demolition of any structure.

- **Legal Basis:**

PD 1096 or the National Building Code of the Philippines

- **Requirements:**

- 5 sets of plans & specification signed/sealed by a duly registered Engr./Arch.
- Certified True Copy of TCT/Tax Dec.
- Estimated Cost of Construction
- Current Real Property Tax Receipt
- Affidavit of Consent
- Contract of lease
- Locational Clearance
- Environmental Compliance Certificate (ECC)
- Structural analysis (for 2 story and above)
- Cedula
- PRC license (Xerox)

- **Other Building-related permits:**

Electrical Permit:

This document is required before putting up new or additional, or alteration of electrical installation involving at least 20 outlets or a capacity of 4 Kw. For new buildings, this forms part of the requirements for a building permit application.

Requirements:

- Electrical Permit Application Form signed by a professional Electrical Engineer.
- Electrical Plans.
- Electrical Specifications.

- Bill of Materials and Cost Estimates.

Mechanical Permit:

This is required before the installation of new or additional, removal or alteration of machinery of at least 20 HP. For new buildings, this form part of the requirements for a Building Permit application.

Requirements:

- Mechanical Permit Application form signed by a professional Mechanical Engineer.
- Mechanical Plans.
- Mechanical Specifications
- Bill of Materials and Cost Estimates

Sanitary/Plumbing Permit:

This document is required before the construction of new or additional, or alteration of existing plumbing installations, water supply, storm drainage, water purification and sewerage.

Requirements:

- Mechanical Permit Application form signed by a professional Mechanical Engineer.
- Mechanical Plans.
- Mechanical Specifications
- Bill of Materials and Cost Estimates

Fencing Permit:

This secured prior to actual construction of a fence.

Requirements:

- Fencing Permit Application Form
- Fencing Plan
- Bill of Materials and Cost Estimates
- Lot Plan with Certification of a Geodetic Engineer that the proposed fence will not encroach on adjoining properties
- Transfer Certificate of the Title (TCT)
- Deed of Sale/ Lease Contract/ Contract to sell (if the TCT is not in the name of the owner/ applicant)
- Update Real Property Tax Declaration
- Certificate of Real Property Tax payment

Demolition Permit

This permit is secured prior to the systematic dismantling or destruction of a building or structure in whole or in part.

Requirements:

- Demolition Permit Form
- Sketch plan of area to be demolished
- Certificate of Real Property Tax Payment

Temporary Service Connection Permit

This permit is secured for temporary service connection to a power utility for lighting and power construction, Christmas decorative lighting, lighting of cemeteries, temporary lighting for carnivals/fiestas, testing, etc.

Requirements:

- Permit Form
- Building Permit (for new construction)
- Electrical Plan/ Layout
- Fire Safety Inspection Certificate (FSIC)

Sign Permit

This permit is secured prior to the installation, erection, attachment, painting of any form of signage.

Requirements:

- Sign Permit Form
- Building Permit Form whenever there is a concrete/ steel structure.
- Structural Analysis

- ***Schedule of Service Availability:***

Monday – Friday

8:00 A.M. to 5 P.M.

- ***How To Avail of the Service:***

As a client, you	Responsible Office	Fees	Processing Time	Office/Person in Charge
Proceed to the Office of the Building Official and secure application form.	Provide application form and listing of requirements/ make initial briefing.		20 minutes	Engineering Aide
After completion of all requirements, submit these together with duly	- Receive application - Assess building permit fees and inform client of site		20 minutes	Municipal Engineer

accomplished application forms to the Office of the Building Official	inspection, line and grade verification schedule - Indorse one (1) set of plans and other documents to the Zoning Officer			
Proceed to Treasury Office for payment of building permit fees.	- Receive payments and issue official receipt.	*refer to National Building Code of the Philippines for assessment/computation of fees	10 minutes	Rev. Coll. Clerk
Present official receipt to Office of the Building Official Submit to Bureau of Fire the endorsement for building permit application with accompanying documents.	Receive official receipt. Prepare endorsement for Building Permit application.		10 minutes	Municipal Engineer
Assist Building Official in site inspection and line and grade verification	Conduct site inspection and line and grade verification		60 minutes	Municipal Engineer
Return to the Building Official his file copy of the endorsement for building permit application	Fill out information intended for the Office of the Building Official from the application forms. Inform client the date of issuance of Building Permit (Max. 15 days)		40 minutes	Municipal Engineer
Present Locational Clearance/other clearances to Building Official. Submit endorsement to Bureau of Fire Protection Re: Building permit issued	Prepare endorsement to Bureau of Fire. Protection Re: Building Permit Issued Issue Building permit Record Building permit.		40 minutes	Municipal Engineer
Secure Certificate of Completion forms from the Office of the building Official	Provide Certificate of Completion Forms.		10 minutes	Engineer Aide I
Return Duly accomplished Certificate of Completion Forms to the Office of the Building Official. Submit endorsement to Bureau of Fire Protection Re: Completion of construction request for final inspection for Building Official.	Sign Certificate of Completion Forms Prepare endorsement to the Bureau of Fire Protection Re: Completion of Construction. Assess certificate of occupancy fee conduct final inspection.		90 minutes	Municipal Engineer
Pay Certificate of Occupancy Fee to Treasury Office.	Receive payment and issue Official Receipt.		10 minutes	Rev. Coll. Clerk (Treasury Office)

Present Official Receipt to the Building Official. Obtains Fire Safety Inspection Certificate from the Bureau of Fire Protection.	Prepare Certificate of Occupancy		15 minutes	Municipal Engineer
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MUNICIPAL ASSESSOR'S SERVICES

Transfer of Ownership of Real Property (land/building)

- **About the Service:**
Transfer taxes are paid for transactions involving transfer of ownership of real property. The tax should be paid within 60 days from the date of execution of the deed as regards sale, barter, donation or any mode of transfer by succession, Payments are made at the Land Tax Division of the CTO.
- **Legal Basis:**
 - Revenue Tax Code of Aringay Article 26 – Local Assessor’s Fees
 - Provincial Tax Ordinance No. 001-2008- Revised Revenue Code of the Province of La Union
- **Requirements:**
 - Deed of Conveyance (sale, inheritance, donation, etc.)
 - Real Property Tax Receipt
 - Transfer Fee Receipt
 - B.I.R Clearance (CAR, etc.)
 - Certified Xerox Copy of Title (Register of Deeds)
 - Affidavit/Certification of total landholdings Non-tenancy and Non-improvements
 - Special Power of Attorney/Authorization Letter.
 - Transfer of Tax Declaration Receipt
- **Schedule of Service Availability:**
Monday – Friday
8:00 A.M. to 5:00 P.M. without noon break

- **How To Avail of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Submit documents	Receive and evaluates documents if complete		2 minutes	Assessor Aide
Wait for the approval of the transaction	<p>If the documents are complete, prepare the following:</p> <p>Assessment and Appraisal Division:</p> <ol style="list-style-type: none"> 1. Field appraisal and assessment sheet (FAAS) 2. Property Record Form (PRF) 3. Prepare Tax Map Maintenance (subdivision/consolidation) 4. Update tax map and tax map control. 5. Prepare endorsement <p>Municipal Assessor:</p> <ol style="list-style-type: none"> 1. Review's and signs the FAAS and PRF's and endorsement. 2. Prepares transmittal to the Provincial Assessor for approval 3. Transmit to the Provincial Assessor's Office <p>Approved transactions released back to the Municipal Assessor's Office.</p> <p>Release owner's copy to owner/client.</p>		<p>Upon receipt of the documents</p> <p>15 minutes</p> <p>3 minutes</p> <p>3 minutes</p> <p>3 minutes</p> <p>3 minutes</p> <p>2 minutes</p> <p>3 minutes</p> <p>3 minutes</p> <p>Every Friday</p> <p>Will be released in a maximum of 1 months from the Provincial</p> <p>Assessor's Office 10 minutes</p>	<p>Assessor Aide</p> <p>Municipal Assessor</p> <p>Assessor Aide</p>

Assessment of Buildings/ Ocular Inspection

- **About the Service:**

New tax declarations have to be prepared for newly constructed buildings.

The municipal Assessor's Office conducts field inspection to assess the value of the real property. The new TD serves as the municipal government's permanent record on the real property unit. It is also used for real property tax purposes.

- **Requirements:**
 - Letter request
 - Building permit
 - Building Plan
 - Occupancy permit
 - Current Tax Receipt of the lot where the building is constructed
 - Inspection Fee Receipt

- **Schedule of Service Availability:**
Monday – Friday
8:00 A.M. to 5:00 P.M. without noon break

- **How To Avail of the Service:**

For Client	Responsible Office	Fees	Processing Time	Office/ Person in Charge
Submit request/requirements	Conduct ocular inspector on the subject property		By schedule or Upon Request	Assessor Aide
Wait for the approval of the transaction	Assessment and Appraisal Division: 1. Prepares FAAS and PRF 2. Prepare endorsement Municipal Assessor: 1. Reviews and signs FAAS, PRF and endorsement 2. Prepares transmittal the Provincial Assessor for approval. 3. Transmit to the Provincial Assessor’s Office. Approved transactions released back to the Municipal Assessor’s Office. Release owners copy to owners/clients		5 minutes/FAAS/PRF	Assessor Aide
			3minutes	
			5 minutes	
			2 minutes	
			Every Friday	
2 minutes	Municipal Assessor			
			5 minutes	

Request for Revision/RE-Assessment/ Correction of Assessment (land/building)

- **About the Service:**
Clients who would like to delete, adjust or correct assessments on their real property request this service.
The Municipal Treasurer’s Office in computing the annual tax to be paid by owners of land and buildings.

- **Requirements:**
 - Letter
 - Tax Declaration
 - Tax Receipt
 - BL-Form V-37
 - Certified Xerox Copy of Title
 - Unrevised Tax Declaration
 - Revision Fee Receipt
 - Inspection Fee Receipt

- **Schedule of Service Availability:**
Monday – Friday
8:00 A.M. to 5:00 P.M without noon break

- **How To Avail of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/ Person in Charge
Submit request/requirements	Conduct ocular inspection on the subject property		By schedule or upon request	Municipal Assessor Office
Wait for the approved of the transaction	Assessment and Appraisal Division: 1. Prepares FAAS and PRF 2. Prepare endorsement Municipal Assessor: 1. Reviews and signs FAAS, PRF and endorsement. 2. Prepares transmittal the Provincial Assessor for approval. 3. Transmit to the Provincial Assessor’s Office. Release owners copy to owner/clients		5 minutes/ FAAS/ PRT	Municipal Assessor Office
			3 minutes	
			5 minutes	
			2 minutes	
			Every Friday	
5 minutes				

Request for Cancellation of Assessments

- **About The Service:**
Client who would like to delete, cancel assessments on their real property request this service.
The municipal Assessor’s assessment records are used by the Land Tax Division of the Municipal Treasurer’s Office in computing the annual tax to be paid by owners of land and buildings.

- **Requirements:**
 - Service Slip
 - Tax Declaration
 - Current Tax Receipt
 - Barangay Certification (for cancellation of building)
 - Inspection Fee Receipt

- **Schedule of Service Availability:**
Monday – Friday
8:00 A.M 5:00 P.M

- **How To Avail of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Submit request/requirements	Conduct ocular on the subject property		By schedule or upon request	Municipal Assessor's Office
Wait for the approval of the transaction	Assessment and Appraisal Division: 1. Prepares FAAS and PRF 2. Prepare endorsement Municipal Assessor: 1. Reviews and signs FAAS, PRF and endorsement. 2. Prepares transmittal to the Provincial Assessor for approval. 3. Transmit to the Provincial Assessor's Office. Approved transactions released back to the Municipal Assessor's Office. Release owners copy to owner/clients.		5 minutes 2 minutes 5 minutes 2 minutes Every Friday	Municipal Assessor/ Admin Aide

Request for Annotation of Loans/ Mortgages/ Bail Bond/ Notice of Les Pendent

- **Requirements:**
 - Service Slip
 - Loan and Mortgaged Agreement
 - Notice of Bailbond
 - Notice of Les Pendants/ Hold ion Abeyance
 - Tax Declaration

- Annotation Fee Receipt

- **Schedule of Service Availability:**

Monday – Friday

8:00 A.M. to 5:00 P.M. without noon break

- **How To Avail of The Service**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Submit requirements	Record Section		Upon request	Admin Aide.
	1. Verify Records (PRF/FAAS/etc.)		10 minutes	
	2. Annotate Notice Agreement to the Records		10 minutes	
	3. File copy of Notice of Agreement		10 minutes	

Request for Cancellation of Loans/ Mortgages/ Bailbond/ Notice of Les Pendants

- **Requirements:**

- Service Slip
- Notice for Cancellation of Mortgaged
- Notice of Cancellation of Bailbond
- Cancellation of Notice of Les Pendants/ Hold in Abeyance
- Tax Declaration
- Annotation Fee Receipt

- **Schedule of Service Availability:**

Monday – Friday

8:00 A.M. to 5:00 P.M. without noon break

- **How To Avail of The Service**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Submit request	Record Section		10 minutes	Admin Aide
	1. Verify records (PRF/FAAS/etc.)			
	2. Cancels Annotation (Loan /bailbond/Notice from the records)			

	File copy of Notice of Cancellation and discharge of Mortgaged			
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Verification of Real Property Assessment/ Location/ Tax Declaration

- **About the Service:**

This service enables the client to identify real property its ownership and location in the tax map at the Municipal Assessor’s Office.

- **Legal Basis:**

- Revenue Tax Code of Aringay
- Revised Revenue Tax Code of the Province of La Union
- R.A. 7160 Local Government Code of 1991

- **Requirements:**

- Service Slip
- Tax Declaration
- Tax Receipt
- Xerox Copy of Title
- Verification Fee Receipt

- **Schedule of Service Availability:**

Monday – Friday
8:00 A.M to 5:00 P.M.

- **How To Avail of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/ Person in Charge
Request for service	Records Section 1. Evaluates and assess request 2. Researches the history of the real property 3. Presents the history of the property to the owner/client		5 minutes 10 minutes 5 minutes	Admin Aide.

Request for Subdivision/ Consolidation of Real Property (land)

- **Legal Basis:**
 - Revenue Tax Code of Aringay
 - Revised Revenue Code of the Province of Aringay, La Union R.A 7160 Local Government Code of 1991

- **Requirements:**
 - Letter request
 - Subdivision Plan
 - Tax Receipt
 - Tax Declaration
 - Certified Xerox Copy of Title
 - Revision Fee Receipt

- **Schedule of Service Availability:**
 Monday – Friday
 8:00 A.M to 5:00 P.M. without noon break

- **How To Avail of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/ Person in Charge
Submit complete requirements and wait for approval of the transaction	Assessment/ Appraisal Division			
	1. Prepare FAAS and PRF		5minutes	Assessor Aide
	2. Prepare Tax Map Maintenance		5 minutes	Municipal Assessor
	3. Prepare endorsement		10 minutes	
	Municipal Assessor:		2 minutes	
	1. Reviews and signs FAAS, PRF & endorsement			Every Friday
2. Prepares transmittal; to the Provincial Assessor's for approval			Maximum of 1 month from Provincial Official	
3. Transmit to the provincial Assessor's Office				
Approved transactions released back to the Municipal Assessor's Office.				
Release owner's copy to owner/ clients			5 minutes	

Issuance of certified true copy/ Xerox Copy of Tax Declaration/ PRF/ FAAS/ TAX MAP/ TMCR

- **Legal Basis:**
 - Revenue Tax Code of Aringay
 - Revised Revenue Code of the Province of La Union
 - R.A 7160 Local Government Code of 1991

- **Requirements:**
 - Service Slip
 - Current Tax Receipt
 - Special Power of Atty. Authorization letter duly notarized if not the owner requesting tax declaration.
 - Certified True Copy Receipt

- **Schedule of Service Availability:**
 Monday – Friday
 8:00 A.M. to 5:00 P.M. without noon break

- **How To Avail of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/ Person in Charge
Submit complete requirements and wait for approval of the transaction	Record Section			
	1. Verify records (PRD/FAAS/etc.)		5 minutes	Assessor Aide
	2. Prepare the request forms (PRF/FAAS/TD/etc.)		5 minutes	
	Municipal Assessor:			
	1. Reviews and signs FAAS, PRF and endorsement.		2 minutes	Municipal Assessor
	2. Return to records section for recording to the logbook.			
	3. Release copy to the owner/client.		3 minutes	

MARKET AND ABATTOIR SERVICES

Payment of Market Rentals

- **Legal Basis:**
 - Revenue Tax Code or Aringay

- **Requirements:**
 - Official Receipt from previous month payment

- **Schedule of Service Availability:**
Monday – Friday
8:00 A.M. to 5:00 P.M.

- **How To Avail Of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Approach Record Section (Market Office) for the verification and update of monthly rental payment	Verify and update monthly rental payment.		5 minutes	Asst. Treasurer
Proceed to the collection section for the payment and issuance of Official	Computes payments and issue official receipt	*Refer to Revenue Tax Code	5 minutes	Rev. Coll. Clerk

Receipt				
Return to record section for the posting of payment	Posting of Payments		2 minutes	Admin. Aide

Renewal of Lease Contract

- **Legal Basis:**
 - Revenue Tax Code of Aringay

- **Requirements:**
 - Update Market Rental
 - Xerox copies of Mayor’s Permit/ Contract of Lease (Previous Years)
 - Xerox copy of updated payment of business license
 - Xerox copy of community tax certificate
 - Notaries fee

- **Schedule of Service Availability:**
Monday – Friday
8:00 A.M. to 5:00 P.M.

- **How To Avail of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Submit Requirements	Post and prepare Contract of Lease		5 minutes	Admin. Aide/Admin. Asst.
Contract will be notarized	Notarize contract		5 minutes	
Contract Signing	Issuance of contract duly signed by the Stall holder and Municipal Mayor to witness by the Market Inspector and Municipal Treasurer.		10 minutes	Market Inspector/Municipal Treasurer/Municipal Mayor

Issuance of Market Clearance for the Renewal of Business License

- **Legal Basis:**
 - Revenue Tax Code of Aringay

- **Requirements:**

- Update Market Rental
- Community Tax corresponding to their nature of Business derived from their income of previous year
- Health

- **Schedule of Service Availability:**

Monday – Friday
8:00 A.M to 5:00 P.M.

- **How To Avail Of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Secure Clearance - Record Section - Sanitary Inspector - Bureau of Fire - Market Inspector	Verify and issue clearance		5-10 minutes	
After completion of all the clearances, proceed to Municipal Treasury Office for Payment of Business Permit	Receives payment and issue Official Receipt	*Refer for Revenue Tax Code	2 minutes	Rev. Coll. Clerk

Issuance of Certification as Registered Stall holders

- **Legal Basis:**

- Revenue Tax Code of Aringay

- **Requirements:**

- Certification from the Market Inspector

- **Schedule of Service Availability:**

Monday – Friday
8:00 A.M. to 5:00 P.M.

- **How To Avail of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
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Request for Certification	Verify and prepare Certificate		2-3 minutes	Admin. Aide
Payment of Fees	Receive payment and issue Official Receipt		2-3 minutes	Rev. Coll. Clerk
Issuance of Certificate	Post and issue duly signed Certificate to the client		2 minutes	Admin Aide

Calibration of Weighing Scale

- **Legal Basis:**
 - Revenue Tax Code of Aringay

- **Schedule of Service Availability:**
Monday – Friday
8:00 A.M. to 5:00 P.M.

- **How To Avail Of The Service:**

For Client	Responsible Office	It will take	Persons Responsible
1. Bring Weighing Scale Unit for testing	Test and calibrate weighing scale	2-3 minutes	Admin Aide
2. After calibrated and tested, unit will be sealed and corresponding amount of fee will be collected and official receipt will be issued	Seal unit after calibration and receive payment for calibration and issue official receipt	5 minutes	Rev. Coll. Clerk (Market)

Slaughtering of Livestock and Issuance of Meat Inspection Certificate

- **Legal Basis:**
 - Revenue Tax Code of Aringay

- **Requirements:**
 - Personal Identification
 - Barangay Clearance
 - Certificate of Ownership/Transfer

➤ Veterinary Health Certificate

- **Schedule of Service Availability:**

Monday – Friday

8:00 A.M. to 5:00 P.M.

- **How To Avail Of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Bring the Animal to be slaughtered in the Municipal Abattoir	1. Holding of the animal for ante mortem purposes	Permit Fee to Slaughter (per head)	4 hours	
	2. Slaughter process	Large Cattle-P25.00		
	3. Post mortem and weighing	Hogs- P20.00	5 hours	
	4. Marketing of meat products	Goat- P20.00		
	5. Collection of payment of slaughter fees	Others- P20.00	1 hour	
		*Basic fee	1 hour	

MUNICIPAL AGRICULTURE SERVICES

Issuance of Livestock Health Certificate

- **About the Service:**

Livestock Shipping Permits, along with Health Certificates, are required from shippers before cattle, carabao, swine, and other livestock can be transported outside the city. Health certificates are issued to certify that the animals to be transported live do not have any communicable diseases. These are also required for pet dogs and cats before they can be shipped to other areas. Death certificates for livestock are needed by crop and livestock insurance companies before they can process claims for indemnity.

- **Requirements:**

Health Certificate and Livestock Shipping Permit

- Barangay Clearance
- License as shipper (for livestock)
- Certificate of Ownership or Transfer (cattle and carabao)
- Vaccination records

- **Schedule of Service Availability:**

Monday – Friday

8:00 A.M to 5:00 P.M.

- **How To Avail of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge	
1. Client proceed to Municipal Agriculture Office for issuance of Livestock Health Certificate.	Interview client of some basic information regarding the problem		5 minutes		
	Receive payment and issue official receipt		2 minutes		
	2. Proceed to Treasury Office for payment of the Certificate then return to DA Office	Validation/inspection of the animal		30 minutes	
		Issue Livestock Health Certificate		5 minutes	

Technical Assistance

- **About the Service:**

Agricultural Technologist (ATs) fielded in the agricultural barangays can answer client queries regarding:

- farm plan and budget preparation
- seed selection
- pest management
- post-harvest facilities
- technical information
- Promotion and development of aquaculture (freshwater/ blackish water).
- technology transfer and demonstrative trial
- animal problems

- **Schedule of Service Availability:**

Monday – Friday

8:00 A.M. to 5:00 P.M

- **How To Avail of The Service:**

For Client	Responsible Office	Processing Time	Office/Person in Charge
Clients proceed to the Municipal Agriculture Office	Promote health care and proper management	Upon request	Municipal Agriculture Office Personnel
	Technical assistance on rice production	Upon request	
	Technical assistance on corn production	Upon request	
	Technical assistance on high value commercial crops production	Upon request	
	Technical assistance on fisheries development	Upon request	
	Institutional capability building program n rural improvement clubs, Out of school Youth Cooperative	Upon request	
	Development/ Livelihood Assistance	Upon request	

Issuance of FLET Clearance

- **About the Service:**

The Municipal Agriculturist's Office requires clearance for any livelihood or merchandise which fisheries and other aquatic resources are involve, monitoring the safety and good condition of the Towns aquatic resources.

- **Legal Basis:**
 - Fishery Ordinance No. 135 series of 2005

- **Requirements:**
 - Community Tax Certificate/ Residence Certificate
 - Barangay Clearance

- **Schedule of Service Availability:**
Monday – Friday
8:00 A.M. to 5:00 P.M.

- **How To Avail of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/ Person in Charge
Proceed to the Municipal Agriculture Office submit all requirements	Validate		5 minutes	Mun. Agriculture Office Personnel
Proceed to Municipal Treasury Office for payment	Receive payment and issue Official Receipt		2 minutes	Rev. Coll. Clerk
Clearance will be processed in the Mayor's Office	Process Clearance		10 minutes	Admin. Aide
Signing of the Clearance	Sign clearance upon completion of all the requirements		10 minutes	
Release of the approved clearance	Post and release clearance		2 minutes	Admin. Aide

INTEGRATED HEALTH SERVICES

Availing of Consulting at Municipal Health Office

- **About the Service:**

The purpose of this service is to diagnose and treat illness and give appropriate medical services.

Service is available at the Municipal Health Office to any person/ individual who needs medical assistance with the following possible illness.

- Diarrhea and ARI Cases
- Rabies (dog bite)
- Dengue
- Renal Disease

- **How To Avail of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Proceed to Municipal Health Office – Admission Office	Asks the reason for consultation and writes client’s data on the record book. Takes medical history of patient. Gets and records his/her vital signs, then refer to the Municipal Health Officer. Inform patient to wait for his turn		15 minutes	Rural Health Midway/ Nurse Attendant
If laboratory test is requested proceed to laboratory room.	Makes the required laboratory test and inform patient to pay the prescribed fee to the MTO, but if it is an OPB package under PHILHEALTH no fees to be collected.	As per lab request	30 minutes	Sanitary Inspector/ Medical Technologist Phil Health Rev. Coll. Clerk (MTO)
Pays the laboratory test performed at the MTO	Issue an official receipt		10 minutes	Rev. Coll. (MTO)
Back to the laboratory room, and then present the official receipt for the issuance of result	Release laboratory results		1 minute	Sanitary Inspector/ Medical Technologist
Back to the Municipal Health Office for laboratory results interpretation and issuance of prescription.	Prescribes appropriate medicine and gives medical advice. Then, refer patient to the attending nurse or other personnel for issuance of medicines. Attending nurse issue the prescribed		10 minutes	Municipal Health Office Municipal Nurse

	drugs/ medicines. Then, reiterate information on patient's return		5 minutes	Nurse Attendant
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Expand Immunization Program

- **About the Service:**
The purpose of this service is to immunize children 0 to 11 months old from seven immunizable diseases. The Municipal Health Office also injects pregnant mothers for tetanus toxoid to prevent the occurrence of Tetanus Neonatorum in infants

- **Legal Basis:**
➤ National EPI Program for DOH

- **Requirements:**
➤ Immunization Card/ Record

- **Schedule of Service Availability:**
Monday – Friday
8:00 A.M. to 5:00 P.M

- **How To Avail Of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Client proceeds to Municipal Health Office to avail immunization. Fill up the immunization card or record for necessary information	Post information and make a record of the client receiving immunization		10 minutes	RHM/ Mun. Nurse
Give the accomplished card to attending midwife	Make sure that the data given are true and correct		10 minutes	RHM/ Mun. Nurse
Receives immunization	Give immunization to patient accordingly basing from data given		2 minutes	RHM/ Mun Nurse

Availing of Maternal Care Services

- **Legal Basis:**
 - National MCH Program for DOH

- **Requirements:**
 - Pre-Natal Form
 - Tracking Form

- **Schedule of Service Availability:**
 Monday – Friday
 8:00 A.M. to 5:00 P.M.

- **How To Avail Of The Service:**

For Client	Responsible Office	Fee	Processing Time	Office/Person in Charge
Pregnant woman fo to the Municipal Health Office for check-up	Get patient’s data and accomplish the Maternity Record Card of the Mother. Ask patient’s regarding her complain or sickness. Then, check client’s abdominal palpitation and inform patients of her findings. Referral on high risk cases.		20 minutes	Rural Health Midwife
	If patient is pale or anemic refer to the Municipal Health Officer, then the Municipal Health Officer make necessary request for laboratory			Rural Health Midwife/ Municipal Health Officer
Proceed to the laboratory room	Determines patient’s HGB,HCL, blood typing and urinalysis for issuance of result		30 minutes	Sanitary Inspector/ Phil health Medical Technologist
Back to the Municipal Health Officer for interpretation of result	Interpret result; prescribe appropriate vitamins; and give mother health instructions on proper nutrition and maternity care.	Depends on lab test requested		Municipal Health Officer

Availing of Family Planning Services

- **Legal Basis:**
 - PD 965 Pre-Marriage Counseling Law

- **Requirements:**
 - Endorsement from MCR Office (for pre-married counseling)
 - Residence Certificate

- **Schedule of Service Availability:**
Monday – Friday
8:00 A.M. to 5:00 P.M.

- **How To Avail Of The Service:**

For Client	Responsible Office	Processing Fee	Office/Person in Charge
From MCR, applicant will proceed to the Municipal Health Office and ask for assistance (for pre-married couples)	Provides counseling and IEC on different family planning methods and on fertility awareness	4 Hours	Trained Midwife Nurse
Clients will present residence certificate to the attending nurse or midwife and/or fill up given form (for walk-in couples)	Post, validate information given by client, after which will be signed by trained PMC Counselor. Assist clients/couple in making decisions regarding reproductive health	1 hour	PMC Counselors

Availing of Dental Services

- **Legal Basis:**
 - National Program of DOH

- **Requirements:**
 - Dental Record Book

- **Schedule of Service Availability:**
Monday – Friday
8:00 A.M. to 5:00 P.M

- **How to Avail of The Service:**

For Client	Responsible Office	Fees	Processing Fee	Office/Person in Charge
Clients will proceed to	Provide information on proper		10 minutes	Dentist

Municipal Health Office, fill up data form (every Wednesday of the week)	hygiene and assist clients before tooth extraction			
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TB and Leprosy Program

- **Legal Basis:**
 - National TB Program Law of the DOH

- **Requirements:**
 - X-Ray
 - Sputum cups, slides, laboratory register and record book

- **Schedule of Service Availability:**
Monday – Friday
8:00 A.M. to 5:00 P.M.

- **How To Avail Of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Client which are possible TB and Leprosy patient will proceed to Municipal Health Office for consultation	Administer check-up to possible patients give x-ray referrals and administer sputum check-up Registration of identified TB and Leprosy cases, if found positive, patients will be treated for 6 months and be given with free drugs.		1 week process	MHO Med. Tech Nurse

Securing a Medical Certificate

- **Legal Basis:**
 - Medical Certificate Form 211

- **Requirements:**
 - Chest X-Ray
 - Drug Test
 - CBC

- **Schedule of Availability:**

Monday – Friday
8:00 A.M. to 5:00 P.M.

- **How To Avail of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Client proceed to MHO and request for Medical Certificate	Assess, validate and prepare Medical Certificate		5 minutes	Nurse/RHM
Wait for the release of Certificate	Signing of Medical Certificate		2 minutes	MHO
Receive duly signed Certificate	Release and post Certificate	P 50.00	2 minutes	Nurse

Securing a Sanitary Permit

- **About the Service:**

The Municipal Health Office issues a Sanitary Permit to operate in all business establishments after the actual inspection.
Health cards are being used to operators and employees after physical examination and after attending the Food Handlers Class to all food handlers.

- **Legal Basis:**

➤ P.D 856 (Code of Sanitation)

- **Requirements:**

- Mayor’s Permit/Business Permit (application)
- Sputum

- **Schedule of Service Availability:**

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

- **How To Avail of the Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
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During completion of Business/ Mayor's Permit clients may proceed to Municipal Health Office to file for Sanitary permit.	Validate, interview client and business being applied for certificate		2 minutes	RSI
Food handlers are required to have a sputum test, and new business are subject to inspection before approval of SP.	Conduct Sputum test and inspection	P 30.00	1 day	Med. Tech
Wait for the release of the SP	Signing of SP after completion and passing of all necessary process		5 minutes	Mun. Health Officer
Receiving of Sanitary Permit	Issuance and posting of duly approved Sanitary Permit to client		2minutes	MHO/RSI

Availing of Nutrition Services

- **About the Service:**

The Municipal Health Office provides free nutrition services for the malnourished children and implements other health programs by the Government like the following:

- Giving Vitamin A
- Deworming
- OPT (Operation Timbang)
- Others

- **Legal Basis:**

- National Nutrition Program

- **Requirements:**

- Nutrition Record for malnourished children
- OPT Records

- **Schedule of Service Availability:**

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

- **How To Avail of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
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Proceed to Municipal Health Office to have your record for filling	Assess validate patient according to given data		2 minutes	
Wait for the attending nurse	Administer nutrition services needed by the patient		3 minutes	
Update record received	Update nutrition record			

SOCIAL WELFARE SERVICES

Securing a Social Case Study Report

- **About the Service:**

The Philippine Charity Sweepstakes Office (PCSO) and other government hospitals and NGO which provides indigents with laboratory and surgical assistance.

Before a beneficiary can avail of this assistance, he/she is required to secure a Social Case Study Report from the MSWD.

- **Schedule of Service Availability:**

Monday – Friday

8:00 A.M. to 5:00 P.M.

- **How To Avail Of The Service:**

For Client	Responsible Office	Processing Time	Office/Person in Charge
Proceed to the Municipal Social Welfare Office	Interview client, make further (home) study regarding the client, and provide report.	2 days (including home study and report)	Social Welfare Asst./ Mun. Social Welfare Officer
Present the Social Case Study report for recommending approval	Review the case study for approval	1 day	Mun. Social Welfare Officer
Proceed to Mayor's Office for signature	Sign the case study	5 minutes	Municipal Mayor
Wait for the signed copy	Post the case study and release to client	2 minutes	Admin Aide

Availing of Physical Restoration Assistance

- **About the Service:**

This program is intended for visually-impaired and orthopedically-handicapped persons to integrate into the mainstream of community life.

- **Schedule of Service Availability:**

Monday – Friday

8:00 A.M. to 5:00 P.M.

- **How To Avail Of The Service:**

For Client	Responsible Office	Processing Time	Office/Person in Charge
Proceed to Social Welfare Office and present complete referral for evaluation requirements	Interview and assess client, prepare the Certificate of Eligibility and referral letter for wheel chair and or others to the DSWD Field Office 1	1 day	Social Welfare Asst.
Referral for evaluation	DSWD Field Office 1 will evaluate the client	1 week	Social Welfare Asst./ MSWD Officer/ DSWD Field Office Personnel

Welfare for Abused and Disadvantaged Woman

- **About the Service:**

The Municipal Social Welfare and Development Office (MSWD) answers disadvantaged women's need for the prevention and eradication of exploitation, domestic violence and all forms of abuse against women.

- **Legal Basis:**

➤ R.A 7610, R.A 9262

- **Requirements:**

- Medical Certificate
- Barangay Certificate
- Birth Certificate of the child abused

- **Schedule of Service Availability:**

Monday – Friday
8:00 A.M. to 5:00 P.M.

- **How To Avail of The Service:**

For Client	Responsible Office	Processing Time	Office/Person in Charge
Proceed to Municipal Social Welfare Office	1. Interview client with the presence of the PNP Woman's Desk personnel	30 minutes	Social Welfare Asst./ MSWD Officer Women's Desk
	2. Request for Medical Certificate	1 day	
	3. Refer the victim to the Girls Center in Agoo, La Union for safe keeping	1 day	
	4. Post case for record purposes		

In case of jailed minor	Request for custody and affidavit on reorganization of the child	3 minutes	MSWD Officer
Proceed to and present affidavit on recognizance to court	Release the child to the custody of the parents and post data for record purposes.	1 day	Municipal Judge
In case of battered wife	Counseling is administered on both parties (wife and husband) Then an agreement will be made in papers	1 day	Social Welfare Ass./ MSWD Officer

Availing of Care for Out of School Youth

- **Schedule of Service Availability:**

Monday – Friday
8:00 A.M. to 5:00 P.M.

- **How To Avail Of The Service:**

For Client	Responsible Office	Processing Time	Office/Person in Charge
1. Proceed to Municipal Social Welfare Office	List of Out of School Youths in their barangays and conduct interview and background check	1 week	Day Care workers
2. Present completed Project Proposal	Verify and check proposal if it meets the guidelines and request for approval	1 week 1 day	MSWD Officer Municipal Mayor
3. Proceed to Mayor's Office for posting and signing of the proposal	Validate, sign and post proposal before releasing Proposal ready for implementation	2 days 1 day	MSWD Officer Mun. Treasurer
4. Proceed to Social Welfare to get a copy of the proposal	Liquidation of Funds		
5. Proceed to Treasury Office for the fund			

Availing of Disaster Relief Assistance

- **Requirements:**

➤ Barangay Certification of Residency

- **Schedule of Service Availability:**

Monday – Friday
8:00 A.M to 5:00 P.M.

- **How To Avail Of The Service:**

For Client	Responsible Office	Processing Time	Office/Person in Charge
Proceed to the Municipal Social Welfare Office	Get the list of calamity victims and validate	3 minutes	Social Welfare Asst./ MSWD Officer
Proceed to the affected barangay	Release, post, distribute relief goods to identified victims	10 minutes	Social Welfare Asst./MSWD Officer

Securing Aid to Individual in Crisis Situation referral (AICS)

- **Requirements:**

- Barangay Certification of Residency and indigence
- Medical Certificate (for hospitalization)
- Death Certificate (for funeral)

- **Schedule of Service Availability:**

Monday – Friday
8:00 A.M. to 5:00 P.M.

- **How To Avail Of The Service:**

For Client	Responsible Office	Processing Time	Office/Person in Charge
Proceed to the Municipal Office	Interview client, assess and all requirements Prepare Certificate of Eligibility Past data, and prepare referral.	5 minutes	Social Welfare Asst.
Client will wait for 2 days	1. Review, evaluate and sign for recommending approval the Mayor Office 2. Post referral for record purposes, and forward copy to the Budget Office 3. Sign Certificate of Eligibility for AICS 4. Post and issue duly signed Certificate (referral is released from Mayor’s Office/ payment is released from Municipal Treasury Office)	3 minutes 10 minutes 3 minutes 5 minutes	MSWD Officer Municipal Mayor
Client receives Certificate or payments	Release certificate or payment	5 minutes	Mayors Office/Municipal Treasury Office

Availing of Pre-Marriage Counseling

- **Requirements:**
 - Referred by MCR
- **Schedule of Service Availability:**
Monday – Friday
8:00 A.M. to 5:00 P.M.
- **How To Avail Of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Proceed to Municipal Social Welfare Office	Interview couples, administer counseling pre-marriage		1 day	Social Welfare Asst.

Availing of the Educational Program for Skilled Young Woman

- **About the Service:**
This service will provide help and assistance to young women who want to have a good education and livelihood.
- **Requirements:**
 - Application Form
- **Schedule of Service Availability:**
Monday – Friday
8:00 A.M. to 5:00 P.M.
- **How To Avail Of The Service:**

For Client	Responsible Office	Processing Time	Office/Person in Charge
Proceed to Municipal Social Welfare Office	1. Interview client, take now of their skills, post for record purposes, group them as to skills and refer to TESDA for further evaluation	3 minutes	SWA/MSWD Officer
Client will wait for 1 week	TESDA Office: Assess and evaluate project proposal, propose for funding and number of days they will take the course, and approve the proposal	2 weeks	SWA/TESDA personnel
Undergo training inline with their skills	TESDA, MSWDO and the LGU will monitor and supervise the skills training until the course is finished	15 days	TESDA Personnel/SWA

Availing of Day Care Services:

- **About the Service:**
 - This will provide assistance to pre-school children for advance learning.

- **Legal Basis:**
 - Republic Act 6972

- **Schedule of Service Availability:**
 Monday – Friday
 8:00 A.M. to 5:00 P.M.

- **How To Avail Of The Service:**

For Client	Responsible Office	Processing Time	Office/Person in Charge
Proceed to Municipal Social Welfare Office	1. Interview client, take now of their skills, post for record purposes, group them as to skills and refer to TESDA for further evaluation	3 minutes	SWA/MSWD Officer
Client will wait for 1 week	TESDA Office: Assess and evaluate project proposal, propose for funding and number of days they will take the course, and approve the proposal	2 weeks	SWA/TESDA personnel
Undergo training inline with their skills	TESDA, MSWDO and the LGU will monitor and supervise the skills training until the course is finished	15 days	TESDA Personnel/SWA

CIVIL REGISTRY SERVICES

Securing Certified True Copies of Birth, and Marriage Certificate and Other Civil Registry Documents Including Amendments, Annotations or any Modification Thereof

- **About the Service:**
 The Office of the Municipal Civil Registrar maintains different kinds of civil registry books wherein all vital events affecting the civil status of a person from birth to death including subsequent modifications thereof are recorded. Registered documents have legal, administrative and statistical values. From the legal point of view, they are considered public documents and are prima facie evidence of the truth of the data contained therein.

People need certified true copies of their documents for many reasons. Birth certificate is used for baptism, enrolment, as a proof identity, claim benefits, obtaining passport, employment, tax exemptions, marriage, board examinations, securing driver's license, naturalization and other legal purposes.

While death certificate is a pre-requisite for burial, It provides legal evidence in medico-legal cases, inheritance, pensions, insurance benefits, and settlement of a deceased person's estate. It also exempts the heir from specific type of taxes, and established a widowed person's right to a subsequent marriage. Collectively, death certificate provides the indicators of existing infectious disease and epidemics that need immediate control measures. In addition they serve administrative purposes, specifically in the clearing of files like disease case registers, social security, military service files, electoral rolls and tax registers.

Similarly, marriage certificate is useful to prove the occurrence of marriage and thus establish legal responsibilities of married couples. It is also used as basis for claims of benefits, pensions, military allowances, allotments, obtaining passport and other legal purposes.

We guarantee that the documents we issue are authentic because the civil registry goal is to serve the people with the highest degree of integrity competence, hard work and responsiveness.

- **Legal Basis:**

- Act 3753 – Civil Registry Law
- Republic Act – Sec. 479, Art 9 – Local Government Code of 1991
- Municipal Tax Ordinance/Revenue Code
- P.D 603 – Child and Youth Welfare Code

- **Requirements:**

- Verifications forms
- Authorization and Identification Card of the document owner/ Special Power of Attorney (if document owner is now the requesting party)
- Official Receipt

- **Schedule Of Service Availability:**

Monday – Friday
8:00 A.M to 5:00 P.M.

- **How To Avail Of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Regular request: - Fill up verification forms	Issue official	Local- P50.00 Abroad- P100.00	5 minutes	Rev. Coll. Clerk Mun. Civil

<p>- Pay to the Office of the Municipal Treasurer</p> <p>Submit verification form/O.R to Municipal Civil Registrar's Office</p> <p>- Wait for release</p>	<p>receipt</p> <p>Search document requested. Prepare certified true copy of the document requested.</p> <p>Signs document requested. Issue document requested.</p>	<p>With annotation- P75.00</p>	<p>20-30 minutes</p> <p>5 minutes</p>	<p>Registrar</p> <p>Admin. Aide</p>
<p>If annotated/Amended documents: -Submit Registered Court Decrees or Legal Instruments or supplemental reports</p>	<p>- inspect/review court decrees or legal Instruments, Supplemental Report</p>		<p>20 minutes</p>	<p>Admin. Aide</p>
<p>- Pay to the Office of the Municipal Treasury, submit O.R to MCR Office</p>	<p>- Issue official receipt Mark O.R date of release</p> <p>- Prepare certified copy of requested documents with and without annotation</p>		<p>10 minutes</p> <p>10 minutes</p> <p>30 minutes</p>	<p>Rev. Coll. Clerk</p>
<p>Wait for release after 2-3 days</p>	<p>- Issue document requested</p>		<p>20 minutes</p>	

Registration of Births, Deaths, Marriages, Court Decrees (Annulment, Adoption, Correction of Entries not covered of Entries not covered by RA. 9048, Presumptive Death, etc)

- **Registration of Live Birth**
- **Legal Basis:**
 - ACT 3753 – Civil Registry Law
 - ACT 2711 – Registration of Vital Events prior of 27 February 1931
 - Proclamation 326 – Registration of Vital Events issued by former President Fidel V. Ramos
 - Administrative Order No 1s. 1993 – Issued by National Statistics Office
 - Civil Code of the Philippines Book I Title XVI (R.A 386)
 - P.D. 603 – Child and Youth Welfare Code (as amended PD 1179)

- RA 7160 – Local government Code of 1991
- Family Code of the Philippines

- **Requirements:**

- Accomplished Mun, Form 102 (Birth Certificate)
- Community Tax Certificate of father if illegitimate (if with admission of paternity)
- IF DELAYED REGISTRATION (IN ADDITION)
- Community Tax Certificate of the registrant
- Negative Certification from NSO – if delayed
- AFFIDAVIT attesting facts of birth
- At least 2 documentary evidences

- **Schedule of Service Availability:**

Monday – Friday
8:00 A.M to 5:00 P.M

- **How To Avail Of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Proceed to Municipal Civil Registrar's Office Fill up/Submit request form (if delayed with supporting documents)	- Accepts Form. Interview applicant Prepare Birth Certificate		15 minutes	Admin. Aide
(* if illegitimate, with Fathers acknowledgement) - Father sign the affidavit of admission of Paternity	- Subscribed the Admission of Paternity		10 minutes	MCR
- Proceed to hilot-midwife for signature	- Midwife/hilot signs the Birth Certificate		10 minutes	Depends upon the attendant at birth
- Pay to the Municipal treasurer's Office (in case of delayed registration)	- Issue Official Receipt	P100. 00	5 minutes	Rev. Coll. Clerk
- Back to Civil Registrar's Office. Wait for release	- Review, register, signs and issue registered Birth Certificate		10 minutes	MCR

Registration of Death

- **Legal Basis:**
 - ACT 3753 – Civil Registry Law
 - ACT 2711 – Registration of Vital Events prior of 27 February 1931
 - Proclamation 326 – Registration of Vital Events issued by former President Fidel V. Ramos
 - Administrative Order No. 1s 1993 – issued by National Statistics Office
 - Civil Code of the Philippines Book 1 Title XVI (R.A 386)
 - RA 7160 – Local government Code of 1991
 - PD 856 – Code of Sanitation in the Philippines

- **Requirements:**
 - Accomplishment Mun. Form 103 (Death Certificate)
 - Burial permit
 - (IN CASE OF DELAYED) (In addition)
 - Negative Certification from NSO
 - Affidavit of 2 documentary evidences
 - At least two documentary evidences
 - Community Tax Certificate of the registrant

- **Schedule of Service Availability:**
Monday – Friday
8:00 A.M. to 5:00 P.M.

- **How To Avail Of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Proceed to Municipal Civil Registrar's Office/ Fill up/ submit request form (If delayed-submit supporting documents)	- Accepts Form, Interview applicant/ prepare Death Certificate		15 minutes	Admin Aide.
Read/Sign the Death Certificate as informant			15 minutes	MCR/ Admin. Aide
Proceed to the Municipal Office or attendant at Death and embalmer/autopsy	- Review/ signs the Death Certificate		30 minutes	Mun. Health Office (Medico-Legal Officer)
Pay at the Treasury Office Burial Fee/ Cemetery Fee	- Issue official receipt	P100.00	5 minutes	Rev. Coll. Clerk
Back to the Municipal Civil Registrar's Office - Submit Death Certificate/ Official	- Accepts Death Certificate/ Place Registry Number		10 minutes	Admin Aide.

receipt				
Wait for release	- Review/register sign Death Certificate		10 minutes	MCR

Registration of Marriage

- **Legal Basis:**
 - ACT 3753 – Civil Registry Law
 - ACT 2711 – Registration of Vital Events prior of 27 February 1931
 - Proclamation 326 – Registration of Vital Events issued by former President Fidel V. Ramos
 - Administrative Order No. 1s 1993 – issued by National Statistics Office
 - Civil Code of the Philippines Book 1 Title XVI (R.A 386)
 - RA 7160 – Local government Code of 1991
 - PD 856 – Code of Sanitation in the Philippines

- **Requirements:**
 - Accomplished Mun. Form 97 (Marriage Certificate)
 - IN CASE OF DELAYED REGISTRATION (IN ADDITION)
 - Negative Certification from the NSO
 - Affidavit of the registrant/
 - Affidavit of 2 disinterested parties
 - Community Tax Certificate of the registrant
 - Certificate of Marriage issued by the solemnizing Officer

- **Schedule of Service Availability:**
Monday – Friday
8:00 A.M. to 5:00 P.M.

- **How To Avail of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Proceed to the Municipal Civil Registrar's Office, submit 4 copies (1 set) duly accomplished/ signed Marriage Certificates (In case of delayed – submit supporting	- Accepts marriage Certificate Place registry numbers - Type reconstructed marriage		10 minutes 20 minutes	Admin. Aide

documents)				
Pay at the Treasury Office	- Issue official receipt - Review, Register/ sign Marriage Certificates		10 minutes	Rev. Coll. Clerk MCR/ Admin. Aide
Wait for release * If delayed wait after 10 days posting period	Release owner's copy/ solemnizing officer's copy		10 minutes	Admin. Aide

Registration of Court Decrees

- **Legal Basis:**
 - Act 3753
 - Civil Code of the Philippines
 - Family Code of the Philippines
 - Administrative Order No. 1, s. 1993

- **Requirements:**
 - Court Decision
 - Certificate of Finality

- **Schedule of Service Availability:**
Monday – Friday
8:00 A.M. to 5:00 P.M.

- **How To Avail Of The Service:**

For Client	Responsible Office	Fees	Process Time	Office/Person in Charge
Proceed to the Municipal Civil Registrar's Office, Submit Certified Copies of Court decision with Finality/ Legal Instrument	Accepts inspect court decision FINALITY LEGAL INSTRUMENT, Place registry number		20 minutes	MCR
Proceed to Treasury Office for payment	Issue Official Receipt	P1,000.00	10 minutes	Rev. Coll. Clerk
Submit Official Receipt	Review/Register/signs court decisions/Finality/ Legal Instruments		5 minutes	MCR

*If client needs annotated documents – Follow procedures on how to secure birthdeath/marriage certificates... (A-1)

Application for Marriage License

- **Legal Basis:**

- Act 3753
- Civil Code of the Philippines
- Family Code of the Philippines
- Administrative Order No. 1, s. 1993

- **Requirements:**

- Birth Certificate of contracting parties
- Certificate of No marriage Records (CENOMAR)
- Community Tax Certificates
- Family Planning Certificate
- Marriage Counseling Certificate (18y/o BUT BELOW 25 y/o only)
- Must be 18 yrs old onwards (both male and female)
- Legal Capacity to Marry from Embassy (if foreigner)
- Annulment papers (if annulled)
- Divorced Papers (if divorced)
- Death Certificate of former spouse (if widowed)

- **Schedule of Availability:**

Monday – Friday
8:00 A.M. to 5:00 P.M

- **How To Avail Of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Proceed to the Municipal Civil Registrar's Office	- issue application form. Brief client/ applicant of the requirements		10 minutes	Admin. Aide
Submit filled up form and necessary requirements	- Interview applicants, review filled up Application form/inspect security of submitted requirements - Prepare consent/ sworn advice of parents/guardian (if needed and notice)		20 minutes 20 minutes	MCR Admin. Aide
Applicants proceed to Family planning center and concerned agency for Pre-Marriage Counseling	- Mun. Health Office/MSWD/Church Briefing of client regarding Family Planning and responsible parenthood - If civil Wedding (MSWD) - If church wedding (Concerned Church)		1 hour	Pop.Com Officer/MSWD Officer/ Concerned Priest of Minister

Back to Municipal Civil Registrar Office submit Family Planning and Marriage Counseling Certificate	- Issue Family Planning and Marriage Counseling Certificate		10 minutes	MCR
Signs application form, parents' consent/ advice	- Subscribed application forms; consent/ advice sworn statement (if any)		20 minutes	MCR
Pay to the Treasury Office	Issue Official Receipt	P100.00	10 minutes	Rev.Coll. Clerk
Back to Municipal Civil Registrar's Office- submit official receipt	Issue Notice of Application for Marriage License		15 minutes	
Wait	Stamp Official receipt license date release of marriage license			MCR
Back to municipal Civil registrar's Office for License release after 10 days posting period	Issue marriage license after 10 days posting period		10 minutes	

Registration of Legal Instruments:

About the Service:

The following are legal instruments

1. Affidavit of Reappearance
2. Acknowledgement/ Admission of paternity
3. Acquisition of citizenship
4. Acquisition and ratification of artificial insemination
5. Certificate of Legal Capacity of contract marriage
6. Legitimation
7. Option to Elect Citizenship
8. Partition and Distribution of properties of spouses and delivery of the children's presumptive legitimate
9. Marriage Settlements and any modifications thereof
10. Repatriation documents with oath of allegiance
11. Voluntary emancipation of minor
12. Waiver of rights/interest of absolute community of property and
13. Affidavit to use the Surname of the Father
14. Other registrable legal instruments

As a general rule, all legal instruments shall be registered in the civil registry office where they were executed except in the following:

1. Affidavit of Reappearance – where the Parties to the subsequent marriage are residing
2. Marriage Settlement – where the marriage recorded

3. Admission of Paternity, Acknowledgement, Legitimation, Voluntary Emancipation of Minor and Parental Authorization of Ratification of Artificial Insemination, Affidavit to use the surname of father – share the birth of the child was recorded.
4. All legal instruments executed abroad shall be registered in the civil registry of Manila.

- **Legal Basis:**
 - ACT 3753
 - Civil Code of the Philippines
 - Family Code of the Philippines
 - A.O. NO. 1 SERIES OF 1993
 - RA 9255

- **Requirements:**
 - Legal Instruments
 - Community Tax Certificate of the Registrant

- **Schedule of Service Availability:**
Monday – Friday
8:00 A.M to 5:00 P.M

- **How To Avail Of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Proceed to the Municipal Civil Registrar's Office, Submit Certified Copies of Court decision with Finality/ Legal Instrument	Accepts inspect court decision with FINALITY LEGAL INSTRUMENT, Place registry number		20 minutes	MCR
Proceed to Treasury Office for payment	Issue Official Receipt	P100.00	10 minutes	Rev. Coll. Clerk
Submit Official Receipt	Review/Register/signs Court decisions/ Finality/ Legal Instruments		5 minutes	MCR

Acknowledgement/ Admission of Paternity/ Change of Surname of Natural and Illegitimate Children (RA 9255)
Legitimation of Natural and Illegitimate Children

- **About The Service:**

LEGITIMATION is a remedy by means of which those who in fact were not born in lawful wedlock and should therefore be considered illegitimate children, are by fiction considered legitimate, it being supposed that they were born when their parents were already validity married.

Legitimation takes place even without judicial approval.

Any children conceived and born outside of wedlock of parents who, at the time of the conception of the former, were not disqualified by any impediment to marry each other may be legitimated. (Art. 177 of the Family Code)

Illegitimate children prior to the effectivity of the New Family Code of

The Philippines on 03 August 1988 shall follow the surname of the father if acknowledged by father otherwise the surname of the mother shall be followed.

However illegitimate children born on 03 August 1988 and thereafter shall follow the surname of the mother regardless whether or not the father admits paternity. The name of the father of an illegitimate child maybe indicated in the Certificate of Live Birth of the latter however the former executes affidavit of admission of paternity. Provided that such affidavit shall not affect the naming of an illegitimate child.

But with the enactment of RA 9255 on May 14 2004 illegitimate children who can't be legitimated may follow the surname of the father provided the father acknowledges his child or admits paternity. The rules of RA 9255 shall apply to all birth within and outside the Philippines.

- **Legal Basis:**

- Family Code of the Philippines
- Civil Code of the Philippines
- A.O. No. 1, series of 1993
- RA 9255 (An Act Allowing illegitimate children to use the surname of their father, amending for the purpose Art. 176 of Executive Order 209, otherwise known as the Family Code of the Philippines)

- **Requirements:**

- Birth Certificate of the child
- Affidavit of Acknowledgement/admission of Paternity
- Affidavit of legitimation
- Community Tax Certificate of Parents
- Certificate of No Marriage Record (CENOMAR) FROM NSO
- Marriage Certificate of child's parents

FORCHANGE OF SURNAME (RA 9255)

1. Affidavit of Acknowledgement/admission of Paternity
2. Affidavit to use the Surname of the Father
3. Community Tax Certificates of Parents

- **Schedule of Service Availability:**

Monday – Friday
8:00 A.M to 5:00 P.M

- **How To Avail Of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Submit request form and necessary requirements	Accepts/inspects/review submitted documents		20 minutes	MCR
Pay at the office of the Municipal Treasurer	Issue official receipt	P200.00	5 minutes	Rev. Coll. Clerk
Submit official receipts	Mark official receipt with date release; search original document for referral and reproduction			
Xerox requested documents and return to Municipal Civil Registrar's Office	Prepare legal documents for signature of parents of a child/ children		30 minutes	Admin. Aide
Sign legal documents	Subscribe/ register legal documents		20 minutes	MCR

*If need annotated documents-follow procedure a-1.

Petition for Change of Name/Correction of Clerical Error (RA 9048)

- **About the Service:**

The Office of the Municipal Civil Registrar is authorized to correct the following in the civil register under the provision of RA 9048.

Clerical Error or typographical error committed in the performance of clerical work in writing, copying, transcribing or typing an entry in the civil register that is harmless and innocuous, such as misspelled name or misspelled place of birth or the like, which is visible to the eyes or obvious to the understanding can be corrected or changed only by reference to the other existing record or records, provided, however, that no correction must involve the change of nationality, age, status and sex of the petitioner or document owner.

Change of First name or Nickname can also be filed without judicial order with the following grounds.

1. The petitioner finds the first name or nickname ridiculous or tainted with dishonor or extremely difficult to pronounce or pronounce.

2. The New first name or nickname has been habitually and continuously used by the petitioner and he has been publicly known by the first names or nicknames in the community.

3. The change will avoid confusion.

- **Legal Basis:**

RA9048 – An act authorizing the City or Municipal Civil Registrar or the Consul General or correct clerical or typographical error in an entry and or change of first name of nickname in the register without need of judicial order, amending for the purpose Art 376 and 412 of the Civil Code of the Philippines.

- **Requirements:**

- Documents to be corrected/ changed
- Baptismal Certificate
- Marriage Certificate
- Passport
- Identification Card
- Service Records
- Insurance Records
- Bank Records
- Tax Declaration
- Barangay/Police and NBI Clearance
- Employment Clearance
- Medical Records
- Birth Certificates of Siblings
- Affidavits
- Any other documents to support petition
- Official Receipt for filing fees

- **Schedule of Service Availability:**

Monday - Friday

8:00 A.M to 5:00 P.M.

- **How To Avail Of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Submit Necessary Requirements	Accepts/ inspects/ review documents presented order payment		20 – 30 minutes	MCR
Pay at the office receipt to Municipal Treasurer	Issue official receipt	Correction of Clerical Error- P1000.00	5 minutes	Rev. Coll. Clerk

		P3000.00 Correction of Sex- P3000.00 Certificate of Finality- P100.00 Transmittal Fee- P100.00		
Submit official receipt to Municipal Civil Registrar's Office	Prepare petition of change of name or correction of clerical error		30 minutes	Admin. Aide
Read contents of petition	Final Review petition/subscribed petition		20 minutes	MCR
Stand by	Post-petition for 10 consecutive days. Render decision within working 5 days after posting forward petition/ decision to NSO, Manila for final approval		25 minutes	MCR
Wait until affirmed decision arrived from NSO, Manila	Issue Certificate of finality/affirmed decision		2 months	MCR

*If client request annotated documents follow procedure on how to avail annotated documents

(1-A)

EXECUTIVE SERVICES

Securing Mayor's Clearance and Certificate of Good Moral Character

- **Requirements:**

For Mayor's Clearance

- Original Copy of Police Clearance
- Original Copy of Court Clearance
- Latest Community Tax Certificate
- Official Receipt from the Municipal Treasurer's Office
- 1doc. Stamp

For Certificate of Good Moral Character:

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

- **Schedule Of Service Availability:**

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

- **How To Avail Of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Submit documents required to the Office of the Municipal Mayor	Receives and records the request		2 minutes	Admin. Aide
	Prepares the Mayor's Clearance or Certification		5 minutes	Admin. Aide
	Checks and recommends for approval		2 minutes	Admin. Officer
	Approves the Mayor's Clearance of Certification		2 minutes	Municipal Mayor/ Authorized Signatory
Receives the Mayor's Clearance of Certification	Release the Clearance or Certification		1 minute	Admin. Aide

Securing Permit on all Advertising and Promotional Activities

- **Requirements:**

For billboard:

- Letter Request
- Attached the design, details and specification;

- Site/sketch plan of the project
- If the site/location is a private property, present a written document showing consent of the owner.
- Affidavit of undertaking to assume all obligations and liabilities cause to any third party by reason of such project;
- Official Receipt from the Municipal Treasurer's Office
- Such other documents/paper that the municipal government may require

For application to post or put up steamers, poster, and flyers:

- Written application address to the Municipal Mayor, such letter must state the total number and period of duration;
- Official Receipt from the Municipal Treasurer's Office

- **Schedule of Service Availability:**

Monday – Friday
8:00 A.M. to 5:00 P.M

- **How To Avail Of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Secure requirements	Provide listing of requirements	*Refer payments to Revenue Tax Code	1 minute	Admin. Aide
Submit letter request and all requirements to Office of the Municipal Mayor	Receives and records request, then check completeness of requirements		3 minutes	Admin Aide.
	Prepares the Mayor's Permit		5 minutes	Admin. Aide
	Checks and recommends for approval		2 minutes	Admin. Aide
	Approves and signs the Mayor's Permit		1 minute	Municipal Mayor/ Authorized Signatory
Receives copy of the permit	Release the permit		1 minute	Admin. Aide

Securing Permit to Conduct Motorcade/ Parade or Procession

- **Requirements:**

- Letter of Request addressed to the Municipal Mayor, indicating the schedule of motorcade or parade, planned routes and purpose of the activity.

- Except permit to hold a motorcade/parade with regards to concerts and other related fund raising activities, applicant should secure/pay first the required fees on such concert and fund raising activity.

- **How To Avail of the Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Submit request letter to the Office of the Municipal Mayor	Receives and records request		1 minute	Admin Aide.
	Prepares the mayor's permit		5 minutes	Admin Aide
	Checks and recommends for approval		2 minutes	Administrative Officer
	Approves/signs the permit		3 minutes	Municipal/ Mayor Authorized Signatory
Receives the mayor's permit	Release the permit		1 minute	Admin. Aide

- **Availing of Public Customer Assistance**

- **Requirements:**

Each of these services requires separate requirements.

For Hospital Bill Discounts

- Barangay and NSWDO Certificate of Indigency
- Hospital Bill

For Job Recommendations

- Personal Appearance
- Complete Bio-data or Curriculum Vitae
- Police Clearance
- Other relevant documents

For Endorsement for Transfer

- Personal Appearance
- Letter of Request for transfer stating therein reasons for request

- **How To Avail of the Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Submit request letter and the pertinent documents required to the receiving clerk at the Office of the	Receives and records request, then inform the Executive Secretary and hand him the documents.		5 minutes	Admin. Aide

Municipal Mayor				
Prepare for an interview	Conduct brief interview, then inform the Mayor in the client's request		10 minutes	Executive Request
	Interview the client, afterwards instruct her staff for the preparation of the documents being requested		10 minutes	Municipal Mayor
	Prepares the appropriate communication regarding the request		5 minutes	Admin. Aide
	Records and gives the prepared communication to the Executive Secretary for Mayor's signature		5 minutes	Admin. Aide I/ Executive Secretary
	Signs documents as request		1 minute	Municipal Mayor/ Authorized Signatory
Receives a copy of the request, then brings the communication to the appropriate firm or government agency	Release the approved document.		5 minutes	Admin. Aide

Using Government Facilities

- How To Avail Of The Service:

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Submit request letter to the receiving clerk at the Office of the Municipal Mayor	Receives and records request		1 minute	Admin. Aide
Pay the prescribed fee at the Municipal Treasurer's Office	Issue an Official Receipt.	*refer to Revenue Tax Code and SB Resolution	5 minutes	Rev. Coll. Clerk
Back to the Office of the Municipal Mayor and present the Official Receipt	Prepares Mayor's Permit		1 minute	Admin. Aide
	Approves and Signs the permit		1 minute	Municipal Mayor/ Authorized Signature
Receive a copy of the permit	Release approved permit			Admin. Aide

PUBLIC EMPLOYMENT SERVICES

Securing Employment Referrals

- **Legal Basis:**
 - R.A. 8759 “THE PESO Act of 1999”

- **Requirements:**
 - 2x2 ID picture
 - Community Tax Certificate (CEDULA)
 - Barangay, Police, & Mayor’s Clearances
 - Transcript of Records/ Diploma
 - TIN, PHILHEALTH, SSS Number

- **Schedule of Service Availability**
 Monday – Friday
 8:00 A.M to 5:00 P.M

- **How To Avail Of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Securing Employment Referrals - Proceed to PESO and get application form for Manpower Registry and submit requirements for employment - Local employment applicants - Overseas employment applicants - SPES applicants	- Interview and register applicant - Prepare referral letter to prospected Employer - Referral letter for signature (noted) - Release referral letter		5 minutes 3 minutes 1 day 1 minute	Mayor’s Office
Securing Livelihood Assistance/ Skills Training Program (Organizations/Associations) - Proceed to PESO and get application form for Registration of Association/ Organizations to DOLE for accreditation	- Assist in filing application form for registration/ accreditation of DOLE in availing programs of the government		1 minutes	Mayor’s Office
Job Vacancy Posting (Employers) - Proceed to PESO and submit Job Vacancies (Employers)	- Assist in posting job vacancies		3 minutes	Mayor’s Office HRMO

HUMAN RESOURCE MANAGEMENT SERVICES

Job Applications

- **Legal Basis:**
 - R.A 7160
 - R.A 6713

- **Requirements:**
 - Application Letter
 - Curriculum Vitae with latest 2”x2” picture
 - Photocopy of Certificate of Eligibility/ies
 - Photocopy of Transcript of Records
 - Other supporting documents, if any

- **Schedule of Service Availability:**
 Monday – Friday
 8:00 A.M to 5:00 P.M

- **How To Avail Of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Check with the Municipal HRMO or Civil Service bulletin for job posting				Admin. Aide
Submit Application Record	Receive Application Letter		2 minutes	Admin. Aide
	Check Completeness of Requirements		5 minutes	
Submit for Preliminary Interview	To conduct interview in order to assess whether applications standard (QS) requirements for the position		20 minutes	HRMO
If minimum requirements are met, wait for further instruction of written notice	Advice applicant to come back on a scheduled date for PSB screening		5 minutes	HRMO
Attend PSb Screening	PSB to screen the qualified applicants		30 minutes	Personnel Selection Board
Wait for notification of the result of the application and	Notify applicant to come back on a scheduled date for PSB screening			HRMO

interview and date of hiring				
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POPCOM

Attending Pre-Marriage Counseling Seminars

- **About the Service:**

The Municipal Population and Nutrition Office spearhead the conduct of Pre-Marriage Counseling (PMC) Seminars to would-be couples. It is a seminar for a couple that takes 4 hours to undergo.

Pre-Marriage Counseling is a Presidential Decree 965 requiring couples to undergo seminar lecture prior to marriage.

- **Legal Basis:**

➤ Presidential Decree 965

- **Requirements:**

➤ An Application for Marriage License is needed.

- **Schedule of Service Availability:**

Monday – Friday

8:00 A.M to 5:00 P.M

- **How To Avail Of The Service:**

For Client	Responsible Office	Processing Time	Office/Person in Charge
Proceed to Pre-Marriage (PMC) Team – RHU	Conduct Pre-Marriage Counseling lecture to would-be couple	4 hours	PMC Team

Re-supply of Family Planning Commodities

- **About The Service:**

Continuing users are those who need to be re-supplied such as pill, condom users. They can be re-supplied either in a clinic, barangay or from the municipal officers who are in-charge of family planning programs.

A through check-up by doctors, midwives or nurses is needed for an initial dispensation after which they can be re-supplied by authorized person's in-charge of family planning programs.

- **Legal Basis:**
 - Government Trust
- **Requirements:**
 - The person must be in the bracket of married couple of reproductive age and a continuing user.
- **Schedule of Service Availability:**
Monday – Friday
8:00 A.M to 5:00 P.M
- **How To Avail Of The Service:**

For Client	Responsible Office	Fees	Processing Time	Office/Person in Charge
Proceed to the Nutrition & Population Office	Give information on nutrition, population, and family planning.		1 hour	Pop Com office

Availing of Population and Nutrition Services

- **About the Service:**
The Municipal population and Nutrition Office provide updated data on nutrition, population, and family planning for the general populace.
These are in the form of Information, Education, and Communication (IEC) materials such as pamphlets, brochures and booklets.
- **Requirements:**
 - Referral letters from schools, offices, or any agency.
- **Schedule Of The Service Availability:**
Monday – Friday
8:00 A.M to 5:00 P.M
- **How To Avail Of The Service:**

For Client	Responsible office	Fees	Processing Time	Office/Person in Charge
Proceed to Nutrition/Population Office	Give information on nutrition, population and family planning		1 hour	Pop Com officer

PHILIPPINE NATIONAL POLICE

Availing Aringay Police Station Services:

- **About the Service:**

1. Enforce all laws and ordinances relative to the protection of lives and properties;
2. Maintain peace and order and take all necessary steps to ensure public safety;
3. Investigate and prevent crimes, effects the arrest of criminal offenders, bring offenders to justice and assist in their prosecution;
4. Exercise the general powers to make arrest, search and seizure in accordance with the Constitution and pertinent laws;
5. Detain an arrested person for a period not beyond what is prescribed by law, informing the person so detained of all his rights under the Constitution;
6. Issue licenses for the possession of firearms and explosives in accordance with law,
7. Supervise and control the training and operations of security agencies, and to security guards and private detectives, for the practice of their possessions; and
8. Perform such other duties and exercise all other functions as may be provided by law.

- **Legal Basis:**

- Republic Act 6975 (PNP)
- Republic Act 8551 (PNP Reform Act of 1998)
- Section 4, Article 2, 1987 Philippine Constitution
- PNP Integrated Transformation Program

- **Schedule of Service Availability**

Open 24 hours (8am-8am)

- **How To Avail Of The Service:**

For Client	Office Activity	Person-in-charge	Duration
Immediately report the incident to the Police Station	Gather all information relevant to the incident.	Duty Investigator/ Desk Officer	Case to case basis
	Respond immediately and gather all evidences.	Duty Investigator/ Desk Officer	Case to case basis on the distance (3-5 minutes)
	In case wherein the victim/ suspect are injured, the responding policemen will immediately rush him/her to the nearest hospital/clinic.		Case to case basis (5-10 minutes)
	The incident will be recorded to the Police Blotter for reference purposes.		

<p>Women/ Child abuse cases shall be immediately report to the Women and Children Protection Concerned PNCO, Social Worker and the Barangay officials concerned. (Violation against Women and Children, RA 9344, RA 7610, RA 9262, etc.)</p>	<p>Respond immediately and gather all relevant information</p>		<p>3-5 minutes (case to case basis)</p>
	<p>Victims must undergo medical examination/ treatment</p>	<p>WCPC PNCO</p>	<p>15-30 minutes.</p>
	<p>Apprehend the suspect/s.</p> <p>All information will be recorded to the Police Blotter</p>	<p>WCPC PNCO</p> <p>WCPC PNCO</p>	<p>Depend on the status of the case (Based on the prescribed period or covered with Warrant of Arrest)</p>

• **How To File A Complaint**

For Client	Office Activity	Person-in-charge	Duration
<p>Complaints on cases of unlawful acts committed may be filed by the following:</p> <p>a. Offended Party b. Parents/ Guardians c. Ascendant/ collateral relative d. Officer, social worker e. Barangay Chairman f. At least 3 concerned citizen</p>	<p>Investigator will get the Voluntary Sworn Statement/ Affidavit of the victim/s and all the witnesses.</p> <p>Secure all the needed requirements/ evidences like Birth Certificate, Marriage Certificate, Medical Certificate, Medical Certificate, Pictures, etc.</p>	<p>Chief of Police</p> <p>Duly Investigator</p> <p>WCPC PNCO</p>	<p>Case to case basis (1-3 hours)</p> <p>Case to Case Basis</p>
<p>Complaints/witnesses shall accompany by the Duty Investigator at the MTC/Prosecutor's Office for inquest proceeding or ordinary filing of appropriate charges against the respondent,</p>	<p>Investigator on case will file the case to the Municipal Trial Court/ Prosecutor's Office together with the complainant/ witnesses of the case</p>	<p>Duty Investigator/WCPC PNCO</p>	<p>1- 3 hours</p>

• **Securing Police Clearance**

For Client	Responsible Office	Person-in-charge	Duration
<p>Prepare/secure all the necessary requirements:</p> <p>a. Barangay Clearance (2 copies) b. Municipal Trial Court Clearance c. Community tax Certificate. d. One Documentary</p>	<p>Duty Clearance Clerk will type the Police Clearance</p>	<p>Clearance Clerk</p>	<p>5 minutes</p>
	<p>The Duty Investigator, Intelligence PNCO and the Chief of Police will sign the Police Clearance for its approval if there is no derogatory record or whatever record on file.</p>	<p>Duty Investigator, Intelligence PNCO and the Chief of Police</p>	<p>2 minutes</p>

Stamp e. Latest 2x2 picture with white background (Pictures taken from cellular phones will not be accepted) f. Pay Police Clearance Fee (P50.00 for Local, P100.00 for abroad at the Municipal Treasury Office) Proceed to the Police Station		Rev. Coll. Clerk (Treasury Office) Clearance Clerk	1 minute
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BUREAU OF FIRE PROTECTION

- **About the Service:**
The bureau of Fire Protection is the government agency responsible for the prevention, confinement and suspension of all destructive fires. The BFP is also responsible for the investigation of the causes of destructive fires, enforcement of rife-related laws and emergency medical rescue service, as the case maybe.

- **Legal Basis:**
 - Old-Fire Code Section 1.101 P.D. 1185
 - New- R.A. 9514, Div. 9.00.1

- **Requirements:**
 - Name of caller
 - Owner of establishment
 - Location of Fire
 - Type of establishment involved
 - Contact No. (if any)
 - Land Mark

- **Schedule of Service Availability:**
Monday – Sunday
24 hours.

- **How To Avail Of The Service:**

For Client	Responsible Office	Processing	Office/Person
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		Time	in Charge
<p>Call up Aringay Fire Station at Tel. No. (072) 7147996, and inform the BFP that its service are needed in the event of destruction fires and other emergencies to include vehicular accidents, natural calamities, and the like</p>	<p>1. Duty desk officer receives call and documents the following information: Name of caller; location of fire; type of fire; telephone no. of caller; time and date the call is received.</p>	<p>Not more than 3 minutes</p>	<p>On duty personnel</p>
	<p>2. Desk officer alerts duty personnel thru buzzer and inform them of the location and type of emergency, Immediately, one (1) fire truck (first run) with complete screw is dispatched to the fire scene.</p>	<p>5 minutes</p>	<p>On duty personnel</p>
	<p>3. Desk officer, who now acts as radio/telephone operator, informs other station and auxiliary fire brigades of the fire call, If needed coordinate for the availability of services of the Brgy. Fire Brigade and/or Disaster Management Team in the area.</p>	<p>5 minutes</p>	<p>On duty personnel</p>
	<p>4. Upon arrival at the fire scene, the responding firefighting tactics:</p>	<p>Depends on the status of fire</p>	<p>Responding Team Shift I & II (pls. see Annex 1)</p>
	<p>a. Size-up the situation - the fire ground commander decides the most effective plan to attack the fire.</p>	<p>More or less 1 hour depending on the situation</p>	<p>Responding Team Shift I & II (pls. see Annex 1)</p>
	<p>b. Rescue operation – the conduct of removing human being/s from the involved building to a safe place.</p>	<p>As need arises</p>	<p>Fire Ground Commander</p>
	<p>c. Cover Exposure – prevent the exhaustion of the fire to other parts of the involved building or separate units.</p>		<p>Fire Ground Commander</p>
<p>d. Confinement – the operation that requires prevention of fire from extending to uninvolved sections of the building.</p>			
<p>e. Extinguishment – the operation that requires the attack and extinguisher of the fire.</p>			
<p>f. Ventilation – the operation that removes smoke, gases and heated air by allowing pure air to circulate through the involved building.</p>			
<p>g. Salvaging – the operation to protect the building and its content from unnecessary damages due to water, smoke and other elements.</p>			
<p>h. Overhauling – the last phase of extinguishing operation and it includes the measures taken to prevent from rekindling and to leave the premises in a safe condition.</p>			
<p>i. Pick-up – picking up of equipment and restoring the apparatus to normal condition.</p>			
<p>j. Post-mortem – the analysis of every phase of the operation to be held as soon as possible after the operation.</p>			
<p>5. Mopping & Overhauling</p>			
<p>6. Fire Out</p>			
<p>7. If fire alarm status is raised to second or higher level of</p>			

	alarm, the official running card of fire trucks of La Union shall be followed. (pls. see Annex 2).		
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Fire Arson Investigation

- **About the Service:**
This service provide a throughout investigation and study of the fire incident and give further explanation and information to the client and the public.
- **Legal Basis:**
➤ R.A. 6975 Section 50 Art. 8
- **Requirements:**
Letter request for re-investigation indicating location and time of incident and other possible information.
- **Schedule of Service Availability:**
Monday – Sunday
24 Hours
- **How To Avail Of The Service:**

For Client	Responsible Office	Processing Time	Office/Person in Charge
1. Request Conduct of Re-investigation	Desk Officer acknowledges receipt, blotter and forward to the Officer-in-Charge.	2 minutes	On duty personnel
	Upon receipt by the OIC, designated	5 minutes	
	Conduct Investigation	3 months	
	Crafting of fire investigation report	2 weeks	
	Submit report to the OIC for notifications	3 weeks	
	Submit final report to the office of the Provincial Fire Marshal	1 day	
2. Submit court order for release of re-investigation report	Release report	1 day	Fire Marshal

Issuance of Fire Safety Inspection Certificate for Business Establishments

- **About the Service:**

Fire Safety Inspection Certificate is issued to all business entities/ establishments which complied all the standard requirements as mandated by the provisions under RA 9514 known as the Fire Code of the Philippines. The issuance of such determines that the establishment is safe and free from hazards.

- **Legal Basis:**

- Old-Fire Code Section 1.101 P.D. 1185
- New-R.A. 9514, Div. 9.00.1

- **Requirements:**

- Photocopy of Billing Statement from Permits & License Office
- Official Receipt of Fire Safety Fee
- 1 long folder with fastener

- **Schedule Of Service Availability:**

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

- **How To Avail Of The Service:**

For Client	Responsible Office	Processing Time	Office/Person in Charge
Submit requirements	Assess requirements; inform the schedule of release of not more than 5 working days from receipt.	5 minutes	On duty personnel
		1 minute	
	Forward documents to the Fire Safety Inspector. Schedule for Inspection.	5 minutes	
	Issue mission order	1-3 hours	
	Conduct actual fire safety inspection	30 minutes	
	Make after mission report	5 days	
	Release Fire Safety Inspection Certificate (if complied) Notice to violation (for completion)		

Availing of Fire Safety Education

- **About the Service:**

Fire Safety Education encompasses a wide spectrum of programs and activities presented to school children, adults, homeowners, pre-schoolers, apartment dwellers, disabled person, employees, hospitals and nursing homes staff and church/chapel service and to increase awareness, attitude and behavior of people towards fire safety. The topics may include fire escape planning, common causes of fire and prevention measures/ safety precautions, juvenile fire settlers.

- **Legal Basis:**

- Old-Fire Code Section 1.101 P.D. 1185
- New- R.A 9514, Div. 9.00.1

- **Requirements:**

- Photocopy of Billing Statement from permits & License Office
- Official Receipt of Fire Safety Fee
- 1 long folder with fastener

- **Schedule of Service Availability:**

Monday – Friday
8:00 A.M. to 5:00 P.M.

- **How To Avail Of The Service:**

For Client	Responsible Office	Processing Time	Office/Person in Charge
Make a request letter	Receive the letter and forward to the OIC, inform client to follow-up approval of request 1 day after receipt.	2 minutes	On duty personnel
	Approval of the request/ schedule the activity	1 day	Fire Marshal
Follow-up/confirm approval and schedule	Confirms the schedule	3 minutes	On duty personnel
Be present in the activity on the scheduled day	Lecture/ program/ administer activity	Depends on the scheduled duration 30 minutes	Fire Department Personnel
	Issuance of Certification of Completion		

Issuance of Recommendations for Building Permit

- **About the Service:**

Endorsement or recommendations from the Fire Department is a pre-requisite prior to the issuance of building permit. The Building Official will submit/endorsement application for building permit the estimate, 1 set of plans and specifications subject for review by the Plans and Specifications Reviewer of the unit to set forth the standard requirements needed in the construction of the endorsed building.

- **Legal Basis:**

- PEC- Phil. Elec'l Code
- NEC-NFPA 70: National Electrical Code

- **Requirements:**

- Copy of 1 set of Building Plans and Specifications
- Official Receipt of Fire Code Fee
- Estimated Cost of Building and Construction
- Application for Building Permit Form (filled by Building Official concerned)

- **Schedule of Service Availability:**

Monday – Friday
8:00 A.M. to 5:00 P.M.

- **How To Avail Of The Service:**

For Client	Responsible Office	Processing Time	Office/Person in Charge
Submit endorsement with requirements	Check requirements. Inform the schedule of release of not more than 5 working days from receipt.	Not more than 5 minutes	On duty personnel
	Forward the documents to the Fire Safety Inspector. Schedule for inspection.	1 minute	On duty personnel
	Issue Mission Order.	5 minutes	Fire Marshal
	Conduct actual fire safety inspection.	1-3 hours within 4 working days from receipt	On duty personnel
	Make after-mission report	30 minutes within 4 working days from receipt	On duty personnel
	Release Fire Safety Inspection Certificate (if complied) Notice to correct violation (for completion)	Within 5 working days from receipt	On duty personnel

COMPLAINTS, RECOMMENDATIONS AND COMMENDATIONS

Addressing Complaints/ Recommendation

- **About The Service:**

Client may convey dissatisfactions or complaints on services rendered by personnel's or officials by filling up prescribed forms.

- **Schedule of Service Availability:**

Monday – Friday

8:00 A.M. to 5:00 P.M.

- **How To Avail Of The Service:**

For Client	Responsible Office	Processing Time	Office/Person in Charge
Secure and fill up complaints/ recommendation form	Give a form upon request by client	2 minutes	On duly personnel (forms are available on all offices)
Submission of complaint/ recommendation	Interview and assess complaint/ recommendation	5 minutes	HRMO and Department/Personnel Concern
Action on complaints/ recommendations	Assessment and decision	48 hours	Mayor, HRMO and Department/Personnel Concern

From 3 - COMPLAINT (REKLAMO)

Date (Petsa) _____

Name of Complainant _____ Tel./Fax/Cellphone/Beeper No. _____
(Pangalan ng Nagrereklamo) (Telepono)

Office/Address: _____
(Tanggapan/adres)

Residence Address: _____
(Tirahan)

Name of Person Being Complained Of: _____
(Pangalan ng Nirereklamo)

Position/Office: _____
(Posisyon/Tanggapan)

Particulars of Complaint (Detalye ng Reklamo):*

Signature (Lagda) _____

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

RDO1\fb1.s-1

From 4 - RECOMMENDATION (MUNGKAHI)

Date (Petsa) _____

Name of Recommending Party _____ Tel./Fax/Cellphone/Beeper No. _____
(Pangalan ng Nagre-rekomenda) (Telepono)

Office/Address: _____
(Tanggapan/adres)

Residence Address: _____
(Tirahan)

Recommendation/Suggestion:*
(Mungkahi o Suhestiyon)

Signature (Lagda) _____

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

RDO1\fb4.s-4

- **Commendation**
- **About The Service:**
Clientless may convey commendation fir honest, efficient and courteous personnel’s or officials by filling up prescribed forms.
- **Schedule of Service Availability:**
Monday – Friday
8:00 A.M 5:00 P.M
- **How To Avail Of The Service:**

For Client	Responsible Office	Processing Time	Office/Person in Charge
Secure and fill up commendation form	Give a form upon request by client	2 minutes	On duty Personnel (forms are available on all offices)
Submission of commendation form	Interview and assess commendation	5 minutes	HRMO and Department/Personnel Concern
Action on commendation	Assess and decision	48 hours	Mayor, HRMO and Department/Personnel Concern

Form 1 - COMMENDATION (PAPURI)

Date (Petsa) _____

Name of Commending Party _____ Tel./Fax/Cellphone/Beeper No. _____
(Pangalan ng Nagbibigay Papuri) (Telepono)

Office/Address: _____
(Tanggapan/adres)

Residence Address: _____
(Tirahan)

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

Position/Office: _____
(Posisyon/Tanggapan)

Reason for Commendation (Dahilan ng Papuri):*

Signature (Lagda)

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

RDO1/fb2.s-2

CUSTOMER FEEDBACK FORM

This form is also available online. It can be filled-up, printed, and/or send via email

The Online form requires adobe acrobat reader 6 or higher.

Thank you for visiting the Municipal Hall and availing of our services. Because we want to serve you better, please answer the question relevant to your visit:

1. Name:
2. Address:
3. Office Visited:
4. Service Aailed:

OUR OFFICE

YES **NO**

- | | | |
|---|-----------------------|-----------------------|
| 5. Is the office easy to locate? | <input type="radio"/> | <input type="radio"/> |
| 6. Is the office clean and orderly? | <input type="radio"/> | <input type="radio"/> |
| 7. Did you feel comfortable? | <input type="radio"/> | <input type="radio"/> |
| 8. Was there a long waiting line of customers? | <input type="radio"/> | <input type="radio"/> |
| 9. Was there an appropriate signage of direction? | <input type="radio"/> | <input type="radio"/> |

OUR FRONTLINERS

- | | | |
|--|-----------------------|-----------------------|
| 10. Is the employee-in-charge available? | <input type="radio"/> | <input type="radio"/> |
| 11. Is the employee-in-charge accommodating? | <input type="radio"/> | <input type="radio"/> |
| 12. Is the employee-in-charge knowledgeable? | <input type="radio"/> | <input type="radio"/> |
| 13. Were you received properly? | <input type="radio"/> | <input type="radio"/> |
| 14. Were your needs attended to promptly? | <input type="radio"/> | <input type="radio"/> |
| 15. Were you made to wait long? | <input type="radio"/> | <input type="radio"/> |

REQUIREMENTS

- | | | |
|---|-----------------------|-----------------------|
| 16. Were you made aware of the requirements? | | |
| 17. Was there so many additional requirements? | <input type="radio"/> | <input type="radio"/> |
| 18. Were you given proper information on how to get requirements? | <input type="radio"/> | <input type="radio"/> |
| 19. Were you made aware of the fees you will pay? | <input type="radio"/> | <input type="radio"/> |

OUR OFFICES

20. Were the authorized official/s available?

21. Did it take him/them long to sign the document?

22. Nagpa-importante ba?

OUR INFORMATION

23. Is the document needed available?

24. Is the document well-organized?

25. Is the data complete?

26. Is the data relevant to your request?

27. Are the instructions clear, brief and concise?

COMMENT/SUGGESTIONS

Thank you very much.

You can detach this form and send to Mayor Eric O. Sibuma, Office of the Municipal Mayor, 2F, Quezon Avenue, Poblacion, Aringay, La Union or fill-up similar form available on line at www.aringay.gov.ph.