



# **MUNICIPALITY OF PILAR, BATAAN CITIZEN'S CHARTER**

**A MANUAL OF MUNICIPAL EXTERNAL AND  
INTERNAL SERVICES  
2026 (1<sup>st</sup> Edition)**





## FOREWORD

As the “altar of valor” stands firmly atop Mt. Samat, thus, is our vow to continue our commitment and zeal towards a bright future for all Pilarians and to the nation’s development.

For a bright future, we mean dedicating our resources in building our capacities, improving the delivery of essential public services, and attaining development conditions that we seek for our constituents.

Our Citizen’s Charter, a manual of our external and internal services, is a testimony to our commitment to the accomplishment of our goals.

This manual is another milestone of this administration and may it serve its very purpose for the benefit of all.

God bless Pilar and God bless us all!

  
**CARLOS F. PIZARRO JR.**  
Municipal Mayor





## AGENCY PROFILE

### I. Mandate:

Every local government unit created or recognized under this code is a body politic and corporate endowed with powers to be exercised by it in conformity with law. As such, it shall exercise powers as a political subdivision of the national government and as a corporate entity representing the inhabitants of its territory (Sec. 15 RA 7160).

Every local government unit shall exercise the powers expressly granted. Those necessarily implied therefrom, as well as powers necessary, appropriate or incidental for its efficient and effective governance and those which are essential to the promotion of the general welfare. Within their respective territorial jurisdictions, local government units shall ensure and support among other things, the preservation and enrichment of culture promote health and safety, enhance the right of the people to a balance ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order and preserve the comfort and convenience of their inhabitants. (Sec. 16 RA 7160).

### II. Vision:

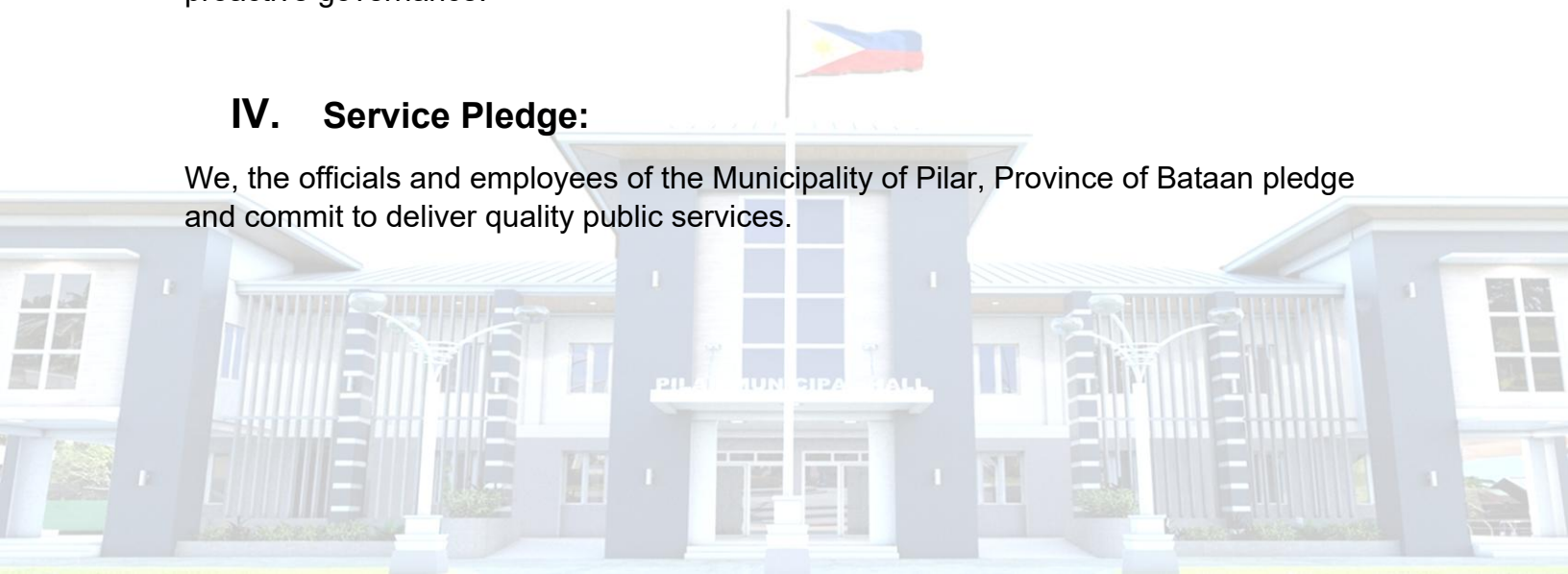
By 2035, Pilar is a Progressive and Crime-Free Community with Sustained Economic Growth from Extensive Commercial and Diverse Tourism Activities Supported by Resilient Infrastructure for Inclusive Social Development led by a Transparent and Proactive Governance”

### III. Mission:

Excellent Public Service that upholds the general welfare through participatory and proactive governance.

### IV. Service Pledge:

We, the officials and employees of the Municipality of Pilar, Province of Bataan pledge and commit to deliver quality public services.





We will:

- Be wearing our proper uniform and identification;
- Be prompt and timely;
- Be available during office hours;
- Be polite and courteous;
- Be honest in dealing with clients;
- Serve with integrity;
- Demonstrate sensitivity, appropriate behavior, and professionalism;
- Maintain friendly relations with clients at all times;
- Treat everyone equally;
- Be consistent in applying the rules;
- Provide adequate and correct information;
- Respond promptly on complaints;
- Act accordingly on feedbacks;
- Be cooperative with our co-workers;
- Be dynamic, hardworking and dedicated public servants;
- Maintain orderliness and cleanliness of our offices and stations;
- Continuously improve our systems and procedures; and
- Strive to enhance our delivery of service





Republic of the Philippines  
Province of Bataan  
MUNICIPALITY OF PILAR

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**Office of the Sangguniang Bayan**

**HON. CECILIA R. GARCIA**  
Municipal Vice Mayor & Presiding Officer

**HON. FATIMA ELISA S. ENRIQUEZ**  
Sangguniang Bayan Member  
Chairperson: Committee on Environmental Protection  
Committee on Economic Enterprises

**HON. KRISTEL MAE P. RIVERA**  
Sangguniang Bayan Member  
Chairperson: Committee on Tourism, and Historical Interest  
Committee on Health and Social Welfare

**HON. ROSARIO D. PAGUIO**  
Sangguniang Bayan Member  
Chairperson: Committee on Ways and Means, Budget and Appropriations  
Committee on Women and Family

**HON. RENO C. GATDULA**  
Sangguniang Bayan Member  
Chairperson: Committee on Housing and Land Utilization  
Committee on Public Works and Infrastructure

**HON. MARINO H. CAGUIMBAL**  
Sangguniang Bayan Member  
Chairperson: Committee on Agriculture and Fisheries  
Committee on Peace and Order, Public Safety, Games & Amusement

**HON. RAFAEL R. ALCANTARA**  
Sangguniang Bayan Member  
Chairperson: Committee of Public Utilities and Transportation  
Committee on Education, Arts & Culture

**HON. MARBEN JULTER D. SOLIS**  
Sangguniang Bayan Member  
Chairperson: Committee on Human Rights, Good Gov't., Public Ethics and Accountability  
Committee on Rules and Privileges, Ordinances and Legal Matters

**HON. SANDY R. ENRIQUEZ**  
Sangguniang Bayan Member  
Chairperson: Committee on Commerce, Trade, Labor & Employment  
Committee on Cooperative and Livelihood

**HON. ALLAN G. INFANTE**  
Sangguniang Bayan Member/LnB President  
Chairperson: Committee on Industry Matters

**HON. STEPHANIE KAYLE V. LULU**  
Sangguniang Bayan Member/SKMF President  
Chairperson: Committee on Youth & Sports

**CERTIFIED TO BE DULY ADOPTED:**  
  
**MS. TERESA S. CAZEÑAS**  
Secretary to the Sangguniang Bayan

EXCERPTS FROM THE MINUTES OF THE REGULAR SESSION OF THE SANGGUNIANG BAYAN OF PILAR, BATAAN HELD AT THE SANGGUNIANG BAYAN SESSION HALL ON MARCH 23, 2026 AT 10:00 O'CLOCK IN THE MORNING.

**PRESENT:**

- |                               |   |                               |
|-------------------------------|---|-------------------------------|
| Hon. Cecilia R. Garcia        | - | Vice Mayor/ Presiding Officer |
| Hon. Fatima Elisa S. Enriquez | - | SB Member                     |
| Hon. Kristel Mae P. Rivera    | - | SB Member                     |
| Hon. Rosario D. Paguio        | - | SB Member                     |
| Hon. Reno C. Gatdula          | - | SB Member                     |
| Hon. Marino H. Caguimbal      | - | SB Member                     |
| Hon. Rafael R. Alcantara      | - | SB Member                     |
| Hon. Marben Julter D. Solis   | - | SB Member                     |
| Hon. Sandy R. Enriquez        | - | SB Member                     |
| Hon. Allan G. Infante         | - | SB Member/LnB President       |
| Hon. Stephanie Kayle V. Lulu  | - | SB Member/SKMF President      |

**ABSENT:**

NONE

**RESOLUTION NO. 51, S. 2026**

**RESOLUTION APPROVING AND ADOPTING THE UPDATED CITIZEN'S CHARTER (A MANUAL OF MUNICIPAL EXTERNAL AND INTERNAL SERVICES 2026 – 1<sup>ST</sup> EDITION) OF THE MUNICIPAL GOVERNMENT OF PILAR, BATAAN.**

WHEREAS, it is the policy of the state to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices aimed to the prevention of grant and corruption in government;

WHEREAS, R.A. NO. 9485 otherwise known as "Anti-Red Tape Act of 2007" provides to improve efficiency in the delivery of government services to the public reducing bureaucratic red tape and preventing graft and corruption;

WHEREAS, the said Republic Act mandates all Government Agencies including Local Government Units to set up their respective service of an Office and all the details needed by the people accessing their services;

WHEREAS, the Municipal Government of Pilar, Bataan spearheaded by Mayor Carlos F. Pizarro, Jr., together with all Department Heads lead the formulation and finalization of Updated Citizen's Charter of the LGU of Pilar that address to the most less cost, fast and excellent public service delivery;



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Province of Bataan  
MUNICIPALITY OF PILAR

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Municipal Vice Mayor & Presiding Officer

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Committee on Economic Enterprises

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Sangguniang Bayan Member  
Chairperson: Committee on Commerce, Trade, Labor & Employment  
Committee on Cooperative and Livelihood

**HON. ALLAN G. ANANTE**  
Sangguniang Bayan Member and SB President  
Chairperson: Committee on Sangguniang Kabataan

**HON. STEPHANIE KAYLE V. LULU**  
Sangguniang Bayan Member SKMF President  
Chairperson: Committee on Youth & Sports

**CERTIFIED TO BE DULY ADOPTED:**

**MS. TERESA S. CAZEÑAS**  
Secretary to the Sangguniang Bayan

WHEREAS, after review by the August Body, the information and data's contained in the Updated Citizen's Charter the same was found out that it met the standard requirements and expected performance of Officials and Employees in the delivery of basic services resulting to anti-red tape practices of the LGU of Pilar;

SO THEREFORE, upon motion of SB Member Sandy R. Enriquez, duly seconded by the Majority Members of the Sangguniang Bayan of Pilar, Bataan, be it,

RESOLVED, as it is hereby resolved, by this Body duly convened and assembled, to approve and adopt the Updated Citizen's Charter (A Manual of Municipal External and Internal Services 2026 - 1<sup>st</sup> Edition) of the Municipal Government of Pilar, Bataan.

RESOLVED FINALLY, that copies of this Resolution be sent to all parties concerned for their information and appropriate action.

UNANIMOUSLY APPROVED.

X-----X  
I hereby certify that the Sangguniang Bayan of Pilar, Bataan duly adopted the foregoing Resolution No. 51, s. 2026 on the date specified therein.

**TERESA S. CAZEÑAS**  
Secretary to the Sangguniang Bayan

ATTESTED:

**CECILIA R. GARCIA**  
Vice Mayor/Presiding Officer



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# EXTERNAL SERVICES



**Office of the Municipal Mayor  
External Services**



## 1. Provision of Financial Assistance to Indigents

The Mayor's Office Clearance is issued to individuals needing this document that states that he/she has no pending case filed with the Office of the Mayor. Certifications are issued to affirm the validity of information. Job recommendations are issued for job seekers.

<b>Office or Division:</b>	Office of the Mayor	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Indigent Citizens	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b><i>Requirements for Medical Assistance:</i></b>		
1. Certification of Indigency from the Punong Barangay (1 original)	Barangay Hall	
2. Medical Certificate (1 photocopy)	Rural Health Unit / Hospital	
3. Request letter addressed to Mayor (1 original)	Applicant	
4. Hospital Bill/ Certificate of Confinement/ Medical Prescription/ Laboratory Request (1 photocopy)	Hospital of Confinement / Rural Health Unit	
5. Community Tax Certificate/CEDULA (1 Photocopy)	One Stop Shop, Barangay Hall	
6. Government Issued Identification Card (1 Photocopy)	BIR, Post Office, DFA, PSA, SSS, Pag-ibig	
7. Government Issued Identification Card of Representative (1 Photocopy)	BIR, Post Office, DFA, PSA, SSS, Pag-ibig	
8. Certification from Municipal Social Welfare Development Office (1 Original)	Municipal Social Welfare Office	
9. Proof of relationship of claimant to the payee (1 Photocopy)	PSA, Local Civil Registrar, Barangay Certification	
<b><i>Requirements for Burial Assistance:</i></b>		
1. Certification of Indigency from the Punong Barangay (1 original)	Barangay Hall	
2. Death Certificate (1 photocopy)	Local Civil Registrar	
3. Request letter addressed to Mayor (1 original)	Applicant	
4. Community Tax Certificate/CEDULA of claimant (1 Photocopy)	LGU- Pilar – One Stop Shop, Barangay Hall	
5. Government Issued Identification Card of claimant (1 Photocopy)	BIR, Post Office, DFA, PSA, SSS, Pag-ibig	
6. Proof of relationship of claimant to the payee (1 Photocopy)	PSA, Local Civil Registrar, Barangay Certification	



7. Certification from Municipal Social Welfare Development Office (1 Original)		Municipal Social Welfare Office		
<b>Requirements for Educational Assistance:</b>				
1. Certification of Indigency from the Punong Barangay (1 original)		Barangay Hall		
2. Certification of Registration / Statement of Account (1 Original and 1 Photocopy) – Certified True Copy		School where the student is currently enrolled – Registrar’s Office/ Review Center		
3. Request letter addressed to Mayor (1 original)		Applicant		
4. Community Tax Certificate/CEDULA of claimant (1 Photocopy)		LGU- Pilar – One Stop Shop, Barangay Hall		
5. Government Issued Identification Card of claimant (1 Photocopy)		BIR, Post Office, DFA, PSA, SSS, Pag-ibig		
6. Proof of relationship of claimant to the payee (1 Original and Photocopy)		PSA, Local Civil Registrar, Barangay Certification		
7. Certification from Municipal Social Welfare Development Office (1 Original)		Municipal Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the One-Stop-Shop Help Desk for initial assessment and verification	1.1 Receive the required documents and check for completeness	None	5 minutes	<i>Clerk II</i> Office of the Mayor  <i>Clerk II</i> Municipal Social Welfare Development
	1.2 Refer documents to Mayor for approval	None	3 minutes	<i>Private Secretary II</i> Office of the Mayor
	1.3 Clerk prepares the Petty Cash Voucher/ CAFOA and Disbursement Voucher. Forward the documents to Budget Office	None	5 minutes	<i>Clerk II</i> Office of the Mayor
	1.4 Certify the	None	3 minutes	<i>Administrative</i>



	availability of appropriations.			<b>Assistant II (Budgeting Assistant) Municipal Budget Office</b>
	1.5 Certify the availability of funds.	None	3 minutes	<b>Municipal Treasurer Municipal Treasurer's Office</b>
	1.6 Certify the availability of allotments.	None	5 minutes	<b>Municipal Accountant Municipal Accountant Office</b>
	1.7 Prepare the cheque and Accountant's advise.	None	15 minutes	<b>Revenue Collection Clerk I Municipal Treasurer's Office</b>  <b>Municipal Treasurer Municipal Treasurer's Office</b>  <b>Municipal Accountant Municipal Accountant Office</b>  <b>Municipal Mayor Office of the Mayor</b>
	1.5 Forward the documents and cheque to the Treasurer's office for the release of financial assistance	None	3 minutes	<b>Clerk II Office of the Mayor</b>
<b>2. Return to One-stop-shop Help Desk/Treasurer's Office and present a valid ID for the verification of identity</b>	2.1 Confirm the identity of claimant  2.2 Staff releases the	None	3 minutes	<b>Local Revenue Collection Officer I Municipal Treasurer's Office</b>



and release of financial assistance	financial assistance			
	<b>TOTAL:</b>	<b>None</b>	<b>42 minutes</b>	
<b>NOTE: This service is subject to availability of funds.</b>				

## 2. Securing Mayor's Clearance

Some schools and employment agencies require their students / recruits to secure a Mayor's Clearance before they are allowed to enroll or apply.

<b>Office or Division:</b>	Office of the Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents only;			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Police Clearance (1 Photocopy)		Pilar Municipal Police Station		
2. Barangay Clearance (1 Photocopy)		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the One-Stop-Shop Help Desk for initial assessment and verification.	1.1 Issue Order of payment	None	1 minute	<i>Clerk II</i> Office of the Mayor
2. Pay the required fees at the One-stop-shop and secure Official Receipt.	2.1 Accept payment and Issue Official Receipt	PHP 120.00	5 minutes	<i>Clerk II</i> Municipal Treasurer's Office / One-Stop-Shop Window # 2
3. Present the complete requirements with Official Receipt to Office of the Mayor.	4.2 Release the clearance to the client.	None	3 minutes	<i>Private Secretary II</i> Office of the Mayor
	<b>TOTAL:</b>	<b>PHP 120.00</b>	<b>9 minutes</b>	



**Office of the Municipal Mayor  
Licensing Section  
External Services**



## 1. a. Securing Business License Permit (New) – Online Application

All enterprises within the territorial jurisdiction of Pilar are required to secure Business License and Mayor's Permit and pay business taxes prior to commercial operation. Business taxes for newly started business are computed based on its capitalization while business taxes for those applying for renewal are computed based on their gross receipts/sales.

<b>Office or Division:</b>	Office of the Mayor – Licensing Section (Online Application)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B – Government to Business Entity	
<b>Who may avail:</b>	All business entity within Municipality of Pilar	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<b>1. Business Registration (1 uploaded copy)</b> <ul style="list-style-type: none"> <li>○ Single Proprietor</li> <li>○ Partnership / Corporation</li> <li>○ Cooperative</li> </ul>	<ul style="list-style-type: none"> <li>- DTI – Negosyo Center</li> <li>- Security and Exchange Commission</li> <li>- Cooperative Development Authority</li> </ul>
	<b>2. Community Tax Certificate (1 uploaded copy)</b>	One-stop-shop, Window 2 / eLGU System
	<b>3. Health Certificate (for food handlers and Guest Relation Officers) (1 Uploaded Copy)</b>	One-stop-shop, Window 8
	<b>4. Owner's identification or Identification of Company's President</b>	Business Owner
	<b>5. Paid-up capital shown in the Articles of Incorporation for corporation or partnership, Sworn Statement of Capital invested for sole proprietorship</b>	
	<b>6. 1x1 Picture (1 Uploaded Copy)</b>	Photo Studio
	<b>7. Lease of Contract Lessor's Business Permit (if rented) (1 Uploaded Copy)</b>	Lessor
	<b>8. Sanitary Permit</b>	One-stop-shop, Window 8
	<b>9. Locational Clearance (1 Uploaded Copy)</b>	Municipal Planning and Development Office
	<b>10. Occupancy Permit (1 Uploaded Copy)</b>	Municipal Engineering Office
	<b>11. Public Market Clearance (if located in Public Market)</b>	
	<b>12. Tax Declaration &amp; Updated Payment of RPT ( Amilyar ) (1 Uploaded Copy)</b>	Municipal Assessor Office/Municipal Treasurer Office
	<b>13. PESO FORM (1 Uploaded Copy)</b>	PESO Office



14. Other requirements depending on type of business please inquire at BPLO				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Access the official eLGU Pilar online portal, register an account, Fill-out the Unified Application Form, and upload the complete and required supporting documents through the system.	1. Review/Evaluate the application form and requirements	None	5 minutes	<i>Clerk II</i>
	1.1 Review, evaluate, and either approve or disapprove the submitted online application and uploaded documentary requirements through the respective information systems of the concerned offices (Municipal Health Office, Municipal Planning and Development Office, Municipal Treasury Office, Municipal Engineering Office, Bureau of Fire Protection, and Municipal Environment and Natural Resources Office).	None	30 minutes per regulatory office	<i>Frontline Officers from regulatory office</i>
One-Time payment of	1.2 Issue Official	Refer to	5 minutes	<i>Clerk II</i>



fees and charges. Payment thru Over the Counter at Window 2 of One Stop Shop/ Gcash/ Egov QRPH/ Landbank Biz	Receipt to customer / Verify through online payment portal.	Chart.		Municipal Treasurer's Office / One-Stop-Shop Window # 2
Claim business permit and other regulatory permits and clearances at Window 6 of One Stop Shop	1.3 Issuance of Mayor's Permit (Business Permit) and other permits, official receipt and clearances.	None	5 minutes	Clerk II
	<b>TOTAL:</b>	Refer to Chart.	15 minutes and 30 minutes per regulatory office	

**Note:**

- Processing time excludes delays caused by incomplete or incorrect submissions.
- For online payment, Official receipt is given upon reflection of the payment in the bank statement. (2-3 working days)

## 1. b. Securing Business License Permit (New) – Onsite Application

All enterprises within the territorial jurisdiction of Pilar are required to secure Business License and Mayor's Permit and pay business taxes prior to commercial operation. Business taxes for newly started business are computed based on its capitalization while business taxes for those applying for renewal are computed based on their gross receipts/sales.

<b>Office or Division:</b>	Office of the Mayor – Licensing Section (Onsite Application)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B – Government to Business Entity
<b>Who may avail:</b>	All business entities within Municipality of Pilar
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Filled up Unified Application Form (1 Original)	- One-stop-shop, Window 6
2. Community Tax Certificate (1 Original and 1 Photocopy)	- One-stop-shop, Window 2
3. Business Registration (1 Original and 1 Photocopy) <ul style="list-style-type: none"> <li>○ Single Proprietor</li> <li>○ Partnership / Corporation</li> <li>○ Cooperative</li> </ul>	- DTI – Negosyo Center - Security and Exchange Commission - Cooperative Development Authority



4. Health Certificate (for food handlers and Guest Relation Officers) (1 Original and 1 Photocopy)		- One-stop-shop, Window 8		
5. Owner's identification or Identification of Company's President		- Business Owner		
6. Paid-up capital shown in the Articles of Incorporation for corporation or partnership, Sworn Statement of Capital invested for sole proprietorship				
7. 1x1 Picture (1 Original)		- Photo Studio		
8. Lease of Contract and Business Lessor's Permit (if rented) (1 Original and 1 Photocopy)		- Lessor		
9. Sanitary Permit (1 Original and 1 Photocopy)		- One-stop-shop, Window 8		
10. Locational Clearance (1 Original and 1 Photocopy)		- Municipal Planning and Development Office		
11. Occupancy Permit (1 Original and 1 Photocopy)		- Municipal Engineering Office		
12. Public Market Clearance (if located in Public Market)				
13. Tax Declaration & Updated Payment of RPT ( Amilyar ) (1 Uploaded Copy)		- Municipal Assessor Office/ Municipal Treasurer Office		
14. PESO FORM		- PESO Office		
15. Other requirements depending on type of business please inquire at BPLO				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Unified Application Form and complete documentary requirements (New and Renewal) at One-Stop-Window # 6.	1. Receive, Review/Evaluate the documents submitted and Issue Tax Bill / Order of Payment	None	45 minutes	<i>Clerk II</i>



2. Proceed to One-Stop-Shop Cashier for payment.	2. Process payment and Issue Official Receipt	Refer to Chart.	10 minutes	<i>Clerk II</i> Municipal Treasurer's Office / One-Stop-Shop Window # 2
3. Claim Mayor's Permit (Business Permit) at One-Stop Window #6.	3. Issuance of Mayor's Permit (Business Permit).	None	5 minutes	<i>Clerk II</i>
	<b>TOTAL:</b>	Refer to Chart.	1 hour	

**Note:**

- Processing time excludes delays caused by incomplete or incorrect submissions.
- For online payment, Official receipt is given upon reflection of the payment in the bank statement. (2-3 working days)

## 2. a. Securing Business License Permit (Renewal) – Online Application

All enterprises within the territorial jurisdiction of Pilar are required to secure Business License and Mayor's Permit and pay business taxes prior to commercial operation. For existing businesses/enterprises, the license must be renewed on or before January 20 of every year. Penalties and surcharges are imposed after the period aforementioned.

<b>Office or Division:</b>	Office of the Mayor – Licensing Section (Online Application)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Business Entity
<b>Who may avail:</b>	All business entities within Municipality of Pilar
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>1. Business Registration (1 uploaded copy)</b> <ul style="list-style-type: none"> <li>○ Single Proprietor</li> <li>○ Partnership / Corporation</li> <li>○ Cooperative</li> </ul>	<ul style="list-style-type: none"> <li>- DTI – Negosyo Center</li> <li>- Security and Exchange Commission</li> <li>- Cooperative Development Authority</li> </ul>
<b>2. Community Tax Certificate (1 uploaded copy)</b>	<ul style="list-style-type: none"> <li>- One-stop-shop, Window 2 / eLGU System</li> </ul>



3. Copies of BIR quarterly tax payments (1 <sup>st</sup> -4 <sup>th</sup> Quarter), Sworn Statement of Gross Sales/Receipts (1 Original and 1 Photocopy)		<ul style="list-style-type: none"> <li>- BIR</li> <li>- Notary Public</li> </ul>		
4. Certificate of tax exemption for local taxes or fees, if exempt				
5. Income Statement (for renewal of license/permit) (1 Original and 1 Photocopy)				
6. Lease of Contract and Lessor's Business Permit (if rented) (1 Uploaded Copy)		<ul style="list-style-type: none"> <li>- Lessor</li> </ul>		
7. Health Certificate (for food handlers and Guest Relation Officers) (1 Uploaded Copy)		<ul style="list-style-type: none"> <li>- One-stop-shop, Window 8</li> </ul>		
8. Sanitary Permit		<ul style="list-style-type: none"> <li>- One-stop-shop, Window 8</li> </ul>		
9. Fire Safety Inspection Certificate (1 Original and 1 Photocopy)		<ul style="list-style-type: none"> <li>- Bureau of Fire Protection</li> </ul>		
10. Locational Clearance (1 Uploaded Copy)		<ul style="list-style-type: none"> <li>- Municipal Planning and Development Office</li> </ul>		
11. Occupancy Permit (1 Uploaded Copy)		<ul style="list-style-type: none"> <li>- Municipal Engineering Office</li> </ul>		
12. Public Market Clearance (if located in Public Market)				
13. Tax Declaration & Updated Payment of RPT ( Amilyar ) (1 Uploaded Copy)		<ul style="list-style-type: none"> <li>- Municipal Assessor Office/Municipal Treasurer Office</li> </ul>		
14. PESO FORM (1 Uploaded Copy)		<ul style="list-style-type: none"> <li>- PESO Office</li> </ul>		
15. Other requirements depending on type of business please inquire at BPLO				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the official eLGU Pilar online portal, register an account, Fill-out the Unified Application	1. Review/Evaluate the application form and requirements	None	5 minutes	<i>Clerk II</i>



<p>Form, and upload the complete and required supporting documents through the system.</p>				
	<p>1.1 Review, evaluate, and either approve or disapprove the submitted online application and uploaded documentary requirements through the respective information systems of the concerned offices (Municipal Health Office, Municipal Planning and Development Office, Municipal Treasury Office, Municipal Engineering Office, Bureau of Fire Protection, and Municipal Environment and Natural Resources Office).</p>	<p>None</p>	<p>30 minutes per regulatory office</p>	<p><i>Frontline Officers from regulatory office</i></p>
<p>One-Time payment of fees and charges. Payment thru Over the Counter at Window 2 of One Stop Shop/ Gcash/ Egov QRPH/ Landbank Biz</p>	<p>1.2 Issue Official Receipt to customer / Verify through online payment portal.</p>	<p>Refer to Chart.</p>	<p>5 minutes</p>	<p><i>Clerk II</i> Municipal Treasurer's Office / One-Stop-Shop Window # 2</p>



Claim business permits and other regulatory permits and clearances at Window 6 of One Stop Shop	1.3 Issuance of Mayor's Permit (Business Permit) and other permits, official receipt and clearances.	None	5 minutes	<i>Clerk II</i>
	<b>TOTAL:</b>	<b>Refer to Chart.</b>	<b>45 minutes</b>	

**Note:**

- Processing time excludes delays caused by incomplete or incorrect submissions.
- For online payment, Official receipt is given upon reflection of the payment in the bank statement. (2-3 working days)

## 2. b. Securing Business License Permit (Renewal) – Onsite Application

All enterprises within the territorial jurisdiction of Pilar are required to secure Business License and Mayor's Permit and pay business taxes prior to commercial operation. For existing businesses/enterprises, the license must be renewed on or before January 20 of every year. Penalties and surcharges are imposed after the period aforementioned.

<b>Office or Division:</b>	Office of the Mayor – Licensing Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B – Government to Business Entity	
<b>Who may avail:</b>	All business entity within Municipality of Pilar	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>16. Business Registration (1 uploaded copy)</b> <ul style="list-style-type: none"> <li>○ Single Proprietor</li> <li>○ Partnership / Corporation</li> <li>○ Cooperative</li> </ul>	<ul style="list-style-type: none"> <li>- DTI – Negosyo Center</li> <li>- Security and Exchange Commission</li> <li>- Cooperative Development Authority</li> </ul>	
<b>17. Community Tax Certificate (1 uploaded copy)</b>	One-stop-shop, Window 2 / eLGU System	
<b>18. Copies of BIR quarterly tax payments (1<sup>st</sup>-4<sup>th</sup> Quarter), Sworn Statement of Gross Sales/Receipts (1 Original and 1 Photocopy)</b>	<ul style="list-style-type: none"> <li>- BIR</li> <li>- Notary Public</li> </ul>	
<b>19. Certificate of tax exemption for local taxes or fees, if exempt</b>		
<b>20. Income Statement (for renewal of</b>		



license/permit) (1 Original and 1 Photocopy)				
21. Lease of Contract and Lessor's Business Permit (if rented) (1 Uploaded Copy)		Lessor		
22. Health Certificate (for food handlers and Guest Relation Officers) (1 Uploaded Copy)		One-stop-shop, Window 8		
23. Sanitary Permit		One-stop-shop, Window 8		
24. Fire Safety Inspection Certificate (1 Original and 1 Photocopy)		Bureau of Fire Protection		
25. Locational Clearance (1 Uploaded Copy)		Municipal Planning and Development Office		
26. Occupancy Permit (1 Uploaded Copy)		Municipal Engineering Office		
27. Public Market Clearance (if located in Public Market)				
28. Tax Declaration & Updated Payment of RPT ( Amilyar ) (1 Uploaded Copy)		Municipal Assessor Office/Municipal Treasurer Office		
29. PESO FORM (1 Uploaded Copy)		PESO Office		
30. Other requirements depending on type of business please inquire at BPLO				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the official eLGU Pilar online portal, register an account, Fill-out the Unified Application Form, and upload the complete and required supporting documents through the system.	1. Review/Evaluate the application form and requirements	None	5 minutes	<i>Clerk II</i>
	1.1 Review, evaluate, and either approve or disapprove the submitted online application and uploaded documentary requirements through the	None	30 minutes per regulatory office	<i>Frontline Officers from regulatory office</i>



	respective information systems of the concerned offices (Municipal Health Office, Municipal Planning and Development Office, Municipal Treasury Office, Municipal Engineering Office, Bureau of Fire Protection, and Municipal Environment and Natural Resources Office).			
One-Time payment of fees and charges. Payment thru Over the Counter at Window 2 of One Stop Shop/ Gcash/ Egov QRPH/ Landbank Biz	1.3 Issue Official Receipt to customer / Verify through online payment portal.	Refer to Chart.	5 minutes	<i>Clerk II</i> Municipal Treasurer's Office / One-Stop-Shop Window # 2
Claim business permits and other regulatory permits and clearances at Window 6 of One Stop Shop	1.3 Issuance of Mayor's Permit (Business Permit) and other permits, official receipt and clearances.	None	5 minutes	<i>Clerk II</i>
	<b>TOTAL:</b>	Refer to Chart.	45 minutes	

### 3. Securing Special Permit on All Advertising and Promotional Activities

PROMOTION AND ADVERTISEMENT OF GROUP, CORPORATION AND OTHER ENTITIES using billboards, streamers, posters, tarpaulin, and other similar materials need to apply permit from the Mayor's Office before posting or installing the material

<b>Office or Division:</b>	Office of the Mayor – Licensing Section
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All residents of Municipality of Pilar		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and Pay (New and Renewal)	Review/Evaluate documents submitted and subsequently assess taxes and fees.	None	12 minutes	<i>Clerk II</i>
2. Proceed to One Stop Shop cashier.	Issuance of Official Receipt	It varies depending on what type of promotional activity, number of days, number of materials/equipment and location.	5 minutes	<i>Clerk II</i> Municipal Treasurer's Office / One-Stop-Shop Window # 2
3. Claim special permit.	Issuance of Special Permit		3 minutes	<i>Clerk II</i>
	<b>TOTAL:</b>	It varies depending on what type of promotional activity, number of days, number of materials/equipment and location.	20 minutes	

#### 4. Application of Business Closure/Retirement

<b>Office or Division:</b>		Office of the Mayor – Licensing Section
<b>Classification:</b>		Simple
<b>Type of Transaction:</b>		G2B – Government to Business Entity
<b>Who may avail:</b>		All business entity within Municipality of Pilar
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original Copy of Recent Business Permit (1 Original)		Previously issued by BPLO



2. Barangay Certification of Business Closure (1 Original and Photocopy)		Barangay Hall		
3. Affidavit of Business Closure (1 Original and 1 Photocopy)		Notary Public		
4. Sworn Statement of Gross Sales/Receipts(1 Original and 1 Photocopy)		Notary Public		
5. Community Tax Certificate/CEDULA (1 Original and 1 Photocopy)		LGU- Pilar – One Stop Shop, Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Unified Application Form and Submit all necessary requirements (New and Renewal) to One-Stop-Window #6.	1. Review/Evaluate the documents submitted and Issue Tax Bill / Order of Payment	None	15 minutes	<i>Clerk II</i>
2. Proceed to One-Stop-Shop Cashier	2. Process payment and issue Official Receipt	Closure fee in the amount of One Hundred Pesos (P/ 100.00) , business tax of the current year's gross sales and any other tax due.	10 minutes	<i>Clerk II</i> Municipal Treasurer's Office / One-Stop-Shop Window # 2
3. Claim Mayor's Permit (Business Permit) at One-Stop Window #6.	3. Issuance of Certificate of Business Retirement	None	5 minutes	<i>Clerk II</i>
	<b>TOTAL:</b>	Closure fee in the amount of One Hundred Pesos (P/ 100.00) , business	30 minutes	



		tax of the current year's gross sales and any other tax due.		
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## CHART OF TAX, FEES AND OTHER CHARGES

### I. Business Tax

- (a) On manufacturers, assemblers, repackers, processors, brewers, distillers, rectifiers, and compounders of liquors, distilled spirits, and wines or manufacturers of any article of commerce of whatever kind or nature. In accordance with the following schedule:

Amount of Gross Sales/ Receipts for the Preceding Calendar Year (Php)	Amount of Tax Per Annum
Less than 10,000.00	P/ 232.65
10,000.00 or more but less than 15,000.00	P/ 288.42
15,000.00 or more but less than 20,000.00	P/ 425.82
20,000.00 or more but less than 30,000.00	P/ 576.84
30,000.00 or more but less than 40,000.00	P/ 930.60
40,000.00 or more but less than 50,000.00	P/ 1,163.25
50,000.00 or more but less than 75,000.00	P/ 1,861.20
75,000.00 or more but less than 100,000.00	P/ 2,326.50
100,000.00 or more but less than 150,000.00	P/ 3,102.00
150,000.00 or more but less than 200,000.00	P/ 3,877.5
200,000.00 or more but less than 300,000.00	P/ 5,428.50
300,000.00 or more but less than 500,000.00	P/ 7,755.00
500,000.00 or more but less than 750,000.00	P/ 11,280.00
750,000.00 or more but less than 1,000,000.00	P/ 14,100.00
1,000,000.00 or more but less than 2,000,000.00	P/ 19,387.50

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2,000,000.00 or more but less than 3,000,000.00	P/ 23,265.00
3,000,000.00 or more but less than 4,000,000.00	P/ 27,918.00
4,000,000.00 or more but less than 5,000,000.00	P/ 32,571.00
5,000,000.00 or more but less than 6,500,000.00	P/ 34,368.75
6,500,000.00 or more	At a rate not exceeding fifty-four and 18/100 percent (54.18%) of one percent (1%) in excess of P/ 6,500,00.00

\*Provided, that in no case shall the tax on gross sales of P/6,500,000.00 or more be less than P/ 34,368.75.

\*The preceding rates shall apply only to the amount of domestic sales of manufacturers, assemblers, repackers, processors, brewers, distillers, rectifiers and compounders of liquors, distilled spirits, and wines or manufacturers of any article of commerce of whatever kind or nature other than those enumerated under paragraph (c) of this Section.

(b) On wholesalers, distributors, or dealers in any article of commerce of whatever kind or nature in accordance with the following schedules:

Amount of Gross Sales/ Receipts for the Preceding Calendar Year (Php)	Amount of Tax Per Annum
Less than 1,000.00	P/ 25.38
1,000.00 or more but less than 2,000.00	P/ 46.53
2,000.00 or more but less than 3,000.00	P/ 70.50
3,000.00 or more but less than 4,000.00	P/ 101.52
4,000.00 or more but less than 5,000.00	P/ 141.00
5,000.00 or more but less than 6,000.00	P/ 170.30
6,000.00 or more but less than 7,000.00	P/ 201.63
7,000.00 or more but less than 8,000.00	P/ 232.65
8,000.00 or more but less than 10,000.00	P/ 263.67
10,000.00 or more but less than 15,000.00	P/ 310.20
15,000.00 or more but less than 20,000.00	P/ 387.75
20,000.00 or more but less than 30,000.00	P/ 465.30
30,000.00 or more but less than 40,000.00	P/ 620.40
40,000.00 or more but less than 50,000.00	P/ 930.60

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50,000.00 or more but less than 75,000.00	P/ 1,395.90
75,000.00 or more but less than 100,000.00	P/ 1,861.20
100,000.00 or more but less than 150,000.00	P/ 2,636.70
150,000.00 or more but less than 200,000.00	P/ 3,412.20
200,000.00 or more but less than 300,000.00	P/ 4,653.00
300,000.00 or more but less than 500,000.00	P/ 6,212.00
500,000.00 or more but less than 750,000.00	P/ 9,306.00
750,000.00 or more but less than 1,000,000.00	P/ 12,408.00
1,000,000.00 or more but less than 2,000,000.00	P/ 14,100.00
2,000,000.00 or more	At a rate not exceeding seventy-one and 50/100 percent (71.50%) of one percent (1%) in excess of P/ 2,000,00.00
*Provided, that in no case shall the tax on gross sales of P/2,000,000.00 or more be less than P/ 14,100.00	
*The businesses enumerated in paragraph (a) above shall no longer be subject to the tax on wholesalers, distributors, or dealers herein provided for.	

(c) On exporters, and on manufacturers, millers, producers, wholesalers, distributors, dealers or retailers of essential commodities enumerated hereunder, at a rate not exceeding one-half (1/2) of the rates prescribed under subsections (a), (b), and (d) of this Article:

- (1) Rice and Corn;
- (2) Wheat or cassava flour, meat, dairy products, locally manufactured, processed or preserved food, sugar, salt and agricultural marine, and fresh water products, whether in their original state or not;
- (3) Cooking oil and cooking gas;
- (4) Laundry soap, detergents, and medicine;
- (5) Agricultural implements, equipment and post-harvest facilities, fertilizers, pesticides, insecticides, herbicides and other farm inputs;
- (6) Poultry feeds and other animal feeds;
- (7) School supplies; and
- (8) Cement

Amount of Gross Sales/ Receipts for the Preceding Calendar Year (Php)	Amount of Tax Per Annum
Less than 10,000.00	P/ 116.33
10,000.00 or more but less than 15,000.00	P/ 144.21
15,000.00 or more but less than 20,000.00	P/ 207.91



20,000.00 or more but less than 30,000.00	P/ 288.42
30,000.00 or more but less than 40,000.00	P/ 465.30
40,000.00 or more but less than 50,000.00	P/ 581.63
50,000.00 or more but less than 75,000.00	P/ 930.60
75,000.00 or more but less than 100,000.00	P/ 1,163.25
100,000.00 or more but less than 150,000.00	P/ 1,551.00
150,000.00 or more but less than 200,000.00	P/ 1,938.75
200,000.00 or more but less than 300,000.00	P/ 2,714.25
300,000.00 or more but less than 500,000.00	P/ 3,877.50
500,000.00 or more but less than 750,000.00	P/ 5,640.00
750,000.00 or more but less than 1,000,000.00	P/ 7,050.00
1,000,000.00 or more but less than 2,000,000.00	P/ 9,693.75
2,000,000.00 or more but less than 3,000,000.00	P/ 11,632.50
3,000,000.00 or more but less than 4,000,000.00	P/ 13,919.00
<b>Amount of Gross Sales/ Receipts for the Preceding Calendar Year (Php)</b>	<b>Amount of Tax Per Annum</b>
4,000,000.00 or more but less than 5,000,000.00	P/ 16,285.50
5,000,000.00 or more but less than 6,500,000.00	P/ 17,184.38
6,500,000.00 or more	At a rate not exceeding twenty-seven and 9/100 percent (27.09%) of one percent (1%) in excess of P/ 6,500,00.00

\*Provided, that in no case shall the tax on gross sales of P/6,500,000.00 or more be less than P/ 17,184.38.

\*For purposes of this provision, the term exporters shall refer to those who are principally engaged in the business of exporting goods and merchandise, as well as manufacturers and producers whose goods or products are both sold domestically and abroad. The amount of export sales shall be excluded from the total sales and shall be subject to the rates not exceeding one half (1/2) of the rates prescribed under paragraphs (a), (b), and (d) of this Article.

(d) On wholesaler, distributors or dealers of essentials commodities enumerated under section 2A.01 (Item C) the rate of tax shall be in accordance with the following schedule:

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Amount of Gross Sales/ Receipts for the Preceding Calendar Year (Php)	Amount of Tax Per Annum
Less than 1,000.00	P/ 12.69
1,000.00 or more but less than 2,000.00	P/ 23.27
2,000.00 or more but less than 3,000.00	P/ 35.25
3,000.00 or more but less than 4,000.00	P/ 50.76
4,000.00 or more but less than 5,000.00	P/ 70.50
5,000.00 or more but less than 6,000.00	P/ 85.15
6,000.00 or more but less than 7,000.00	P/ 100.82
7,000.00 or more but less than 8,000.00	P/ 116.33
8,000.00 or more but less than 10,000.00	P/ 131.84
10,000.00 or more but less than 15,000.00	P/ 155.10
15,000.00 or more but less than 20,000.00	P/ 193.88
20,000.00 or more but less than 30,000.00	P/ 232.65
30,000.00 or more but less than 40,000.00	P/ 310.20
40,000.00 or more but less than 50,000.00	P/ 465.30
50,000.00 or more but less than 75,000.00	P/ 697.95
Amount of Gross Sales/ Receipts for the Preceding Calendar Year (Php)	Amount of Tax Per Annum
75,000.00 or more but less than 100,000.00	P/ 930.60
100,000.00 or more but less than 150,000.00	P/ 1,318.35
150,000.00 or more but less than 200,000.00	P/ 1,706.10
200,000.00 or more but less than 300,000.00	P/ 2,326.50
300,000.00 or more but less than 500,000.00	P/ 3,104.00
500,000.00 or more but less than 750,000.00	P/ 4,653.00
750,000.00 or more but less than 1,000,000.00	P/ 6,204.00
1,000,000.00 or more but less than 2,000,000.00	P/ 7,050.00
2,000,000.00 or more	At a rate not exceeding thirty-five and 75/100 percent (35.75%) of one percent (1%) in excess of P/ 2,000,00.00



\*Provided, that in no case shall the tax on gross sales of P/2,000,000.00 or more be less than P/ 7,050.00

\*For purposes of this provision, the term exporters shall refer to those who are principally engaged in the business of exporting goods and merchandise, as well as manufacturers and producers whose goods or products are both sold domestically and abroad. The Amount of export sales shall be excluded from the total sales and shall be subject to the rates not exceeding one half (1/2) of the rates prescribed under paragraphs (a), (b), and (d) of this Article.

(e) On retailers.

Amount of Gross Sales/ Receipts for the Preceding Calendar Year (Php)	Amount of Tax Per Annum
400,000.00 or less	2.40%
In excess of 400,000.00	1.20%

\*The rate of two and 4/100 percent (2.4%) per annum shall be imposed on sales not exceeding Four Hundred Thousand (P400,000.00) Pesos while the rate of one and 2/100 percent (1.2%) per annum shall be imposed on sales in excess of the first Four Hundred Thousand (Php 400,000.00) Pesos.

\*However, barangays shall have the exclusive power to levy taxes on stores whose gross sales or receipts of the preceding calendar year does not exceed Thirty Thousand (Php 30,000.00) Pesos, subject to existing laws and regulations.

(f) On contractors and other independent contractors in accordance with the following schedule.

Amount of Gross Sales/ Receipts for the Preceding Calendar Year (Php)	Amount of Tax Per Annum
Less than 5,000.00	P/ 38.77
5,000.00 or more but less than 10,000.00	P/ 86.84
10,000.00 or more but less than 15,000.00	P/ 147.34
15,000.00 or more but less than 20,000.00	P/ 232.65
20,000.00 or more but less than 30,000.00	P/ 387.75
30,000.00 or more but less than 40,000.00	P/ 542.85
40,000.00 or more but less than 50,000.00	P/ 775.50
50,000.00 or more but less than 75,000.00	P/ 1240.80
75,000.00 or more but less than 100,000.00	P/ 1,861.20
100,000.00 or more but less than 150,000.00	P/ 2,791.80
150,000.00 or more but less than 200,000.00	P/ 3,722.40



200,000.00 or more but less than 250,000.00	P/ 5,118.30
250,000.00 or more but less than 300,000.00	P/ 6,514.20
300,000.00 or more but less than 400,000.00	P/ 8,685.60
400,000.00 or more but less than 500,000.00	P/ 11,632.50
500,000.00 or more but less than 750,000.00	P/ 13,042.50
750,000.00 or more but less than 1,000,000.00	P/ 14,452.50
1,000,000.00 or more but less than 2,000,000.00	P/ 16,215.00
2,000,000.00 or more	At a rate not exceeding seventy-one and 50/100 percent (71.50%) of one percent (1%) in excess of P/ 2,000,00.00

\*Provided, that in no case shall the tax on gross sales of P/2,000,000.00 or more be less than P/ 16,215.00

\*For purposes of this section, the tax on multi-year projects undertaken general engineering, general building, and specialty contractors shall initially be based on the total contract price, payable in equal annual installments within the project term.

\*Upon completion of the project, the taxes shall be recomputed on the basis of the gross receipts for the preceding calendar years and the deficiency tax, if there be any, shall be collected as provided in this Code or the excess tax payment shall be refunded.

\*In cases of projects completed within the year, the tax shall be based upon the contract price and shall be paid upon the issuance of the Mayor's Permit.

**(g) On Banks and Other Financial Institutions:**

The tax on banks and banking institutions shall be levied on their gross receipts for the preceding calendar year at a rate not exceeding fifty (50%) percent of one (1%) percent of the gross receipts for the preceding calendar year.

**(h) On businesses hereunder enumerated:**

1. Cafes, cafeterias, ice cream and other refreshment parlors, restaurants, soda fountain bars, *carinderias* or food caterers;
2. Amusement places, including places wherein customers thereof actively participate without making bets or wagers, including but not limited to night clubs, or day clubs, cocktail lounges, cabarets or dance halls, karaoke bars, skating rinks, bath houses, swimming pools, exclusive clubs such as country and sports clubs, resorts and other similar places, billiard and pool tables, bowling alleys, circuses, carnivals, merry-go-rounds, roller coasters, ferris wheels, swings, shooting galleries, and other similar contrivances, theaters and cinema houses, boxing stadia, race tracks, cockpits and other similar establishments.
3. Commission agents
4. Lessors, dealers, brokers of real estate;

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5. On travel agencies and travel agents
6. On boarding houses, pension houses, motels, apartments, apartelles, and condominiums
7. Subdivision owners/ Private Cemeteries and Memorial Parks
8. Privately-owned markets;
- 9.. Hospitals, medical clinics, dental clinics, therapeutic clinics, medical laboratories, dental laboratories;
10. Operators of Cable Network System
11. Operators of computer services establishment
12. General consultancy services
13. All other similar activities consisting essentially of the sales of services for a fee.

Amount of Gross Sales/ Receipts for the Preceding Calendar Year (Php)	Amount of Tax Per Annum
Less than 5,000.00	P/ 38.77
5,000.00 or more but less than 6,000.00	P/ 86.84
10,000.00 or more but less than 15,000.00	P/ 147.34
15,000.00 or more but less than 20,000.00	P/ 232.65
20,000.00 or more but less than 30,000.00	P/ 387.75
30,000.00 or more but less than 40,000.00	P/ 542.85
40,000.00 or more but less than 50,000.00	P/ 775.50
50,000.00 or more but less than 75,000.00	P/ 1240.80
75,000.00 or more but less than 100,000.00	P/ 1,861.20
100,000.00 or more but less than 150,000.00	P/ 2,791.80
150,000.00 or more but less than 200,000.00	P/ 3,722.40
200,000.00 or more but less than 250,000.00	P/ 5,118.30
250,000.00 or more but less than 300,000.00	P/ 6,514.20
300,000.00 or more but less than 400,000.00	P/ 8,685.60
400,000.00 or more but less than 500,000.00	P/ 11,632.50
500,000.00 or more but less than 750,000.00	P/ 13,042.50
750,000.00 or more but less than 1,000,000.00	P/ 14,452.50
1,000,000.00 or more but less than 2,000,000.00	P/ 16,215.00
2,000,000.00 or more	At a rate not exceeding seventy-one and 50/100 percent (71.50%) of one percent (1%) in excess of P/ 2,000,00.00



\*Provided, that in no case shall the tax on gross sales of P/2,000,000.00 or more be less than P/ 16,215.00

**(i)Tax on Mining Operations**

There is hereby levied an annual tax at the rate of fifty percent (50%) of one percent (1%) based on the gross receipts for the preceding year of mining operations. (The tax should not exceed two percent (2%) of the gross receipts during the preceding year.)

**II. Business Closure/Retirement Fee**

The business shall also be required to pay a closure fee in the amount of One Hundred Pesos (P/ 100.00) , business tax of the current year's gross sales and any other tax due.

**III. Mayor's Permit Fee**

Characteristics	Asset Size	Number of Employees
Micro	Php 500,000 and below	1-10
Small	Over Php 500,000 to Php 5M	11-50
Medium	Over Php 5M to Php20M	51-100
Large	Over Php 20M	101 or more

The permit fee shall either be based on asset size or number of workers, whichever will yield the higher fee.

Classification / Category	Rate of Fee
<b>On Manufacturers/Importers/Producers</b>	
Micro	P/ 350.00
Small	P/ 700.00
Medium	P/ 2,000.00
Large	P/ 3,000.00
<b>On Exporters</b>	
Micro	P/ 350.00
Small	P/ 700.00
Medium	P/ 1,500.00



Large	P/ 2,500.00
<b>On Banks</b>	
Rural, Thrift and Savings Banks	P/ 7,500.00
Commercial, Industrial and Development Banks	P/ 15,000.00
Universal Banks	P/ 25,000.00
On ATM (off site Only)	P/ 2,500.00
<b>On Other Financial Institutions</b>	
Micro	P/ 2,000.00
Small	P/ 4,000.00
Medium	P/ 7,000.00
Large	P/ 9,000.00
<b>On Private Educational Institutions</b>	
Micro (Pre-school, Tutorial)	P/ 1,500.00
Small (Pre-school to Elementary)	P/ 2,500.00
Medium (Pre-school to Senior High school)	P/ 5,000.00
Large (Pre-school to College, Vocational)	P/ 10,000.00
<b>On Contractors/Service Providers</b>	
Micro	P/ 1,500.00
Small	P/ 2,500.00
Medium	P/ 5,000.00
Large	P/ 10,000.00
<b>On Wholesalers/Dealers/Distributors</b>	
Micro	P/ 500.00
Small	P/ 1,000.00
Medium	P/ 3,000.00
Large	P/ 5,000.00
<b>On Retailers</b>	
Sari-sari Store (P/ 30,001.00 up to P/ 50,000.00)	P/ 200.00
Micro	P/ 500.00



Small	P/ 800.00
Medium	P/ 1,500.00
Large	P/ 3,000.00
<b>On Hospitals and Clinics</b>	
Small	P/ 1,000.00
Medium	P/ 4,000.00
Large	P/ 6,000.00
<b>On Laboratory Clinics</b>	
Small	P/ 500.00
Medium	P/ 1,000.00
Large	P/ 2,000.00
<b>On Drugstores</b>	
Small	P/ 2,000.00
Medium	P/ 4,000.00
Large	P/ 6,000.00
<b>On Gym/Fitness Center</b>	
Small	P/ 500.00
Medium	P/ 1,000.00
Large	P/ 2,000.00
<b>On Oxygen Refilling Station</b>	
Small	P/ 1,000.00
Medium	P/ 2,000.00
Large	P/ 4,000.00
<b>On Water Refilling Station</b>	
Small	P/ 1,000.00
Medium	P/ 2,000.00
Large	P/ 4,000.00
<b>On Fastfood Chains/Restaurants with National Franchise</b>	
Medium	P/ 10,000.00



Large	P/ 20,000.00
<b>On Restaurants/ Eatery</b>	
Micro	P/ 500.00
Small	P/ 800.00
Medium	P/ 3,000.00
Large	P/ 7,000.00
<b>On Bakeshops</b>	
Micro	P/ 500.00
Small	P/ 1,000.00
Medium	P/ 2,000.00
Large	P/ 4,000.00
<b>On Grocery Stores</b>	
Micro	P/ 500.00
Small	P/ 1,000.00
Medium	P/ 2,000.00
Large	P/ 4,000.00
<b>On Meat shops</b>	
Micro	P/ 500.00
Small	P/ 1,000.00
Medium	P/ 2,000.00
Large	P/ 4,000.00
<b>On Shopping Malls</b>	
Medium	P/ 10,000.00
Large	P/ 20,000.00
<b>On Selling SIN Products:(Liquor, Cigarettes and E-Cigarettes)</b>	
Micro	P/ 2,000.00
Small	P/ 3,000.00
Medium	P/ 4,000.00
Large	P/ 7,000.00



<b>On Serving Liquor Products</b>	
Small (1-5 tables) – 8,000 – 4,000	P/ 4,000.00
Medium (6-10 tables) – 13,000 – 6,000	P/ 6,000.00
Large (above 10 tables) – 20,000 – 10,000	P/ 10,000.00
<b>On Catering Services</b>	
Micro	P/ 1,500.00
Small	P/ 2,500.00
Medium	P/ 5,000.00
Large	P/ 10,000.00
<b>On Resorts</b>	
Micro (with one swimming pool)	P/ 1,500.00
Small (with more than one swimming pool)	P/ 2,500.00
Medium (with swimming pool and function hall)	P/ 5,000.00
Large (with swimming pool, function hall and restaurant)	P/ 10,000.00
<b>On Convention Centers</b>	P/ 7,000.00
<b>On Hotels/Motels/Apartelle</b>	P/ 5,000.00
<b>On Apartment for Rent</b>	
Small	P/ 1,200.00
Medium (3-4 Units)	P/ 2,000.00
Large (Above 5 Units)	P/ 4,000.00
<b>On House for Rent</b>	
Small (1 bedroom) P/ – 1,500	P/ 1,500.00
Medium (2-4 Bedrooms) – 3,000	P/ 3,000.00
Large (Above 5 Bedrooms) – 6,000	P/ 6,000.00
<b>On Service Vehicle for Rent</b>	
Small (1-2 Units)	P/ 1,500.00
Medium (3-4 Units)	P/ 3,000.00
Large (Above 5 Units)	P/ 7,000.00
<b>On Printing</b>	



Micro	P/ 500.00
Small (Photocopying)	P/ 700.00
Medium (Photocopying, Document Printing and Bookbinding)	P/ 1,500.00
Large (Tarpaulin Printing and Advertising)	P/ 2,000.00
<b>On Computer Shops/Internet Cafe</b>	
Micro (Pisonet) P/ - 500	P/ 500.00
Small (Below 5 Computer Sets) – 1,000	P/ 1,000.00
Medium (6-10 Computer Sets) – 2,000	P/ 2,000.00
Large (Above 11 Computer Sets)	P/ 4,000.00
<b>On Thrift Shops (Ukay-ukay)</b>	
Micro (small time ukay2 sa bahay or line na gusto magkapermit)	P/ 500.00
Small (micro but with stall)	P/ 1,000.00
On Surplus Shops	P/ 2,000.00
On Upholstering Shop	P/ 2,000.00
On Funeral Homes	P/ 3,000.00
<b>On Hardwares</b>	
Micro	P/ 1,500.00
Small	P/ 2,500.00
Medium	P/ 3,500.00
Large	P/ 5,000.00
<b>On Transloading / Hauling Operations</b>	
Small (5 units and below)	P/ 2,000.00
Medium (6-10 units)	P/ 6,000.00
Large (11 units and above)	P/ 10,000.00
<b>On Automotive Repair and Repainting Shop</b>	
Micro	P/ 1,500.00
Small	P/ 2,500.00
Medium	P/ 5,000.00



On Carwash	P/ 1,000.00
On Gasoline Station	P/ 7,000.00
On Gas Refilling/Distributor	P/ 5,000.00
On Logistic Station/Center	P/ 2,000.00
On Manufacturing/Industrial Plant	P/ 20,000.00
<b>On Warehouses</b>	
Small (1,499 Sqm. and below)	P/ 2,000.00
Medium (1,500 Sqm. - 2,999 Sqm.)	P/ 4,000.00
Large (3,000 Sqm. and above)	P/ 7,000.00
<b>On Stockpiling of Aggregates</b>	
Small (300 Sqm. and below)	P/ 2,500.00
Medium (301 sq.m. - 1,000 Sqm.)	P/ 5,000.00
Large (1,001 sqm. and above)	P/ 7,000.00
On Crushers	P/ 10,000.00
On Junkshops	P/ 3,000.00
On Animal Feeds and Medicines Suppliers	P/ 2,000.00
On Veterinary Clinic	P/ 2,000.00
<b>On Rice Mills</b>	
Small	P/ 1,000.00
Large	P/ 5,000.00
On Telecommunications	P/ 10,000.00
On Other Utilities	P/ 10,000.00
On Organizer of Exhibits	P/ 2,000.00
On Special Permits for Bargains and Special Occasions	P/ 500.00
<b>Other Businesses</b>	
Micro	P/ 500.00
Small	P/ 1,500.00
Medium	P/ 5,000.00
Large	P/ 7,000.00



### Imposition of Garbage Fee for Business Establishments.

There shall be collected from every owner or operator of a business establishment an annual garbage fee in accordance with the following schedule:

Type of Establishment	Proposed			
	Garbage Fee			
	Micro	Small	Medium	Large
<b>1. Amusement Places, Amusement Device</b>	₱ 300.00	₱ 750.00	₱ 1,500.00	₱ 3,000.00
Amusement, Cockpit Arena, Computer Gaming and Printing Shop, Game Farm, <b>Billiard</b>				
<b>2. Banks &amp; Other Financial Institutions</b>				
On ATM (off-site only) ; <b>Money Remittance</b>	₱ 1,000.00	₱ -	₱ -	₱ -
Rural, Thrift and Savings Bank	₱ -	₱ 1,500.00	₱ -	₱ -
Commercial, Industrial, and Development Banks	₱ -	₱ -	₱ 2,000.00	₱ -
Universal Banks	₱ -	₱ -	₱ -	₱ 2,500.00
Foundation, Microfinance, <b>Money Remittance</b> , Money Transfer, Pawnshop, <b>Cooperative</b>	₱ -	₱ 1,000.00	₱ 1,000.00	₱ 1,000.00
<b>3. Boarding Houses</b>	₱ -	₱ 900.00	₱ 2,000.00	₱ 3,000.00
Boarding Houses, Apartment, House for Rent				
<b>4. Food Establishments</b>	₱ 800.00	₱ 1,000.00	₱ 2,500.00	₱ 5,000.00
Carinderia, Eatery, Fastfood, Food Hub, Food Stand, Restaurant, Resto-bar, Catering Services				
<b>5. Contractors and other Independent Service Contractors</b>				
Automobile Engine and Body Repair/ Maintenance Services, Carwash, Vulcanizing Shop, Welding Shop				
Barbershop, Beauty Parlor, Salon				
Electrical Gadget and Appliance Repair, Equipment Rental, Photocopy Services Photography and Videography Services	₱ 500.00	₱ 1,000.00	₱ 2,000.00	₱ 2,500.00
General Services, Accounting Firms, Security Firms, Courier Services, Emission Testing, Insurance Company				
Construction Service, Gravel and Sand, Trucking Services, Hauling Companies	₱ -	₱ 1,000.00	₱ 2,000.00	₱ 3,000.00
Fitness Gym, Fitness Center, Spa, Massage Parlor	₱ -	₱ 500.00	₱ 700.00	₱ 1,000.00
Funeral Homes/Parlors, Crematorium, Colombarium	₱ -	₱ -	₱ -	₱ 1,000.00
Game Fowl Raising	₱ 1,000.00	₱ 1,000.00	₱ 1,000.00	₱ 1,000.00
<b>6. Manufacturers/ Assemblers</b>				
Aluminum Manufacturer, Concrete Mixing Company, Oxygen/Gas/LPG, Hollowblocks Manufacturing, Cleaning Products, Metal Fabrication, Crushing Plant				
Ice Crushing Plant, Garment and Handicrafts Manufacturing, Upholstery Manu., Water Refilling Station	₱ 500.00	₱ 1,000.00	₱ 3,000.00	₱ 4,000.00
Bakery, Food Manufacturing, Chicken Dressing				
Fish Hatchery, Agricultural Product Manufacturers, Piggery/ Poultry Producers, Rice Trading				
<b>7. Private Cemeteries and Memorial Parks</b>	₱ -	₱ -	₱ -	₱ 4,000.00
<b>8. On Private Educational</b>				
Pre-School	₱ 500.00	₱ -	₱ -	₱ -
Pre-School to Elementary	₱ -	₱ 1,000.00	₱ -	₱ -
Pre-School to Senior High School	₱ -	₱ -	₱ 2,000.00	₱ -
Pre-School to College / Vocational	₱ -	₱ -	₱ -	₱ 3,000.00
<b>9. Real Estate Dealers, Subdivision Operators, and Lessor of Real Estate</b>				
<b>10. Retailers</b>	₱ 500.00	₱ 650.00	₱ 800.00	₱ 1,000.00
<b>11. Wholesalers/ Distributors/ Dealers</b>	₱ 500.00	₱ 700.00	₱ 1,000.00	₱ 2,000.00
<b>12. Shopping Malls</b>	₱ -	₱ -	₱ -	₱ 15,000.00
<b>13. Hospitals and Clinics</b>				
Laboratory Clinic	₱ -	₱ 1,000.00	₱ 1,500.00	₱ 2,000.00
Birthing Clinic, Dental Clinic, Laboratory & Medical Clinic, Veterinary Clinic, Hospital	₱ -	₱ 1,000.00	₱ 2,000.00	₱ 3,000.00
<b>14. Other Business Establishments</b>				
Telecommunication Projects (Cell Sites)	₱ -	₱ -	₱ -	₱ 500.00
Hotel, Apartelle, Motels, Transient House, Resorts	₱ -	₱ 600.00	₱ 2,000.00	₱ 2,500.00
Others not specified above	₱ 500.00	₱ 1,000.00	₱ 2,000.00	₱ 3,000.00



**OTHER REQUIREMENTS  
(For high-risk business enterprises)**

Certificate of Registration from Bangko Sentral ng Pilipinas (BSP) and/or Authority to Operate

- For pawnshop, money changer, money remittance, and other financial institutions

Certificate of Filing from Securities and Exchange Commission (SEC)

- For lending investor

License to Operate (LTO) from Department of Health (DOH)

- For clinic (medical, lying-in, birthing), hospital, pharmacy, optical, dental, x-ray, laboratory and others

LTO from PNP Crame

- For security agencies, and other firearms related businesses

PNP Clearance

- For guns and ammunition

Land Transportation Franchise Regulatory Board (LTFRB) Certification

- For rent a car, and other transportation related businesses

Environment Compliance Certificate (ECC) / Certificate of Non-Coverage (CNC) / PENRO / MENRO / PVET / MVET / BAI Certification

- For piggery and poultry

DENR Permit / LTO

- For mining industry, and others

ECC / CNC / DOE / MENRO Certification

- For gasoline station

ECC / CNC / MENRO Certification

- For cemetery, resorts and funeral services

License to Sell and Certificate of Registration (HLURB) and Operational Clearance (DOH)

- For cemetery, memorial park developer

ECC / CNC

- For junk shop, laundry, car wash, resorts, rice mill and water refilling station

NMIS Certification

- For frozen food

Reportorial Document

- For cooperatives

DTI Accreditation

- For machine shop, automotive, electrical, air conditioning and refrigeration repair shop



Philippine Contractors Accreditation Board License (PCAB) License

- For general contractor/ construction

DOLE Registration (LOCAL) and/or POEA Registration (OVERSEAS)

- For employment agency, manpower, recruitment agency

PRC License

- For Real Estate Broker / Appraiser, pharmacy, law office, medical clinics, veterinary clinics, hospitals, optical, dental, laboratory, and others

LTO and Certificate of Product Registration (CPR) from Food and Drug Administration (FDA)

- For E-cigarettes / Vapes

NTC Accreditation

- Telecommunication service / gadgets

FDA License to Operate

- For big bakeshops, pharmacy

TESDA NCII

- For massage parlor, salon, spa, welding, and others

National Grain Authority from NFA

- For dealer / retailer of rice, corn and wheat

Standard Compliance Certificate (SSC) DOE

- LPG dealer / retailer

DEPED Registration

- Learning Institution

Franchise Agreement

- For franchised business

Certificate of Bacteriologist

- For water refilling stations

PAGCOR Gaming License

- online gambling games, casino, e-casino

Philippine Charity Sweepstakes Office (PCSO) Authorization / Notice of Approval

- Small Town Lottery (STL), Lotto outlets



**Office of the Municipal Mayor  
Municipal Environment and Natural Resources Section  
External Services**



## 1. Securing Permit to Cut, Destroy or Injure Trees

Municipal Ordinance No. 16, Series of 2013, otherwise known as the “Municipal Environment Code of Pilar, Bataan” states that a “Permit to Cut, Destroy, or Injure Trees” shall be issued by the MENRO before applying for permit from the Department of Environment and Natural Resources for such activities. Any person given the authority to cut, destroy or injure a tree shall plant no less than five (5) tree seedlings for very single tree cut, destroyed or injured in a watershed area or area designated. This reflects the policy of the Municipal Government of Pilar, Bataan to preserve and protect the trees, forestland, watershed areas, Alienable and Disposable Lands, and private lands to ensure the prevention of floods, drought, hot weather condition, drying up of water sources, and control of pollution.

<b>Office or Division:</b>	Municipal Environment and Natural Resources Office (MENRO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	All residents of Municipality of Pilar; All establishments, agencies, and projects within the jurisdiction of Municipality of Pilar, Bataan			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter addressed to Local Chief Executive thru the MENRO, requesting intention to apply for a Permit to Cut, Destroy, or Injure Trees (1 Original Copy; 1 Photocopy)		Client		
2. Photo of Each Tree (1 Original Copy; 1 Photocopy)		Client		
3. Title (2 Photocopies)		Client		
4. Tax Declaration (2 Photocopies)		Client		
5. Special Power of Attorney, if not the Lot/Title Owner (2 Copies)		Client		
6. Replacement Seedlings/Saplings (5 pieces)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all required documents to the MENR Office for evaluation	1.1 Record the request on the appropriate logbook. 1.2. Receive and evaluation the documents 1.3. Advise the client about the schedule of inspection.	None	15 minutes	<b>ENP. JET G. SUGUITAN</b> <i>Designated MENR Officer</i>



2. Assist the MENRO staff during Inspection	2.1 Inspection of the applied tree/s	None	2 days	<p><b>ENP. JET G. SUGUITAN</b> <i>Designated MENR Officer</i></p> <p>OR</p> <p><b>EDZEL B. FERNANDEZ</b> <i>Project Development Assistant I</i></p>
3.Wait for request to be assessed	<p>3.1 Preparing of Inspection Report</p> <p>3.2. Submission of Inspection Report to the LCE</p>	None	1 hour	<p><b>ENP. JET G. SUGUITAN</b> <i>Designated MENR Officer</i></p> <p><b>ADMINISTRATIVE PERSONNEL</b></p>
4. Receive result of Assessment	<p>4.1. If approved, draft the Permit to Cut, Destroy or Injure Trees to be signed by the LCE</p> <p>If disapproved, draft the Letter Informing the client of the reason(s) for disapproval</p> <p>4.2. Forward to the MENRO the result of assessment</p> <p>4.3. Communicate to the client the result of the Assessment</p>	None	2 days	<p><b>ADMINISTRATIVE PERSONNEL</b></p> <p><b>ENP. JET G. SUGUITAN</b> <i>Designated MENR Officer</i></p>
5. If Assessment indicates approval of the request, give the 5 replacement seedlings/saplings to the MENRO	5.1. Receive the 5 replacement seedlings/saplings	None	10 minutes	<p><b>EDZEL B. FERNANDEZ</b> <i>Project Development Assistant I</i></p>



6. If Assessment indicates approval of the request, pay for Certification Fee	6.1. Issue Order of Payment	Php 100.00	5 minutes	<b>EDZEL B. FERNANDEZ</b> <i>Project Development Assistant I</i>
6. Show copy of Proof of Payment of Fee to MENRO	6.2. Record the Issuance of Permit and Payment of Fee on the appropriate logbook 6.3. Issue the Permit	None	5 minutes	<b>EDZEL B. FERNANDEZ</b> <i>Project Development Assistant I</i>
	<b>TOTAL</b>	Php 100.00	4 days, 1 hour, and 30 minutes	

## 2. Securing MENRO Certificate of Assessment

Municipal Ordinance No. 16, Series of 2013, otherwise known as the “Municipal Environment Code of Pilar, Bataan” states it shall be the policy of the Municipal Government to requirement business proprietors to secure a Certificate of Non-Coverage or Environmental Compliance Certificate from the EMB, locational clearance from the Deputized Zoning Administrator, Certificate of No Objection from Barangay. No business shall be allowed to operate without passing through the usual licensing procedure whereby environmental concerns through the MENRO, among others, shall be assessed and addressed prior to approval by the Municipal Mayor.

<b>Office or Division:</b>	Municipal Environment and Natural Resources Office (MENRO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	All residents of Municipality of Pilar; All establishments, agencies, and projects within the jurisdiction of Municipality of Pilar, Bataan			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Locational clearance (2 Photocopies)	Client			
2. <b>For regular Business Proprietor:</b> Certificate of Non-Coverage or Environmental Compliance Certificate from the EMB (2 Photocopies)	Client			
3. <b>For Quarry Operator:</b> Permit/s from DENR MGB and/or PGB Bataan (2 Photocopies)	Client			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>1. Submit all required documents to the MENR Office for evaluation</p>	<p>1.1 Record the request on the appropriate logbook.</p> <p>1.2. Receive and evaluate the documents</p> <p>1.3. Draft the MENRO Certificate of Assessment</p>	<p>None</p>	<p>10 minutes</p>	<p><b>ENP. JET G. SUGUITAN</b> <i>Designated MENR Officer</i></p>
<p>6. Receive the Certificate</p>	<p>6.1. Issue the Certificate</p> <p>6.2. Record the Issuance of Certificate on the appropriate logbook</p>	<p>None</p>	<p>5 minutes</p>	<p><b>EDZEL B. FERNANDEZ</b> <i>Project Development Assistant I</i></p>
<p><b>TOTAL</b></p>		<p>None</p>	<p>15 minutes</p>	



**Office of the Municipal Mayor  
Cooperative Section  
External Services**



## 1. Scheduling Of Pre- Registration Seminar

The Cooperative Sections schedules the organizations for the conduct of Pre-Registration Seminar

<b>Office or Division:</b>		Office of the Mayor – Cooperative Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B – Government to Business Entity, G2C – Government to Citizen		
<b>Who may avail:</b>		Organizations, Institutions, and Associations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter from the President of the Organization / Association / Institution ( 2 original)		Chairperson of Cooperative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter ( 2 original copies)	1.1 Received the request letter, Send Endorsement letter to Cooperative Development Authority (CDA) for the conduct of Pre-Registration Seminar	None	20 minutes	Cooperative Development Specialist Cooperative Section
2. Enjoin all the members to attend the Pre-Registration Seminar (PRS)	2.1 Facilitate the conduct of PRS, assist the participants and provide technical support to the CDA Resource Speaker.	None	1 Day	Cooperative Development Authority Representative
	<b>TOTAL:</b>	None	1 day and 20 minutes	

## 2. Scheduling of Cooperative Accreditation in Sangguniang Bayan

The Cooperative Sections schedules the accreditation of cooperatives in Pilar, Bataan

<b>Office or Division:</b>		Office of the Mayor – Cooperative Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B – Government to Business Entity, G2C – Government to Citizen		
<b>Who may avail:</b>		Cooperatives		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



1. Duly Accomplished Application Form for Accreditation (1 Original and 5 Photocopy)		Office of the Sangguniang Bayan		
2. Board Resolution (1 Original and 5 Photocopy)		Cooperative		
3. Certificate of Registration (1 Original and 5 Photocopy)		Cooperative		
4. List of Current Officers and Members (1 Original and 5 Photocopy)		Cooperative		
5. Accomplishment Report (1 Original and 5 Photocopy)		Cooperative		
6. Financial Statement (1 Original and 5 Photocopy)		Cooperative		
7. Profile indicating the purpose and objective of organization (1 Original and 5 Photocopy)		Cooperative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Cooperative Section and present the original copy, and submit the Photocopy of the requirements	1.1 Review the requirements	None	5 minutes	Cooperative Development Specialist Cooperative Section
2. Secure the endorsement letter	2.1 Prepare the Endorsement letter for Sangguniang Bayan	None	5 minutes	
	<b>TOTAL:</b>	None	10 minutes	

### 3. Request for Cooperative documentary printouts

The clients may request for the following documents: Copies of RA 9520 and other Cooperative templates, and Cooperative Directory

<b>Office or Division:</b>	Office of the Mayor – Cooperative Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents and non-residents of Municipality of Pilar			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original)		Cooperative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the Request Letter	1.1 Receive, inspect, and review the request letter	None	2 minutes	<i>Cooperative Development Specialist</i> <b>Cooperative Section</b>
2. Undergo interview	2.1 Interview the client and print the requested documents	None	10 minutes	
3. Receive the documents	3.1 Release the document	None	2 minutes	
	<b>TOTAL:</b>	None	14 minutes	

## 4. Cooperative Business Permit

The Cooperative Section schedules the Cooperatives to secure their Business Permit.

<b>Office or Division:</b>	Office of the Mayor – Cooperative Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Business Entity, G2C – Government to Citizen
<b>Who may avail:</b>	Registered Cooperatives

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CDA Registration		Cooperative		
2. Picture of Establishment		Cooperative		
3. Fire Inspection Certificate		Bureau of Fire		
4. Community Tax Certificate		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Business Permit	1. List of registered Cooperatives forwarded to Business Center by Cooperative Development Specialist I for Filing of Business Permit for reference	None	10 minutes	<i>Cooperative Development Specialist</i> <b>Cooperative Section</b>
	<b>TOTAL:</b>	None	10 minutes	

## 5. Preparation/Registration of Documents

The Cooperative Section schedules the organizations for registration of documents.

<b>Office or Division:</b>	Office of the Mayor – Cooperative Section
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>	<b>G2B – Government to Business Entity, G2C – Government to Citizen</b>			
<b>Who may avail:</b>	<b>Organizations/Associations who would like to establish &amp; recognize themselves as Cooperative.</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Constitution</li> <li>2. By-Laws</li> <li>3. Member's Information</li> <li>4. Economic Survey</li> <li>5. Surety Bond</li> </ol>		Organizations/Associations who would like to establish & recognize themselves as Cooperative		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit constitution, by-laws, economic survey, surety bond and member's information.	1. Review and check submitted documents and refer for online registration to the Cooperative Development Agency for approval and registration.	None	1 day	<i>Cooperative Development Specialist Cooperative Section</i>
	<b>TOTAL:</b>	None	1 day	



**Office of the Municipal Mayor  
Tourism Section  
External Services**



## 1. Visiting the Museo ng Kagitingan at Poblacion, Pilar

The Tourism Office, under the Office of the Mayor manages Mt. Samat Zipline at Diwa, Pilar.

<b>Office or Division:</b>	Office of the Mayor – Tourism Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card		Government Issued IDs, School ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the corresponding fees	1.1 Receive the payments	Pilar Residents – PHP 10.00  Non-Pilar residents – PHP 30.00	2 minutes	<i>Tourism Operations Officer I</i> Tourism Section
	<b>TOTAL:</b>	Pilar Residents – PHP 10.00 Non-Pilar residents – PHP 30.00	2 minutes	

## 2. Visiting the Dunsulan Falls at Liyang, Pilar

The Tourism Office, under the Office of the Mayor manages the Dunsulan Falls at Liyang, Pilar.

<b>Office or Division:</b>	Office of the Mayor – Tourism Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Payment of Entrance fees.	1.1 Issuance of Official Receipt	Entrance (Dunsulan falls) – PHP 60.00	15 minutes	<i>Operator</i> Dunsulan Falls



		<b>Cottage/Tables – PHP 50.00</b>		
	<b>TOTAL:</b>	<b>Entrance (Dunsulan falls) – PHP 60.00 Cottage/Tables – PHP 50.00</b>	<b>15 minutes</b>	



**Office of the Municipal Mayor  
Pilar Memorial Park  
External Services**



# 1. Application / Purchase for Mausoleum, Garden Estate & Apartment Style

## Mausoleum

This is the most family exclusive portion of the park. Each unit has an area of 30 square meters. Only one storey Family Estate should be allowed with a maximum height of 3 meters.

## Garden Estate

The garden estate is the modern concept of memorialization developed with a garden-like atmosphere that dispels ghostly feelings brought about by tombs. This estate has a series of blocks. The actual measurement of one lot is five (5) square meters. All are underground interment. A prescription of ten (10) to fifteen (15) years is required for exhuming remains and another be placed provided the exhumed remain is fully decomposed.

## Apartment Style

The Apartment style is a three-layer tomb. The tomb can be used for one (1) full fresh interment for adult or two (2) for infants or a maximum of ten (10) human remains. A prescription of seven (7) to ten (10) years is required for exhuming remains and another be placed provided the exhumed remain is fully decomposed.

<b>Office or Division:</b>	<b>Office of the Mayor – Pilar Memorial Park</b>			
<b>Classification:</b>	<b>Highly Technical</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>			
<b>Who may avail:</b>	<b>All</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>1. Valid ID (1 photocopy)</b>		<b>Any government/ private office that issued valid identification card</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Inquire at One stop Shop window #5.</b>	<b>1.1 Explain the terms &amp; condition for the purchase of Mausoleum, Garden Estate &amp; Apartment Style.</b>	<b>None</b>	<b>5 minutes</b>	<b>Clerk II Office of the Mayor</b>
<b>2. Submit valid ID at One Stop Shop window #5.</b>	<b>2.1 Receive the documents. 2.2 Issue Order</b>	<b>None</b>	<b>2 minutes</b>	<b>Clerk II Office of the Mayor</b>



	<b>of Payment.</b>			
<b>3. Present the Order of payment and pay the required fees at the One-stop-shop and secure Official Receipt.</b>	<b>3.1 Accept payment and Issue Official Receipt.</b>  <b>3.2 Provide copy of Official Receipt to the client.</b>	<b>Mausoleum PHP 450,000.00</b>  <b>Garden Estate- PHP 72,800.00</b>  <b>Apartment Style- PHP 22,000.00</b>	<b>5 minutes</b>	<b>Administrative Assistant II (Clerk IV) Municipal Treasurer's Office / One-Stop-Shop Window 1</b>
<b>4. Present the Official Receipt to One-Stop-Shop Window #5 and sign the contract.</b>	<b>4.1 Check the Official Receipt and photocopy the receipt</b>  <b>4.2 Prepare contract &amp; certificate.</b>	<b>None</b>	<b>5 minutes</b>	<b>Clerk II Office of the Mayor</b>  <b>Private Secretary I Office of the Mayor</b>
<b>5. Sign the contract and submit the contract to One-Stop-Shop Window #5</b>	<b>5.1 Check the contract and notary consent and acknowledgment form if properly signed by the client.</b>  <b>5.2 Sign the contract, Notary consent &amp; certificate.</b>  <b>5.3 Notarize the contract &amp; certificate.</b>	<b>None</b>	<b>2 minutes</b>  <b>2 minutes</b>  <b>5 working days</b>	<b>Clerk II Office of the Mayor</b>  <b>Municipal Mayor Office of the Mayor</b>  <b>Notary Public</b>
<b>6. Receive the Contract &amp;</b>	<b>6.1 Release the contract &amp;</b>	<b>None</b>	<b>1 minute</b>	<b>Clerk II Office of the Mayor</b>



Certificate at the One-Stop-Shop Window #5.	certificate to the client.			
	<b>TOTAL:</b>	<b>Mausoleum- PHP450, 000.00</b>  <b>Garden Estate- PHP 72,800.00</b>  <b>Apartment Style- PHP 22,000.00</b>	<b>5 working days and 22 minutes</b>	



**Office of the Municipal Mayor  
Pilar Water System  
External Services**



## 1. Pilar Water System Services - Water Bill

<b>Office or Division:</b>		Office of the Mayor – Pilar Water System		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2R – Government to Residents		
<b>Who may avail:</b>		Residents of Pilar		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the staff at Pilar Water System Office and inquire about the service.	1. Staff issues Order of Payment	None	5 minutes	Clerk II Pilar Water System
2. Proceed to Pilar Water System Office, pay fees, and secure Official Receipt.	2. Issue Official Receipt	*for residential $10^{m^3} = \text{PHP } 150.00$  *for commercial $10^{m^3} = \text{PHP } 200.00$  *for residential $10^{m^3+} \times \text{PHP } 15.00$  *for commercial $10^{m^3+} \times \text{PHP } 20.00$	5 minutes	Clerk II Pilar Water System
	<b>TOTAL:</b>	*for residential $10^{m^3} = \text{PHP } 150.00$  *for commercial $10^{m^3} = \text{PHP } 200.00$  *for	10 minutes	



		residential 10 m <sup>3</sup> + X PHP 15.00		
		*for commercial 10 m <sup>3</sup> + X PHP 20.00		

## 2. Pilar Water System Services - For New Connections

<b>Office or Division:</b>	Office of the Mayor – Pilar Water System			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2R – Government to Residents			
<b>Who may avail:</b>	Residents of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Proof of property ownership / lease of contract / proof of consent (1 Photocopy)		Property Owner		
2. Valid ID of Applicant and Owner - Government Issued ID (with picture) (1 Original)		SSS,GSIS,Postal Office, PSA, DFA		
3. Barangay Clearance (1 Photocopy)		Barangay Hall		
4. Completed Application form (1 Original)		One stop Shop- Window # 6		
5. Location Sketch (1 Photocopy)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the staff and submit documents required to the receiving clerk or employee-in-charge	1. Receive and verify documents and advise client to pay fees at the Pilar Water System Office.  1.2 Staff issues Order of Payment	None	5 minutes	Clerk II Pilar Water System
2. Proceed to Pilar Water System Office, pay fees, and secure Official Receipt.	2. Issue Official Receipt	PHP 2,800.00 (Connecti on Fee) plus additional fees for materials	5 minutes	Clerk II Pilar Water System



<b>3. Installation of Water Meter Connection</b>	<b>3.1 Site inspection</b>	<b>None</b>	<b>5 days</b>	
	<b>3.2 Installation of water meter and pipes</b>			
	<b>TOTAL:</b>	<b>PHP 2,800.00 (Connection Fee) plus additional fees for materials</b>	<b>5 days and 10 minutes</b>	



**Office of the Municipal Mayor  
Pamilihang Bayan ng Pilar  
External Services**



# 1. Application Process on the Availment of Stalls (Fish, Meat, Dried, Vegetable, Fruits, Grocery and Food Court)

- a. **Fish Section** – refers to the area where only fresh fishes, clams, oysters, crabs, lobsters, shrimps, seaweeds and other seafoods and marine products shall be sold.
- b. **Meat Section** – refers to the area where only all kinds of meat and other meat products shall be sold provided that all meat, pork, and dressed chicken shall be separately displayed properly labeled.
- c. **Dried Section** – refers to the area where only all kinds of smoked fish, dried fish and other similar products shall be sold.
- d. **Dry Good Section** – refers to area where only all kinds of textiles, ready-made dresses and apparels, native products, toiletries, novelties, footwear, laces, kitchen wares, utensils and other household articles, handbags and school and office supplies shall be sold.
- e. **Grocery Section** – refers to the area where only all kinds of cakes, biscuits, pastries, crackers, butter, cheese, confections, candies, canned or bottled foods, beverages, softdrinks, cigarettes, flour, oatmeal, ham, bacon, sugar, nuts, sauce, eggs, sausages, starch, smoked fish, dried fish, salt, feeds, soap, and other household and food products shall be sold.
- f. **Vegetable Section** – refers to the area where only all kinds of vegetables and root crops such as camote, cassava, gabi and the like shall be sold.
- g. **Fruits Section** – refers to the area where only all kinds of fruits shall be sold.
- h. **Food Court Section** – is the market section, either stall or kiosk, where all kinds of cooked foods, including refreshments, coffee and other non-alcoholic beverages are served.

<b>Office or Division:</b>	<b>Office of the Municipal Mayor – Pamilihing Bayan Ng Pilar</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>			
<b>Who may avail:</b>	<b>All residents of Municipality of Pilar</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
7. Letter of Intent (LOI)		To be provided by the applicant		
8. Valid ID (photocopy only)		Any valid government or private issued identification card		
9. Certificate of Barangay Residency		Respective Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach concerned staff	1.1 Explain the details & process	None	5 minutes	<i>Market Specialist I</i>  <i>Or</i>



at Administrative Office of Pamilihang Bayan Ng Pilar	of application, stalls, what to apply, and the initial requirements needed.			<i>Administrative Clerk</i>  Office of the Pamilihang Bayan Ng Pilar
2. Submit the LOI, photocopy of ID and Certificate of Residency for evaluation.	2.1 Receive the submitted requirements.  2.2 Check completeness of required documents.  2.3 Explain the process of selection and the to be scheduled date of live draw lots.  Note: Set the cutoff date of the submission of LOI's together with other initial requirements in order to determine the date of draw lots.	None  None  None	10 minutes	<i>Market Specialist I</i>  Or <i>Administrative Clerk</i>  Office of the Pamilihang Bayan Ng Pilar
3. Inform the screened applicants on the date of draw lots thru FB Live.	3.1 Call the final list of applicants for the draw lots.	None	1 hour	<i>Market Specialist I</i>  Or <i>Administrative Clerk</i>  Office of the Pamilihang Bayan Ng Pilar
4. Day of draw lots of applicants	4.1 Conduct draw lots of applicants thru live via	None	2 hours	<i>Market Specialist I</i>  Or



	Facebook page of Pamilihing Bayan Ng Pilar			<i>Administrative Clerk</i>  Office of the Pamilihing Bayan Ng Pilar
5. Check validity of selected applicants.	5.1 Check and validate winners of draw lots.	None	30 minutes	<i>Market Specialist 1</i>  Office of the Pamilihing Bayan Ng Pilar
6. Call selected applicants and schedule meeting	6.1 Discuss the profile of Pamilihing Bayan Ng Pilar, Admin personnel and process of application and succeeding requirements.  NOTE: Schedule contract signing, payments and securing of requirements.	None	2 hours	<i>Market Specialist I</i>  <i>Or</i> <i>Administrative Clerk</i>  Office of the Pamilihing Bayan Ng Pilar
7. Proceed to Administrative Building of Pamilihing Bayan Ng Pilar for the signing of Contract of Lease and releasing the Order of Payment.	7.1 Signing of Contract of Lease and releasing of Order of Payment and payment of Documentary Stamp.	PHP 30.00	15 minutes	<i>Market Specialist I</i>  <i>Or</i> <i>Administrative Clerk</i>  Office of the Pamilihing Bayan Ng Pilar



<p><b>8. Proceed to Municipal One Stop Shop Window #2 for the payment of fees and acquiring list of requirements.</b></p>	<p><b>8.1 Accept payment of Stall Monthly Rental Fee and Administration Fee.</b></p> <p><b>8.2 Provide copy of Official Receipt (OR)</b></p>	<p><b>Meat Stall:</b> Rental: 1,172.00 Admin: 6,000.00</p> <p><b>Fish Stall:</b> Rental: 1,563.00 Admin: 8,000.00</p> <p><b>Small Dried Stall:</b> Rental: 1,172.00 Admin: 5,000.00</p> <p><b>Large Dried Stall:</b> Rental: 1,735.00 Admin: 5,000.00</p> <p><b>Small Fruit Stall:</b> Rental: 875.00 Admin: 5,000.00</p> <p><b>Large Fruit Stall:</b> Rental: 1,295.00 Admin: 5,000.00</p> <p><b>Small Vegetable Stall:</b> Rental:</p>	<p><b>10 minutes</b></p>	<p><b>Assistant II (Clerk IV) Municipal Treasurer's Office / One Stop Shop Window #2</b></p>
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		<p><b>1,250.00</b> <b>Admin:</b> <b>5,000.00</b></p> <p><b>Large Vegetable Stall:</b> <b>Rental:</b> <b>1,850.00</b> <b>Admin:</b> <b>5,000.00</b></p> <p><b>Small Grocery:</b> <b>Rental:</b> <b>1,563.00</b> <b>Admin:</b> <b>10,000.00</b></p> <p><b>Large Grocery:</b> <b>Rental:</b> <b>3,125.00</b> <b>Admin:</b> <b>14,000.00</b></p> <p><b>Small Food Court:</b> <b>Rental:</b> <b>2,372.00</b> <b>Admin:</b> <b>16,000.00</b></p> <p><b>Large Food Court:</b> <b>Rental:</b> <b>4,313.00</b> <b>Admin:</b> <b>25,000.00</b></p> <p><b>Small Merchandise:</b> <b>Rental:</b> <b>2,700.00</b></p>		
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		<b>Admin:</b> 7,000.00  <b>Small Merchandise:</b> <b>Rental:</b> 3,750.00 <b>Admin:</b> 7,000.00  <b>Ice Stall:</b> <b>Rental:</b> 3,780.00 <b>Admin:</b> 7,000.00  <b>Consignacion:</b> <b>Rental:</b> 5,100.00 <b>Admin:</b> 25,000.00		
<b>9. Proceed to Municipal One Stop Shop Window #6 for the issuance of Business Requirements checklist.</b>	<b>9.1 Provide checklist of Business Requirements</b>		<b>5 minutes</b>	<b>Assistant II (Clerk IV) Municipal Treasurer's Office / One Stop Shop Window #6</b>
<b>10. Securing of Business Requirements</b>	<b>10. Acquiring of required business requirements for stalls.</b>	<b>DTI</b> <b>BFP</b> <b>Sanitary Picture of Establishment</b> <b>Cedula</b> <b>1x1 picture (2pcs)</b> <b>Gcash/ PayMaya</b> <b>Health Certificate</b> <b>Xray</b>	<b>3 working days</b>	



		Urinalysis Fecalysis Bact Exam Contract of Lease		
11. Proceed to Window #2 for the payment of Business Permit Fees	11.1 Accept payment and issue Official Receipt (OR).		5 minutes	Assistant II (Clerk IV) Municipal Treasurer's Office / One Stop Shop Window #6
12. Proceed to Admin Office of Pamilihang Bayan Ng Pilar for the submission of Contract and copy of Receipt of Payment and copy of Business Permit	12.1 Accept signed contract, photocopy of Receipt of Payment and Business Permit		5 minutes	<i>Market Specialist I</i>  <i>Or</i>  <i>Administrative Clerk</i>  Office of the Pamilihang Bayan Ng Pilar
13. Notarize the copy of Lease of Contract	13.1 Notarize the Lease of Contract		2 working days	Notary Public
14. Proceed to Admin Office of Pamilihang Bayan Ng Pilar for the release of Lease of Contract	14.1 Release the notarized copy of Lease of Contract		5 minutes	<i>Market Specialist I</i>
	TOTAL	Meat Stall: Rental: 1,172.00 Admin: 6,000.00  Fish Stall: Rental: 1,563.00 Admin: 8,000.00	5 days, 6 hours and 30 minutes	



		<p><b>Small Dried Stall:</b>  <b>Rental:</b>  <b>1,172.00</b>  <b>Admin:</b>  <b>5,000.00</b></p> <p><b>Large Dried Stall:</b>  <b>Rental:</b>  <b>1,735.00</b>  <b>Admin:</b>  <b>5,000.00</b></p> <p><b>Small Fruit Stall:</b>  <b>Rental:</b>  <b>875.00</b>  <b>Admin:</b>  <b>5,000.00</b></p> <p><b>Large Fruit Stall:</b>  <b>Rental:</b>  <b>1,295.00</b>  <b>Admin:</b>  <b>5,000.00</b></p> <p><b>Small Vegetable Stall:</b>  <b>Rental:</b>  <b>1,250.00</b>  <b>Admin:</b>  <b>5,000.00</b></p> <p><b>Large Vegetable Stall:</b>  <b>Rental:</b>  <b>1,850.00</b>  <b>Admin:</b>  <b>5,000.00</b></p>		
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		<p><b>Small Grocery:</b> Rental: 1,563.00 Admin: 10,000.00</p> <p><b>Large Grocery:</b> Rental: 3,125.00 Admin: 14,000.00</p> <p><b>Small Food Court:</b> Rental: 2,372.00 Admin: 16,000.00</p> <p><b>Large Food Court:</b> Rental: 4,313.00 Admin: 25,000.00</p> <p><b>Small Merchandise:</b> Rental: 2,700.00 Admin: 7,000.00</p> <p><b>Small Merchandise:</b> Rental: 3,750.00 Admin: 7,000.00</p> <p><b>Ice Stall:</b> Rental:</p>		
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		<b>3,780.00</b> <b>Admin:</b> <b>7,000.00</b>		
		<b>Consignacion:</b> <b>Rental:</b> <b>5,100.00</b> <b>Admin:</b> <b>25,000.00</b>		



**Office of the Sangguniang Bayan  
External Services**



## 1. Provision of Reclassification from Agricultural Land to Residential, Commercial or Industrial Land

The Members of the Sangguniang Bayan reclassified the agricultural land to residential, commercial or industrial land (as provided in R.A. 7160).

<b>Office or Division:</b>	Office of the Sangguniang Bayan	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Owner/s of Agricultural Land located in Pilar	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Endorsement Letter of the Municipal Mayor (1 Original and 12 photocopies)	Office of the Mayor	
2. Letter of application in the name of the owner of the land or property; (1 Original and 12 photocopies)	Owner or Attorney-in-Fact	
3. Special Power of Attorney if the applicant is other than the owner of the land; (1 Original and 12 photocopies)	Owner or Attorney-in-Fact	
4. Original or Transfer Certificate of Title and/or other documents establishing ownership of the land; (1 Original and 12 photocopies)	Owner or Attorney-in-Fact	
5. Certificate of updated tax declaration/official receipt, Real Property Tax Payments; (1 Original and 12 photocopies)	Office of the Municipal Assessor	
6. Locational Plan and/or Vicinity Map; (1 Original and 12 photocopies)	Owner or Attorney-in-Fact	
7. Detailed feasibility study of the proposed project or intended use of the land; (1 Original and 12 photocopies)	Owner or Attorney-in-Fact	
8. Barangay Resolution endorsing the proposed project or intended use of the land as in harmony with the Barangay Development Plan; (1 Original and 12 photocopies)	Concerned Barangay	
9. Certification from the Municipal Engineer and the Municipal Health Officer that the proposed project or intended use of the land is ecologically	Municipal Engineer, Municipal Health Officer	



and environmentally safe and sound; (1 Original and 12 photocopies)	
10. Certification from the Municipal Agriculturist that the land, for the causes other than its actual size, had caused to be economically feasible and sound from agricultural purposes and that the reclassification will not prejudice that rights of any actual cultivator or occupant of the land; (1 Original and 12 photocopies)	Municipal Agriculturist
11. Certification from the Municipal Planning and Development Officer that the land shall have substantially greater economic value for residential, commercial, industrial or other non-agricultural purposes based on an evaluation of the Detailed Feasibility Study, submitted and that the propose project or intended use is in harmony with the urban development and growth expansion plans or programs of the Municipality. (1 Original and 12 photocopies)	Municipal Planning and Development Officer

**TABLE FOR RECLASSIFICATION FEES**

FEES (as provided in S.B. Ordinance No. 07, s. 2015):

Filing Fee	-	₱ 350.00
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**For Residential Use:**

1. For every land reclassified as residential use with a land area of 500 sq. meters and below, reclassification fee shall be paid in the amount of ..... ₱ 1,000.00
2. For every land reclassified as residential use with a land area of 501 sq. meters to 1,000 sq. meters, reclassification fee shall be paid in the amount of ..... ₱ 1,500.00
3. For every land reclassified as residential use with a land area of 1,001 sq. meters and above, reclassification fee shall be paid in the amount of ..... ₱ 5.00/sq.m.

**For Commercial/Industrial Use:**



1. For every land reclassified as commercial/industrial use with a land area of 500 sq. meters and below, reclassification fee shall be paid in the amount of ..... ₱ 2,000.00				
2. For every land reclassified as commercial/industrial use with a land area of 501 sq. meters to 1,000 sq. meters, reclassification fee shall be paid in the amount of ..... ₱ 3,000.00				
3. For every land reclassified as commercial/industrial use with a land area of 1,001 sq. meters and above, reclassification fee shall be paid in the amount of ..... ₱ 7.50/sq.m.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach SB staff and submit required documents.	1.1 Receive and check the required documents	None	10 minutes	<i>Clerk II</i>  <i>Secretary to the Sangguniang Bayan</i>
	1.3 Evaluate the requested reclassification of land and accuracy of the required documents.	None	10 minutes	<b>CHAIRPERSON</b> <i>Committee on Housing and Land Utilization</i> Sangguniang Bayan
	1.4 Refer to the concerned Committee to be included to the Order of Business.			
	1.5 Approval of the said request. 3-readings principles of the Sangguniang Bayan (as provided in the Internal House Rules and procedures of the Sangguniang Bayan)	None	11 working days	<b>MEMBERS OF THE SANGGUNIANG BAYAN</b>



2.Payment of Reclassification Fee	2.1 Issuance of Order of Payment	None	3 minutes	<i>Secretary to the Sangguniang Bayan</i>
	2.2 Receive payment for Reclassification Fee	Refer to the reclassific ation fees	5 minutes	<i>Clerk II Municipal Treasurer's Office / One-Stop-Shop Window # 2</i>
3.Present receipt of Reclassification Fee and claim the copy of the approved Ordinance for Reclassification	3.1 Furnished copy of Ordinance to client/owner	None	2 minutes	<i>Secretary to the Sangguniang Bayan</i>
	<b>TOTAL:</b>	Refer to the reclassific ation fees	11 days, 41 minutes	

## 2. Approval of Resolutions

The Sangguniang Bayan as the Legislative Body of the Municipality shall approve Resolutions, enact Ordinances, and appropriate funds for the general welfare of the Municipality and its inhabitants.

<b>Office or Division:</b>	Office of the Sangguniang Bayan			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Resident of Pilar or Concerned Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter (1 Original)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive the request letters from the Office of the Mayor or other concerned offices.	1.1 Include the request letters in the Order of Business during Session (1st reading principle).	None	11 minutes	<i>Clerk II Sangguniang Bayan</i>



	1.2 Conduct Committee Meetings.	None	1 hour	<p><b>CONCERNED SB WORKING COMMITTEE</b></p> <p><i>Secretary to the Sangguniang Bayan Sangguniang Bayan</i></p> <p><i>Clerk II Sangguniang Bayan</i></p>
	1.3. Include the request letters in the Order of Business during Session (Committee Report considered as 2nd reading principle). 1.4 Approval of Resolution.	None	3 hours	<p><b>PRESIDING OFFICER &amp; MEMBERS OF THE SANGGUNIANG BAYAN</b></p> <p><i>Secretary to the Sangguniang Bayan Sangguniang Bayan</i></p> <p><i>Bookbinder IV Sangguniang Bayan</i></p>
	<b>TOTAL:</b>	None	4 hours, 11 minutes	

### 3. Enactment of the Ordinances

The Sangguniang Bayan as the Legislative Body of the Municipality shall approve Resolutions, enact Ordinances, and appropriate funds for the general welfare of the Municipality and its inhabitants.

<b>Office or Division:</b>	Office of the Sangguniang Bayan			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Resident of Pilar or Concerned Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter (1 Original)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Receive the request letters from the Office of the Mayor or other concerned offices.	1.1 Include the request letters in the Order of Business during Session (1st reading principle).	None	15 minutes	<i>Clerk II</i> Sangguniang Bayan
	1.2 Conduct Committee Meetings.	None	1 hour	CONCERNED SB WORKING COMMITTEE  <i>Secretary to the Sangguniang Bayan</i>  <i>Clerk II</i>
	1.3 . Include the request letters in the Order of Business during Session (Committee Report considered as 2nd reading principle). 1.4 Enactment of Appropriation Ordinances.	None	3 hours	PRESIDING OFFICER & MEMBERS OF THE SANGGUNIANG BAYAN  <i>Secretary to the Sangguniang Bayan</i>  <i>Bookbinder IV</i> Sangguniang Bayan
	<b>TOTAL:</b>	None	4 hours, 15 minutes	

#### 4. Enactment of the Appropriation Ordinances

The Sangguniang Bayan as the Legislative Body of the Municipality shall approve Resolutions, enact Ordinances, and appropriate funds for the general welfare of the Municipality and its inhabitants.

<b>Office or Division:</b>	Office of the Sangguniang Bayan
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Resident of Pilar or Concerned Offices



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive the request letters from the concerned offices.	1.1 Include the request letters in the Order of Business during Session (1st reading principle).	None	15 minutes	<i>Clerk II</i>
	1.2 Conduct Committee Meetings.	None	1 hour	CONCERNED SB WORKING COMMITTEE  <i>Secretary to the Sangguniang Bayan</i>  <i>Clerk II</i>
	1.3 . Include the request letters in the Order of Business during Session (Committee Report considered as 2nd reading principle). 1.4 Enactment of Appropriation Ordinances.	None	3 hours	PRESIDING OFFICER & MEMBERS OF THE SANGGUNIANG BAYAN  <i>Secretary to the Sangguniang Bayan</i>  <i>Bookbinder IV</i>
	<b>TOTAL:</b>	None	4 hours, 15 minutes	

## 5. Quasi-Judicial Power

The Sangguniang Bayan conduct investigation on administrative cases filed against elective Barangay Officials and render Decision through approved Resolutions.

<b>Office or Division:</b>	Office of the Sangguniang Bayan
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Resident of Pilar



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the SB staff	1.1 Check and receive the administrative complaint against the concerned elective barangay official.	None	15 minutes	<i>Secretary to the Sangguniang Bayan</i>
	1.2 Endorse to the Committee on Human Rights, Good Governance, Public Ethics and Accountability.	None	1 day	<i>Secretary to the Sangguniang Bayan</i>
	1.3. The Committee on Human Rights, Good Governance, Public Ethics and Accountability evaluate if there is a probable cause in the administrative complaint.	None	2 days	COMMITTEE ON HUMAN RIGHTS, GOOD GOVERNANCE, PUBLIC ETHICS AND ACCOUNTABILITY
	1.4 Include the administrative complaint in the Order of Business during Session, if found to have a probable cause the administrative complaint.	None	3 hours	MEMBERS OF THE SANGGUNIANG BAYAN  <i>Secretary to the Sangguniang Bayan</i>  <i>Bookbinder IV</i>  <i>Clerk II</i>
	1.5 Conduct preliminary investigation.	None	3 hours (per preliminary investigation)	COMMITTEE ON HUMAN RIGHTS, GOOD GOVERNANCE, PUBLIC ETHICS AND ACCOUNTABILITY



				<p><b>Secretary to the Sangguniang Bayan</b></p> <p><b>Bookbinder IV</b></p> <p><b>Clerk II</b></p>
	<b>1.6 Conduct En-Banc Investigation</b>	<b>None</b>	<b>2 hours</b>	<p><b>MEMBERS OF THE SANGGUNIANG BAYAN</b></p> <p><b>Secretary to the Sangguniang Bayan</b></p> <p><b>Bookbinder IV</b></p> <p><b>Clerk II</b></p>
	<b>1.7 Include the administrative complaint in the Order of Business during Session (Render decision through an approved Resolution).</b>	<b>None</b>	<b>3 hours</b>	<p><b>MEMBERS OF THE SANGGUNIANG BAYAN AS QUASI-JUDICIAL</b></p> <p><b>Secretary to the Sangguniang Bayan</b></p> <p><b>Bookbinder IV</b></p> <p><b>Clerk II</b></p>
	<b>TOTAL:</b>	<b>None</b>	<b>5 days, 3 hours, 15 minutes</b>	



**Office of the Municipal Planning and Development  
Coordinator  
External Services**



## 1. Securing Zoning Clearance for Building Permit

**ZONING CLEARANCE** is required for all enterprises and private persons before constructing a new building or applying for expansion/renovation upon application for building permit. This should be done before the start of construction to ensure that the building/business is allowed in the chosen location as per Pilar Comprehensive Land Use Plan and Zoning Ordinance.

<b>Office or Division:</b>	Office of the Municipal Planning and Development Coordinator
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All residents of Municipality of Pilar
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Application Form for Zoning Clearance, duly notarized – (3 Original)	Office of the Municipal Planning and Development Coordinator
2. Building Plan duly signed by a Civil Engineer – (1 Original)	<i>Applicant</i>
3. Perspective duly signed by a Civil Engineer – (1 Original)	<i>Applicant</i>
4. Lot Plan – (1 Photocopy)	<i>Applicant</i>
5. Bill of Materials – (1 Photocopy)	<i>Applicant</i>
6. Specifications – (1 Photocopy)	<i>Applicant</i>
7. Transfer Certificate of Title (TCT) or Deed of Sale – (1 Photocopy)	<i>Applicant</i>
8. Real Property Tax Declaration – (1 Photocopy)	<i>Municipal Assessors Office</i>
9. Vicinity Map - (1 Photocopy)	<i>Applicant</i>
10. Latest Real Property Tax Payment -(1 Photocopy)	<i>Municipal Treasurer's Office – One-Stop Shop</i>
11. Barangay Construction Permit - (1 Photocopy)	<i>Barangay Hall</i>
12. Environmental Clearance Certificate (ECC), if applicable (1 Photocopy)	<i>Environment Management Bureau-Region 3 Office</i>
13. If lot is not owned: - Contract of Lease - (1 Photocopy) - Authorization to Occupy Lot (1 Photocopy)	<i>Applicant</i>



**HOUSING AND LAND USE REGULATORY BOARD  
2013 SCHEDULE OF FEES**

ZONING/LOCATIONAL CLEARANCE	FEES
<b>A. Single residential structure attached or detached</b>	
1. P100,000 and below	P 288
2. Over P100,000.00 to P200,000.00	P 576
3. Over P200,000.00	P 720 + (1/10 of 1% in excess of P200,000.00)
<b>B. Apartment Townhouses</b>	
1. P500,000.00 and below	P 1,440
2. Over P500,000.00 to 2 Million	P 2,160
3. Over P 2 Million	P 3,600 + (1/10 of 1% in excess of 2 Million regardless of the number of floors)
<b>C. Dormitories</b>	
1. P2 Million and below	P 3,600
2. Over P 2 Million	P 3,600 + (1/10 of 1% in excess of 2 Million regardless of the number of floors)
<b>D. Institutional</b>	
Project Cost of which is	
1. Below 2 Million	P 2,880
2. Over 2 Million	P 2,880 + (1/10 of 1% in excess of 2 Million)
<b>E. Commercial, Industrial, and Agro-Industrial Project Cost of which</b>	
1. Below 100,000	P 1,440
2. Over 100,000 – P 500,000.00	P 2,160
3. Over 500,000	P 2,880
4. Over P1 Million – 2 Million	P 4,320
5. Over P2 Million	P 7,200 + (1/10 of 1% in excess of 2 Million)
<b>F. Special Uses/Special Projects</b> (Gasoline Station, Cell Sites, Slaughter House, Treatment Plants, etc.)	
1. Below P2 Million	P 7,200 + (1/10 of 1% in excess of 2 Million)
2. Over P2 Million	P 7,200 + (1/10 of 1% in excess of 2 Million)
<b>G. Alteration/Expansion (affected areas/cost only)</b>	Same as original application



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File your application for zoning clearance. Bring along your notarized application together with all the requirements.	1.1 Officer in Charge reviews and verifies submitted requirements.  1.2 The Zoning Official will assess the clearance fees	None	15 minutes	<i>Clerk II</i>  <i>Planning Officer III</i>  <i>MPDC/Zoning Administrator</i>
2. Pay fees at the One-Stop Shop Window # 2.	2.1 Issue an official receipt to the client upon payment	Please view the Housing and Land Use Regulatory Board 2013 Schedule of Fees for reference	5 minutes	<i>Revenue Collection Clerk I</i> <i>One-Stop-Shop</i>
3. Submit the official receipt to the Office of the Municipal Planning and Development Coordinator	3.1 Officer-in-charge prepares, processes and records Locational Clearance.  3.2 Officer-in-charge secures the signature of the Zoning Administrator.	None	20 minutes	<i>Clerk II</i>    <i>Planning Officer III</i>





Photocopy)				
3. Transfer Certificate of Title (TCT) or Deed of Sale - (1 Photocopy)		Applicant		
4. Real Property Tax Declaration - (1 Photocopy)		Municipal Assessor's Office		
5. Latest Real Property Tax Payment - (1 Photocopy)		Municipal Treasury Office – One-Stop-Shop		
6. Special Power of Attorney of land owner's authorized representative, if any - (1 Photocopy)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request together with the requirements.	1.1 Officer in Charge receives the letter request and attached documents  1.2 MPDO staff does research, review and verification.	None	20 minutes	<i>Clerk II</i> <i>Planning Officer III</i>  <i>MPDC/Zoning Administrator</i>
2. Pay fees at the One-Stop Shop.	2.1 Issue an official receipt to the client upon payment	P720.00/ha.  P150.00 (less than 1 ha.)	5 minutes	<i>Revenue Collection Clerk I</i> <i>One-Stop-Shop Window # 2</i>
3. Submit the official receipt to the Office of the Municipal Planning and Development Coordinator	3.1 Issue the Locational Clearance to the client	None	20 minutes	<i>MPDC/Zoning Administrator</i>
	<b>TOTAL:</b>	PHP 720.00/ha.  PHP 150.00 (less than 1 ha.)	45 minutes	



**Office of the Municipal Treasurer  
External Services**



## 1. Securing Motorized Tricycle Operator's Permit (MTOPT)

Motorized Tricycle Operator's Permit (MTOPT) is a document granting franchise or license to a person, natural or juridical. Allowing him to operate a tricycle-for-hire over specified zone/route.

<b>Office or Division:</b>	Office of the Municipal Treasurer	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All residents of Municipality of Pilar	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>Requirements for New MTOPT:</b>		
1. Community Tax Certificate (3 Photocopies)	Barangay Hall or Treasurers Office	
2. Barangay Clearance (3 Photocopies)	Barangay Hall	
3. Certificate from Tricycle Association (3 Photocopies)	PIFTODA	
4. Certificate of Registration (CR) and Official Receipt of Motor (3 Photocopies)	Store where the motor was purchased	
5. Official Receipt/Sales Invoice if the motor is newly acquired/purchased (3 Photocopies)	Store where the motor was purchased	
6. Deed of Sale if the motor is repossessed or repurchased from previous owner (3 Photocopies)	Previous owner of the motor	
7. Dropping Order if motor purchased has MTOPT from other zone/place (other municipality) (3 Photocopies)	Treasurer's Office	
8. Voters ID or voters' certification (3 Photocopies)	COMELEC	
9. Updated Driver's License	LTO	
10. Vaccination Card	Health Office	
<b>Requirements for Renewal of MTOPT:</b>		
1. Community Tax Certificate (3 Photocopies)	Barangay Hall or Treasurers Office	
2. Barangay Clearance (3 Photocopies)	Barangay Hall	
3. Certificate from Tricycle Association (3 Photocopies)	PIFTODA	
4. Certificate of Registration (CR) and Official Receipt of Motor (3	LTO	



<b>Photocopies)</b>	
<b>5. Official Receipt/Sales Invoice if the motor is newly acquired/purchased (3 Photocopies)</b>	<b>Store where the motor was purchased</b>
<b>6. Voters ID or voters' certification (3 Photocopies)</b>	<b>COMELEC</b>
<b>7. Updated Driver's License</b>	<b>LTO</b>
<b>8. Vaccination Card</b>	<b>Health Office</b>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present required documents for verification.	1.1 The staff will receive and verify all the documents	None	10 minutes	<i>Clerk II</i> Office of the Municipal Treasurer/ One-Stop-Shop Window 4
2. Pay fees at the One-Stop Shop.	2.1 Issue an official receipt to the client upon payment	P600.00 - New MTOP  P600.00 on or before January 20 of each year  P750.00 January 21 – onwards	10 minutes	<i>Revenue Collection Clerk III</i> Office of the Municipal Treasurer/ One-Stop- Shop(Window 1)
3. Submit the official receipt for processing of documents.	3.1 Forward the documents to the Municipal Treasurer for review, signing and forwarding of the same for approval of concerned Sangguniang Bayan Members and of the Municipal Mayor.  3.2 For Releasing of Motorized Tricycle Operator's Permit (MTOP)	None	3 days	<i>Clerk II</i> Office of the Municipal Treasurer/ One-Stop-Shop  <i>Municipal Vice Mayor</i> Office of the Municipal Vice Mayor  Secretary to the Sangguniang Bayan  <i>Municipal Mayor</i> Office of the Municipal Mayor  <i>Private Secretary II</i> Office of the Municipal Mayor  <i>Clerk II</i> Office of the Municipal Treasurer/ One-Stop-Shop Window 4



	<b>TOTAL:</b>	<b>P600.00 - New MTOP</b>	<b>4 days and 20 minutes</b>	
		<b>P500.00 on or before January 20 of each year</b>		
		<b>P750.00 January 21 – onwards</b>		

## 2. a. Issuance of Community Tax Certificate (CTC) – Onsite Application

Community Tax Certificate is issued upon payment of community tax (tax proper and additional tax) which is payable by individuals and corporations (juridical entities).

### Individuals:

- Every inhabitant of Pilar 18 years of age or over who has been regularly employed on a wage or salary basis for at least 30 consecutive working days during any calendar year, or who is engaged in business or occupation, or who owns real property with an aggregate assessed value of P1,000.00 or more, or who is required by law to file an income tax return

### Juridical Persons

- Every corporation no matter how created or organized, whether domestic or resident foreign, engaged in or doing business in Pilar shall pay an annual community tax

<b>Office or Division:</b>	Office of the Municipal Treasurer
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All residents of Municipality of Pilar
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>INDIVIDUAL</b>	
1. Fully accomplished CTC Form/Valid Government Issued ID	One Stop Shop
2. ITR of Certificate of Employment with compensation (if Employed)	Employer
3. Financial Statement/ITR/Sworn Statement (for Business Owner)	BIR; Business Bookkeeper/Accountant
4. Certificate of No Income	BIR



**CORPORATION/COOPERATIVES**

<b>1. SEC Registration/CDA Registration</b>		<b>SEC/CDA</b>		
<b>2. Tax Identification Number (TIN)</b>		<b>BIR</b>		
<b>3. Financial Statement/ITR/Sworn Statement</b>		<b>BIR; Business Bookkeeper/Accountant</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Present the fully accomplished CTC Form.</b>	<b>1.1 Receive the form, prepared the CTC and the computed tax due.</b>	<b>None</b>	<b>10 minutes</b>	
<b>2. Pay the necessary tax</b>	<b>2.1 Issue an official receipt to the client upon payment</b>  <b>2.2 Release the Community Tax Certificate</b>	<b>Individual</b> <b>5.00 basic tax</b> <b>additional 1.00 for every 1,000.00 of gross income/sales</b>  <b>Corporation</b> <b>500.00 basic tax</b> <b>additional 2.00 for every 5,000.00 of gross income/sales</b>  <b>Individual</b> <b>5.00 basic tax</b> <b>additional 1.00 for every 1,000.00 of gross income</b>	<b>5 minutes</b>	
<p><i>Clerk II</i> <i>Office of the Municipal Treasurer/ One-Stop-Shop Window 2</i></p> <p><i>or</i></p> <p><i>Revenue Collection Clerk III</i> <i>Office of the Municipal Treasurer/ One-Stop-Shop Window 1</i></p>				



		Corporation 500.00 basic tax additional 2.00 for every 5,000.00 of gross income		
	<b>TOTAL:</b>	Individual 5.00 basic tax additional 1.00 for every 1,000.00 of gross income  Corporation 500.00 basic tax additional 2.00 for every 5,000.00 of gross income	<b>15 minutes</b>	

## 2. b. Issuance of Community Tax Certificate (CTC) – Online Application

Community Tax Certificate is issued upon payment of community tax (tax proper and additional tax) which is payable by individuals and corporations (juridical entities).

### Individuals:

- Every inhabitant of Pilar 18 years of age or over who has been regularly employed on a wage or salary basis for at least 30 consecutive working days during any calendar year, or who is engaged in business or occupation, or who owns real property with an aggregate assessed value of P1,000.00 or more, or who is required by law to file an income tax return

### Juridical Persons

- Every corporation no matter how created or organized, whether domestic or resident foreign, engaged in or doing business in Pilar shall pay an annual community tax



<b>Office or Division:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents of Municipality of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>INDIVIDUAL</b>				
5. Fully accomplished CTC Form/Valid Government Issued ID	One Stop Shop			
6. ITR of Certificate of Employment with compensation (if Employed)	Employer			
7. Financial Statement/ITR/Sworn Statement (for Business Owner)	BIR; Business Bookkeeper/Accountant			
8. Certificate of No Income	BIR			
<b>CORPORATION/COOPERATIVES</b>				
1. SEC Registration/CDA Registration	SEC/CDA			
2. Tax Identification Number (TIN)	BIR			
3. Financial Statement/ITR/Sworn Statement	BIR; Business Bookkeeper/Accountant			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Applicant visits the LGU Cedula Online Application Page	NONE	NONE	NONE	<b>Clerk II</b> Office of the Municipal Treasurer/ One-Stop-Shop WINDOW 2  <i>or</i> <b>Revenue Collection Clerk III</b> Office of the Municipal Treasurer/ One-Stop-Shop Window 1
1. Applicants must upload the following requirements PDF or JPG files (clear and readable)	1.1 Reviews completeness and legibility of uploaded documents. TAG AS FOR ASSESSMENT 1.2 Document Assessment • APPROVED if the requirements are provided. Tag as for Payment  • REJECT if the requirements are not provided and tag as for RESUBMISSION	NONE	10 minutes	
2. Pay the amount due using E-Wallet	1.1 Confirms and validates	INDIVIDUAL 5.00 basic	15 minutes for the payment	



<p>or Bank : through eGov 1Bataan Gcash &amp; Landbank Bliz</p>	<p>payment within 2-3 working days through WeAccess/Ba nk Statement (LBP).</p> <p>1.2 Issue an official receipt after 3 working days to the client</p> <p>1.3 Release the Community Tax Certificate. Tag as for Pick Up</p>	<p>tax additional 1.00 for every 1,000.00 of gross income</p> <p><b>CORPORATI ON</b> 500.00 basic tax additional 2.00 for every 5,000.00 of gross income</p>	<p><b>3 working days for the issuance of Community Tax Certificate</b></p>	
	<p><b>TOTAL</b></p>	<p><b>INDIVIDUAL</b> 5.00 basic tax additional 1.00 for every 1,000.00 of gross income</p> <p><b>CORPORATI ON</b> 500.00 basic tax additional 2.00 for every 5,000.00 of gross income</p>	<p><b>3 Days and 25 minutes</b></p>	



### 3. Preparation and Release of Dropping Order of Motorized Tricycle Operator's Permit (MTO)

Dropping Order of MTO is given to tricycle operators/owners who are no longer interested to use their tricycles for hire or who has transferred ownership to other persons.

<b>Office or Division:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents of Municipality of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt/Certificate of Registration of Motor (3 Photocopies)		LTO Bataan Government Center Pilar, Bataan		
2. Community Tax Certificate of Applicant (3 Photocopies)		One-Stop-Shop Treasurer's Office Window 2		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present required documents for verification.	1.1 The staff will receive and verify all the documents	None	15 minutes (for complete requirements)	<i>Clerk II</i> Office of the Municipal Treasurer/ One-Stop-Shop / Window 4
2. Pay the dropping fee	2.1 Issue an official receipt to the client upon payment  2.2 Release the Community Tax Certificate	P200.00	10 minutes	<i>Revenue Collection Clerk III</i> Office of the Municipal Treasurer/ One-Stop-Shop(Window1)
3. Present the official receipt to Clerk for the processing of documents.	3.1 Forward the dropping documents to Municipal Treasurer for signature (recommending approval).	None	2 Working Days	<i>Clerk II</i> Office of the Municipal Treasurer/ One-Stop-Shop  <i>Municipal Treasurer</i> Office of the Municipal Treasurer  <i>Municipal Mayor</i> Office of the Municipal Mayor



4. Proceed to the Municipal Treasurer's Office for the release of dropping documents.	4.1 Release the dropping documents	None	10 minutes	<i>Clerk II</i> Office of the Municipal Treasurer/ One-Stop-Shop
	<b>TOTAL:</b>	<b>P 200.00</b>	<b>2 Days and 35 minutes</b>	

#### 4. Securing Certification (Business Tax/Permit, Franchise/Dropping Order)

The Office of the Municipal Treasurer is issuing different certifications relative to the payments made by the clients as substitute to official receipt.

<b>Office or Division:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents of Municipality of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. OR/CR or Certificate of No Franchise		LTO		
2. Data Slip (1 Original)		One-Stop-Shop		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the filled-up data slip and pay the certification fee	1.1 Receive the data slip	PHP 120.00	13 minutes	<i>Clerk II</i> Office of the Municipal Treasurer/ One-Stop-Shop Window 2
	1.2 Issue official receipt			
	1.3 Prepare the certification			
	1.4 Forward the certification to the Municipal Treasurer for signature and release.	None	2 minutes	<i>Municipal Treasurer</i>
	<b>TOTAL:</b>	<b>PHP 120.00</b>	<b>15 minutes</b>	



## 5. Securing Certification on Payment of Real Property Tax

The Office of the Municipal Treasurer issues Certificate of Real Property Tax Payment upon request of client as required by other local offices (e.g., securing building permit), as substitute for lost official receipt (OR), or as requirement for property mortgage or loans.

<b>Office or Division:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents of Municipality of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt or Copy of latest Real Property Tax Declaration		Assessor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the data slip for verification	1.1 Receive the data slip/requirement needed	PHP 120.00	10 minutes (Certification Fee)	Clerk II Office of the Municipal Treasurer/ One-Stop-Shop Window 2
	1.2 Issue official receipt		20 minutes (Records of payment)	
	1.3 Prepare the certification			
2. Receive the issued certification on payment of real property tax	2.1 Release the Certification on Payment of Real Property Tax	None	10 minutes	Clerk II Office of the Municipal Treasurer/ One-Stop-Shop
	<b>TOTAL:</b>	PHP 120.00	20 minutes (for certification)  30 minutes (for Records of Payment)	

## 6. a. Payment of Real Property Taxes (Onsite)

Owners of land and buildings are required to pay the real property taxes annually. Taxes are a percentage of the property's taxable value. Taxable value is computed by multiplying the land or building's fair market value (FMV) to its assessment level. Both FMV



and assessment level are based on the ordinance enacted by the Sangguniang Panlalawigan. Real Property Tax payments are made at the Land Tax Division of the Municipal Treasurer's Office (MTO). Taxpayers may opt to pay on an annual or quarterly basis. Taxpayers who paid early or in advance are given incentives in the form of discounts.

<b>Office or Division:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents of Municipality of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt or Copy of latest Real Property Tax Declaration & Real Property Tax Order of Payment (RPTOP)		Assessor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present required documents for verification and computation (single ownership).	1.1 Receive and verify the documents	None	10 minutes (if payment is up to date)  20 minutes (if in delinquent status)	Clerk II Office of the Municipal Treasurer/ One-Stop-Shop Window 3
2. Pay the tax due (acknowledge through the issuance of official receipt)	2.1 Receive payment and issue official receipt	Clients pay real property tax based on assessed value:  Basic Tax 1% SEF 1% SHT – 0.5% (for property with assessed value of 50,000.00 above except agricultural land and building) plus penalties for	10 minutes for update payments  20 minutes for delinquent status	



		<b>arrearages</b>		
	<b>TOTAL</b>	<p>Clients pay real property tax based on assessed value:</p> <p><b>Basic Tax 1%</b> <b>SEF 1%</b> <b>SHT – 0.5%</b> (for property with assessed value of 50,000.00 above except agricultural land and building) plus penalties for arrearages</p>	<p><b>20 minutes if payment is up to date,</b></p> <p><b>40 minutes for delinquent status</b></p>	

## 6. b. Payment of Real Property Taxes (Online)

Owners of land and buildings are required to pay the real property taxes annually. Taxes are a percentage of the property's taxable value. Taxable value is computed by multiplying the land or building's fair market value (FMV) to its assessment level. Both FMV and assessment level are based on the ordinance enacted by the Sangguniang Panlalawigan. Real Property Tax payments are made at the Land Tax Division of the Municipal Treasurer's Office (MTO). Taxpayers may opt to pay on an annual or quarterly basis. Taxpayers who paid early or in advance are given incentives in the form of discounts.

<b>Office or Division:</b>	<b>Office of the Municipal Treasurer</b>
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>
<b>Who may avail:</b>	<b>All residents of Municipality of Pilar</b>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>1. Statement of Account (SOA)</b>	<b>Secured via Email and Facebook (Official MTO Page)</b>
<b>2. Valid payment method</b>	<b>Online channels accepted through GCash, EGov 1Bataan and LandBank</b>



3. Property Details		Ensure property information matches the Statement of Account (SOA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request your Statement of Account (SOA) from the LGU through Email and Facebook (Official MTO page).	1. Send the Statement of Account (SOA) through Email and Facebook (Official MTO page).	None	10 minutes if payment is up to date  20 minutes For delinquent status	CLERK II Office of the Municipal Treasurer/One Stop Shop Window 3
2. Access your preferred online payment platform (GCash (EGov 1Bataan and LandBank BliZ.)	1.1 Online payment verified within 2-3 working days through WeAccess/Bank Statement (LBP).	<p>Clients pay real property tax through eGov 1Bataan Gcash &amp; Landbank Bliz based on assessed value:</p> <p>Basic Tax 1% SEF 1% SHT – 0.5% (for property with assessed value of 50,000.00 above except agricultural land and building) plus, penalties for arrearages</p>	<p>10 minutes if payment is up to date</p> <p>20 minutes for delinquent status</p>	CLERK II Office of the Municipal Treasurer/One Stop Shop Window 3
	<b>TOTAL</b>	Clients pay real property tax based on assessed	20 minutes if payment is up to date,	



		<p>value:</p> <p><b>Basic Tax</b> 1%</p> <p><b>SEF</b> 1%</p> <p><b>SHT – 0.5%</b> (for property with assessed value of 50,000.00 above except agricultural land and building) plus, penalties for arrearages</p>	<p><b>40 minutes for delinquent status</b></p>	
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**Office of the Municipal Assessor  
External Services**



## 1. Securing Assessment/Reassessment for Buildings/ Machineries And/Or Other Improvements

The Owner's Copy of updated Tax Declaration is secured upon transfer of ownership of real property from the previous to the new owner. This is done to update the records of the Municipal Government and to transfer real property taxation to the new owner.

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents of Municipality of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
10. Realty Tax Receipt (if the property is taxable) (2 Photocopies)		Municipal Treasurer's Office and Provincial Treasurer's Office		
11. Transfer Tax Receipt (2 Photocopies)		Provincial Treasurer's Office		
12. Clearance from the Bureau of Internal Revenue (BIR), especially regarding payment of Capital Gains Tax (1 Original and 1 Photocopies)		Bureau of Internal Revenue		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach/Inform concerned staff at one-stop-shop and request for the service if the service is available.	1.1 Record the request on the appropriate logbook.	None	2 minutes	<i>Assessment Clerk III</i> Office of the Municipal Assessor
2. Submit the required documents for evaluation	2.1 Receive and assess the submitted documents  2.2 Advise the client to proceed to the One-Stop-Shop for payment	None	13 minutes	<i>Local Assessment Operations Officer I</i> Office of the Municipal Assessor  <i>Or</i> <i>Assessment Clerk III</i> Office of the Municipal Assessor  <i>Or</i> <i>Bookbinder III</i>



				<p>Office of the Municipal Assessor</p> <p>Or</p> <p><i>Bookbinder II</i> Office of the Municipal Assessor</p> <p>Or</p> <p><i>Clerk II</i> Office of the Municipal Assessor</p>
3. Pay fees at the one-stop-shop	3.1 Issue official receipt	PHP 120.00	5 minutes	<p><i>Revenue Collection Clerk II</i> Office of the Municipal Treasurer/One-Stop-Shop</p>
4. Return to the Municipal Assessor's Office and present the OR to the staff.	4.1 Prepare updated Tax Declaration, Property Record Form (PRF) and Tax Declaration (TD). (done while the client is paying the fee at the Treasurer's Office)	None	5 minutes	<p><i>Local Assessment Operations Officer I</i> Office of the Municipal Assessor</p> <p>Or</p> <p><i>Assessment Clerk III</i> Office of the Municipal Assessor</p> <p>Or</p> <p><i>Bookbinder III</i> Office of the Municipal Assessor</p> <p>Or</p> <p><i>Bookbinder II</i> Office of the Municipal Assessor</p> <p>Or</p> <p><i>Clerk II</i> Office of the Municipal Assessor</p>



	4.2 Review the updated Tax Declaration	None	5 minutes	<i>Municipal Assessor</i> Office of the Municipal Assessor
	4.3 Sign the Tax Declaration			
	4.4 Forward/endorse the updated tax declaration to the Provincial Assessor's Office for approval	None	5 days	<i>Local Assessment Operations Officer I</i> Office of the Municipal Assessor  <i>Or</i> <i>Assessment Clerk III</i> Office of the Municipal Assessor  <i>Or</i> <i>Bookbinder III</i> Office of the Municipal Assessor  <i>Or</i> <i>Bookbinder II</i> Office of the Municipal Assessor  <i>Or</i> <i>Clerk II</i> Office of the Municipal Assessor
	<b>TOTAL</b>	<b>PHP 120.00</b>	<b>5 days and 30 minutes</b>	

## 2. Cancellation, Revision or Correction of Assessments

Clients come to the office to request for cancellation, adjustment, or correction of their real property assessment.

The Municipal Assessor's assessment record is used by the Land Tax Division of the Municipal Treasurer's Office in computing the annual tax to be paid by the owners of land and buildings.

<b>Office or Division:</b>	Office of the Municipal Assessor
<b>Classification:</b>	Complex



<b>Type of Transaction:</b>		<b>G2C – Government to Citizen</b>		
<b>Who may avail:</b>		<b>All residents of Municipality of Pilar</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter-request for cancellation, revision, or correction of assessment by the owner (1 Original and 1 Photocopy)		Applicant		
2. Realty Tax Receipt (if the property is taxable) (2 Photocopies)		Municipal Treasurer's Office and Provincial Treasurer's Office		
3. Barangay Certification (demolition of building) (1 Original And 1 Photocopy)		Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach/Inform concerned staff at one-stop-shop and request for the service.	1.1 Record the request on the appropriate logbook.	None	10 minutes	<i>Local Assessment Operations Officer I</i> Office of the Municipal Assessor  <i>Or</i> <i>Assessment Clerk III</i> Office of the Municipal Assessor  <i>Or</i>
2. Submit the required documents for evaluation	2.1 Receive and assess the submitted documents  2.2 Inform the Municipal Assessor of the evaluation	PHP 120.00		<i>Bookbinder III</i> Office of the Municipal Assessor  <i>Or</i> <i>Bookbinder II</i> Office of the Municipal Assessor  <i>Or</i> <i>Clerk II</i> Office of the Municipal Assessor
	3.1 Conduct site/ocular inspection (optional)	None	5 days	<i>Local Assessment Operations Officer I</i> Office of the Municipal Assessor



	<p><b>3.2 Inform the client of the result of site inspection.</b></p> <p><b>3.3 If demolition of the building is necessary, prepare the Demolition Report.</b></p> <p><b>3.4 Check last assessment and apply the corresponding reassessment (to consider depreciation)</b></p> <p><b>3.5 Update the tax declaration</b></p> <p><b>Forward/endorse the updated tax declaration to the Provincial Assessor's Office.</b></p> <p><b>Within the authority of the Municipal Assessor:</b></p> <p><b>a. Change of ownership – only for simple transfer (change of name and title number)</b></p> <p><b>b.</b></p>			<p><b>Or</b></p> <p><b>Assessment Clerk III</b> <b>Office of the Municipal Assessor</b></p> <p><b>Or</b></p> <p><b>Bookbinder III</b> <b>Office of the Municipal Assessor</b></p> <p><b>Or</b></p> <p><b>Bookbinder II</b> <b>Office of the Municipal Assessor</b></p> <p><b>Or</b></p> <p><b>Clerk II</b> <b>Office of the Municipal Assessor</b></p>
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	<p><b>Reassess ment of:</b></p> <p><b>i. residential buildings – not to exceed P300,000.00 market value</b></p> <p><b>ii.           commerci al, industrial, agricultural buildings – not to exceed P500,000.00 market value</b></p> <p><b>iii. machinery – not to exceed P500,000.00 market value</b></p> <p><b>*If the reassessment is beyond the authority of the Municipal Assessor, endorse/forward the updated tax declaration to the Provincial Assessor’s Office for approval</b></p>			
	<b>TOTAL</b>	<b>P 120.00</b>	<b>5 days and 10 minutes</b>	

### 3. Certified True Copy of Tax Declarations

The tax declaration (TD) serves as the municipality’s permanent record for every real property unit (land or building).

A certified true copy may be requested from the Municipal Assessor’s Office.

<b>Office or Division:</b>	<b>Office of the Municipal Assessor</b>
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>
<b>Who may avail:</b>	<b>All residents of Municipality of Pilar</b>



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Owner's Valid ID (1 Photocopy)		SSS, GSIS, Philhealth, Company ID, Postal Office		
<i>For Authorized Representative</i>				
1. Authorization Letter (1 original) /SPA from the Owner (1 Photocopy)		Owner/Notary Public		
2. ID of the Owner of Property (1 Photocopy)		SSS, GSIS, Philhealth, Company ID, Postal Office		
3. ID of the Authorized Representative (1 Photocopy)		SSS, GSIS, Philhealth, Company ID, Postal Office		
4. Death Certificate (if the owner is deceased); birth certificate and ID of the authorized party (1 Photocopy)		PSA, Local Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach/Inform concerned staff at one-stop-shop and request for the service.	1.1 Record the request on the appropriate logbook.	None	10 minutes	<i>Local Assessment Operations Officer I</i> Office of the Municipal Assessor
	1.2 Advice client to proceed to Municipal Treasurer's Office for payment.			<i>Or</i> <i>Assessment Clerk III</i> Office of the Municipal Assessor
	1.3 Verify records and prepare the tax declaration.			<i>Or</i> <i>Bookbinder III</i> Office of the Municipal Assessor
				<i>Or</i> <i>Bookbinder II</i> Office of the Municipal Assessor
				<i>Or</i> <i>Clerk II</i> Office of the Municipal Assessor
2. Pay fees at the one-stop-shop	2.1 Issue Official Receipt.	PHP 120.00	5 minutes	<i>Revenue Collection Clerk II</i> /One-Stop-Shop



<b>3. Return to the Municipal Assessor's Office and present the OR to the staff.</b>	<b>3.1 Forward the Tax Declaration to the Municipal Assessor for checking and signature</b>	<b>None</b>	<b>4 minutes</b>	<b>Local Assessment Operations Officer I</b> Office of the Municipal Assessor  Or  <b>Assessment Clerk III</b> Office of the Municipal Assessor  Or  <b>Bookbinder III</b> Office of the Municipal Assessor  Or  <b>Bookbinder II</b> Office of the Municipal Assessor  Or  <b>Clerk II</b> Office of the Municipal Assessor
	<b>3.2 Sign the Tax Declaration</b>	<b>None</b>	<b>1 minute</b>	<b>Municipal Assessor</b> Office of the Municipal Assessor
<b>4. Receive the Certified True Copy of Tax Declarations</b>	<b>4.1 Release the Certified True Copy of Tax Declarations</b>			<b>Local Assessment Operations Officer I</b> Office of the Municipal Assessor



				<p><i>Or</i></p> <p><b>Assessment Clerk III</b> Office of the Municipal Assessor</p> <p><i>Or</i></p> <p><b>Bookbinder III</b> Office of the Municipal Assessor</p> <p><i>Or</i></p> <p><b>Bookbinder II</b> Office of the Municipal Assessor</p> <p><i>Or</i></p> <p><b>Clerk II</b> Office of the Municipal Assessor</p>
	<b>TOTAL</b>	<b>P 120.00</b>	<b>20 minutes</b>	

#### 4. Verifying History of Real Property Tax Assessments or Tax Declarations

The history of a certain property (e.g. ownerships, improvements, assessments, etc.) may be verified at the Municipal Assessor's Office.

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents of Municipality of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy of the Title ( 1 photocopy)		Register of Deeds		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p><b>1. Approach/Inform concerned staff at one-stop-shop and request for the service.</b></p>	<p><b>1.1 Record the request on the appropriate logbook.</b></p> <p><b>1.2 Verify and research the history of the real property (may vary depending on the revision year)</b></p> <p><b>1.3 Present the history of the real property to the client.</b></p> <p><b>1.4 Advise client to proceed to Municipal Treasurer's Office for payment.</b></p>	<p><b>None</b></p>	<p><b>15 minutes</b></p>	<p><b>Local Assessment Operations Officer I</b> Office of the Municipal Assessor</p> <p><b>Or</b></p> <p><b>Assessment Clerk III</b> Office of the Municipal Assessor</p> <p><b>Or</b></p> <p><b>Bookbinder III</b> Office of the Municipal Assessor</p> <p><b>Or</b></p> <p><b>Bookbinder II</b> Office of the Municipal Assessor</p> <p><b>Or</b></p> <p><b>Clerk II</b> Office of the Municipal Assessor</p>
<p><b>2. Pay fees at the one-stop-shop</b></p>	<p><b>2.1 Issue Official Receipt.</b></p>	<p><b>P 120.00</b></p>	<p><b>5 minutes</b></p>	<p><b>Revenue Collection Clerk II</b> Office of the Municipal Treasurer/One-Stop-Shop</p>
<p><b>3. Return to the Municipal Assessor's Office and present the OR to the staff.</b></p>	<p><b>3.1 Forward the Tax Declaration to the Municipal Assessor for checking and signature</b></p>	<p><b>None</b></p>	<p><b>5 minutes</b></p>	<p><b>Local Assessment Operations Officer I</b> Office of the Municipal Assessor</p> <p><b>Or</b></p> <p><b>Assessment Clerk III</b> Office of the Municipal Assessor</p> <p><b>Or</b></p> <p><b>Bookbinder III</b></p>



				Office of the Municipal Assessor  Or  <i>Bookbinder II</i> Office of the Municipal Assessor  Or  <i>Clerk II</i> Office of the Municipal Assessor  <i>Municipal Assessor</i> Office of the Municipal Assessor
	3.2 Sign the Tax Declaration			
	3.3 Issue the certified true copy of Tax Declaration			
	<b>TOTAL</b>	<b>P 120.00</b>	<b>25 minutes</b>	

## 5. Securing Assessment for a New Building or Machinery

New tax declarations (TD) have to be prepared for newly constructed buildings and newly installed machinery.

The Municipal Assessor's Office conducts field inspection to assess the value of the real property.

The new TD serves as the municipal government's permanent record on the real property unit. It is also used for real property tax purposes.

<b>Office or Division:</b>	Office of the Municipal Assessor
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All residents of Municipality of Pilar
<b>CHECKLIST OF REQUIREMENTS</b>	
1. Blueprint of the approved Building Plan – (2 Photocopies)	Municipal Engineering Office
2. Occupancy Permit (Building) – (2 Photocopies)	Municipal Engineering Office



3. Contract/Lease Agreement (2 Photocopies)		Applicant		
4. Business Permit (2 Photocopies)		LGU-Pilar-Licensing and Business Permit Office		
5. Sworn Statement (Notarized) – (1 original and 2 Photocopies)		Notary Public/Applicant		
6. Acquisition cost for machinery from company accountant (2 Photocopies)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Municipal Assessor of the request	1.1 Record the request on the appropriate logbook.  1.2 Advice client to pay fees at the one-stop-shop	None	3 minutes	<i>Municipal Assessor</i> Office of the Municipal Assessor
2. Pay fees at the one-stop-shop	2.1 Issue Official Receipt.	PHP 120.00	5 minutes	<i>Revenue Collection Clerk II</i> Office of the Municipal Treasurer/One-Stop-Shop



	<p><b>3.1 Conduct site inspection (together with the staff concerned and the client) to assess the value of the new building or machinery. (May vary depending on the location and number of improvements to be inspected)</b></p> <p><b>3.2 Upon return to the office, compute the floor area (for building and determine the market and assessed value.</b></p>	<p><b>None</b></p>	<p><b>5 days</b></p>	<p style="text-align: center;"><b>Local Assessment Operations Officer I</b> Office of the Municipal Assessor</p> <p style="text-align: center;">Or</p> <p style="text-align: center;"><b>Assessment Clerk III</b> Office of the Municipal Assessor</p> <p style="text-align: center;">Or</p> <p style="text-align: center;"><b>Bookbinder III</b> Office of the Municipal Assessor</p> <p style="text-align: center;">Or</p> <p style="text-align: center;"><b>Bookbinder II</b> Office of the Municipal Assessor</p> <p style="text-align: center;">Or</p> <p style="text-align: center;"><b>Clerk II</b> Office of the Municipal Assessor</p>
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	<p><b>3.3 Prepare the Field Appraisal Assessment Sheet (FAAS), Tax Declaration (TD), and Property Record Form (PRF).</b></p>			<p><b><i>Local Assessment Operations Officer I</i></b> Office of the Municipal Assessor</p> <p><b><i>Or</i></b></p> <p><b><i>Assessment Clerk III</i></b> Office of the Municipal Assessor</p> <p><b><i>Or</i></b></p> <p><b><i>Bookbinder III</i></b> Office of the Municipal Assessor</p> <p><b><i>Or</i></b></p> <p><b><i>Bookbinder II</i></b> Office of the Municipal Assessor</p> <p><b><i>Or</i></b></p> <p><b><i>Clerk II</i></b> Office of the Municipal Assessor</p>
	<p><b>4.1 Review and evaluate the updated TD and FAAS.</b></p> <p><b>4.2 Approve and sign the TD (within the authority) and the FAAS.</b></p>	<p><b>None</b></p>	<p><b>5 minutes</b></p>	<p><b><i>Municipal Assessor</i></b> Office of the Municipal Assessor</p>



	5.1 Forward/endorse the tax declaration to the provincial Assessor's Office for approval	None	5 days	<p><i>Local Assessment Operations Officer I</i> Office of the Municipal Assessor</p> <p>Or</p> <p><i>Assessment Clerk III</i> Office of the Municipal Assessor</p> <p>Or</p> <p><i>Bookbinder III</i> Office of the Municipal Assessor</p> <p>Or</p> <p><i>Bookbinder II</i> Office of the Municipal Assessor</p> <p>Or</p> <p><i>Clerk II</i> Office of the Municipal Assessor</p>
	<b>TOTAL</b>	<b>PHP120.00</b>	<b>10 days and 13 minutes</b>	

## 6. Verifying Property Location and Vicinity

The service enables clients to identify real property, its ownership and location in the tax map at the Municipal Assessor's Office.

<b>Office or Division:</b>	Office of the Municipal Assessor
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen



Who may avail:		All residents of Municipality of Pilar		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Property Title (1 Photocopy)		Register of Deeds		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach/Inform concerned staff and request for the service. Record the request on the appropriate logbook.	1.1 Verify and research the location of the real property tax on the tax maps.	None	10 minutes	<i>Local Assessment Operations Officer I</i> Office of the Municipal Assessor
	1.2 Present the vicinity of the property to the client.			Or <i>Assessment Clerk III</i> Office of the Municipal Assessor
	1.3 Advise client to proceed to the Municipal Treasurer's Office for the payment.			Or <i>Bookbinder III</i> Office of the Municipal Assessor
				Or <i>Bookbinder II</i> Office of the Municipal Assessor
				Or <i>Clerk II</i> Office of the Municipal Assessor



2. Pay fees at the one-stop-shop	2.1 Issue Official Receipt.	P 120.00	5 minutes	<b>Revenue Collection Clerk II</b> Office of the Municipal Treasurer/One-Stop-Shop
	<b>TOTAL</b>	<b>P 120.00</b>	<b>15 minutes</b>	

## 7. Securing Certifications

Certification may be requested from the Municipal Assessor's Office

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents of Municipality of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Owner's Valid ID (1 Photocopy)		Applicant/GSIS, SSS, Philhealth, Driver's License, Postal ID, Voter's ID, Company ID		
<b>For Authorized Representative</b>				
1. Authorization Letter (1 original) or SPA from the Owner		Applicant, Notary Public		
2. (1 Photocopy)				
3. ID of the Owner of Property (1 Photocopy)		Applicant/GSIS, SSS, Philhealth, Driver's License, Postal ID, Voter's ID, Company ID		
4. ID of the Authorized Representative (1 Photocopy)		GSIS, SSS, Philhealth, Driver's License, Postal ID, Voter's ID, Company ID		
5. Death Certificate (if the owner is deceased); Birth certificate of authorized representative (1 Photocopy)		LCR and PSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p><b>1. Approach/Inform concerned staff and request for the service.</b></p>	<p><b>1.1 Record the request on the appropriate logbook.</b></p> <p><b>1.2 Advise client to proceed to the Municipal Treasurer's Office for the payment.</b></p> <p><b>1.3 Prepare the certification</b></p>	<p><b>None</b></p>	<p><b>5 minutes</b></p>	<p><b>Local Assessment Operations Officer I</b> Office of the Municipal Assessor</p> <p><b>Or</b></p> <p><b>Assessment Clerk III</b> Office of the Municipal Assessor</p> <p><b>Or</b></p> <p><b>Bookbinder III</b> Office of the Municipal Assessor</p> <p><b>Or</b></p> <p><b>Bookbinder II</b> Office of the Municipal Assessor</p> <p><b>Or</b></p> <p><b>Clerk II</b> Office of the Municipal Assessor</p>
<p><b>2. Pay fees at the one-stop-shop</b></p>	<p><b>2.1 Issue Official Receipt.</b></p>	<p><b>PHP 120.00</b></p>	<p><b>5 minutes</b></p>	<p><b>Revenue Collection Clerk II</b> Office of the Municipal Treasurer/One-Stop-Shop</p>
<p><b>3. Return to the Municipal Assessor's Office and present the OR to the staff.</b></p>	<p><b>3.1 Endorse the certificate to the Municipal Assessor for signature</b></p>		<p><b>1 minute</b></p>	<p><b>Municipal Assessor</b> Office of the Municipal Assessor</p>
<p><b>4. Receive the certificate</b></p>	<p><b>4.1 Issuance of certification</b></p>		<p><b>1 minute</b></p>	<p><b>Local Assessment Operations Officer I</b> Office of the Municipal Assessor</p> <p><b>Or</b></p> <p><b>Assessment Clerk III</b> Office of the Municipal Assessor</p>



				<p>Or</p> <p><b>Bookbinder III</b> Office of the Municipal Assessor</p> <p>Or</p> <p><b>Bookbinder II</b> Office of the Municipal Assessor</p> <p>Or</p> <p><b>Clerk II</b> Office of the Municipal Assessor</p>
	<b>TOTAL</b>	<b>PHP 120.00</b>	<b>12 minutes</b>	

## 8. Re-classification of Tax Declaration

Clients come to the office to request for re-classification.

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents of Municipality of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Latest Realty Tax Official Receipt (2 Photocopies)		Municipal Treasurer's Office and Provincial Treasurer's Office		
2. Letter Request of the owner for the reclassification/reassessment of the property (1 original and 1 Photocopy)		Applicant		
3. Resolution of re-classification from Sangguniang Bayan (1 Photocopy)		Sangguniang Bayan		
4. Copy of Title ( 2 Photocopies)		Register of Deeds		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p><b>1. Approach/Inform concerned staff and request for the service.</b></p> <p><b>1.2 Submit requirements for evaluation</b></p>	<p><b>1.1 Record the request on the appropriate logbook.</b></p> <p><b>1.2 Evaluate the requirements and advise client to proceed to the Municipal Treasurer's Office for the payment.</b></p> <p><b>1.3 Prepare tax declaration</b></p>	<p><b>None</b></p>	<p><b>15 minutes</b></p>	<p><b>Local Assessment Operations Officer I</b> Office of the Municipal Assessor</p> <p><b>Or</b></p> <p><b>Assessment Clerk III</b> Office of the Municipal Assessor</p> <p><b>Or</b></p> <p><b>Bookbinder III</b> Office of the Municipal Assessor</p> <p><b>Or</b></p> <p><b>Bookbinder II</b> Office of the Municipal Assessor</p> <p><b>Or</b></p> <p><b>Clerk II</b> Office of the Municipal Assessor</p>
<p><b>2. Pay fees at the one-stop-shop</b></p>	<p><b>2.1 Issue Official Receipt.</b></p>	<p><b>PHP 120.00</b></p>	<p><b>5 minutes</b></p>	<p><b>Revenue Collection Clerk II</b> Municipal Treasurer's Office / One-Stop-Shop Window # 2</p>



3. Return to the Municipal Assessor's Office and present the OR to the staff.	3.1 Endorse the certificate to the Municipal Assessor for review and signature	None	3 minutes	<i>Municipal Assessor Office of the Municipal Assessor</i>
	4.1 Forward the updated tax declaration to the Provincial Assessor's Office for approval		5 days	<i>Assessment Clerk III Office of the Municipal Assessor</i>
	<b>TOTAL</b>	<b>PHP 120.00</b>	<b>5 days and 2 minutes</b>	

## 9. Segregation/Consolidation

Clients come to the office to request for segregation/consolidation of the land.

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents of Municipality of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Deed of Conveyance (sale, inheritance and donation) (optional) – (2 Photocopies)		Applicant, Notary Public		
2. Realty Tax Receipt (2 Photocopies)		Provincial Treasurer's Office and Municipal Treasurer's Office		
3. Transfer tax receipt (Optional) - (2 Photocopies)		Provincial Treasurer's Office		
4. Clearance from BIR especially regarding payment of Capital Gains Tax (optional) – (2 Photocopies)		Bureau of Internal Revenue		
5. Photocopy of title (2 Photocopies)		Register of Deeds		
6. Copy of approved subdivision plan (segregation, consolidation) - (2 Photocopies)		Geodetic Engineer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach/Inform concerned staff and request for the service.	1.1 Record the request on the appropriate logbook.	None	15 minutes	<i>Local Assessment Operations Officer / Office of the Municipal Assessor</i>



<p><b>1.2 Submit requirements for evaluation</b></p>	<p><b>1.2 Evaluate the requirements and advise client to proceed to the Municipal Treasurer's Office for the payment.</b></p> <p><b>1.3 Prepare tax declaration</b></p>			<p><b>Or</b></p> <p><b>Assessment Clerk III</b> Office of the Municipal Assessor</p> <p><b>Or</b></p> <p><b>Bookbinder III</b> Office of the Municipal Assessor</p> <p><b>Or</b></p> <p><b>Bookbinder II</b> Office of the Municipal Assessor</p> <p><b>Or</b></p> <p><b>Clerk II</b> Office of the Municipal Assessor</p>
<p><b>2. Pay fees at the one-stop-shop</b></p>	<p><b>2.1 Issue Official Receipt.</b></p>	<p><b>P 120.00 per copy of tax declaration</b></p>	<p><b>5 minutes</b></p>	<p><b>Revenue Collection Clerk II</b> Office of the Municipal Treasurer/One-Stop-Shop</p>
<p><b>3. Return to the Municipal Assessor's Office and present the OR to the staff.</b></p>	<p><b>3.1 Endorse the tax declaration to the Municipal Assessor for review</b></p>	<p><b>None</b></p>	<p><b>3 minutes</b></p>	<p><b>Municipal Assessor</b> Office of the Municipal Assessor</p>
	<p><b>4.1 Forward the updated tax declaration to the Provincial Assessor's Office for approval</b></p>		<p><b>5 days</b></p>	<p><b>Assessment Clerk II</b> Office of the Municipal Assessor</p>



	<b>TOTAL</b>	<b>P 120.00</b>	<b>5 days and 23 minutes</b>	
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## 10. Transfer of Tax Declaration (Land)

Clients come to the office to request for transfer of the land.

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents of Municipality of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Deed of Conveyance (sale, inheritance and donation) (2 Photocopies)	Applicant, Notary Public			
2. Realty Tax Receipt (2 Photocopies)	Provincial Treasurer's Office and Municipal Treasurer's Office			
3. Transfer tax receipt (optional, 2 Photocopies)	Provincial Treasurer's Office			
4. Clearance from BIR especially regarding payment of Capital Gains Tax ( 1 original and 1 Photocopy)	Bureau of Internal Revenue			
5. Photocopy of title (2 Photocopies)	Register of Deeds			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach/Inform concerned staff and request for the service.  1.2 Submit requirements for evaluation	1.1 Record the request on the appropriate logbook.  1.2 Evaluate the requirements and advise client to proceed to the Municipal Treasurer's Office for the payment.  1.3 Prepare tax declaration	None	15 minutes	<i>Local Assessment Operations Officer I</i> Office of the Municipal Assessor  <i>Or</i> <i>Assessment Clerk III</i> Office of the Municipal Assessor  <i>Or</i> <i>Bookbinder III</i> Office of the Municipal Assessor



				<p>Or</p> <p><i>Bookbinder II</i> Office of the Municipal Assessor</p> <p>Or</p> <p><i>Clerk II</i> Office of the Municipal Assessor</p>
2. Pay fees at the one-stop-shop	2.1 Issue Official Receipt.	P 120.00 per copy of tax declaration	5 minutes	<p><i>Revenue Collection Clerk II</i> Office of the Municipal Treasurer/One-Stop-Shop</p>
3. Return to the Municipal Assessor's Office and present the OR to the staff.	3.1 Endorse the tax declaration to the Municipal Assessor for review	None	3 minutes	<p><i>Municipal Assessor</i> Office of the Municipal Assessor</p>
	4.1 Forward the updated tax declaration to the Provincial Assessor's Office for approval	None	5 days	<p><i>Assessment Clerk II</i> Office of the Municipal Assessor</p>
	<b>TOTAL</b>	<b>P 120.00</b>	<b>5 days and 23 minutes</b>	



**Office of the Municipal Engineer  
External Services**



## 1. Securing a Building Permit

PD 1096 also known as the Building Code of the Philippines has it in Section 301, Building Permit, “No person, firm, or corporation, including any agency or instrumentality of the government shall construct, alter, repair, convert, use, occupy, move, demolish, and add any building/structure or any portion thereof or cause the same to be done, without first obtaining a building permit therefore from the Building Official assigned in the place where the subject building/structure is located pr to be done.” All prescribed application forms (NBC Forms) are available and shall be used by the applicant.

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

<b>Office or Division:</b>	Municipal Engineering Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Any authorized individual, corporation, cooperative, etc. who is planning to construct within the Municipality of Pilar
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>For Lot Owners and Non-Owners:</b>	
1. Barangay Construction Permit (5 Photocopies + 1 Photocopy if will be used for loan application)	Barangay covering the area of construction
2. Locational Clearance (Notarized) (5 Photocopies + 1 Photocopy if will be used for loan application)	Municipal Planning and Development Office
3. Latest Tax Receipt (5 Photocopies + 1 Photocopy if will be used for loan application)	One-Stop-Shop (Copy of payment of RPT)
4. Tax Declaration (5 Photocopies + 1 Photocopy if will be used for loan application)	Municipal Assessor’s Office
5. TCT, CLOA or any valid proof of ownership or Deed of Absolute Sale (5 Photocopies + 1 Photocopy if will be used for loan application)	Lot Owner, Registry of Deeds
6. Application forms duly SIGNED & SEALED by a licensed Civil Engineer/Architect, Sanitary Engineer for Sanitary Plans & Electrical Engineer/Registered Electrical Engineer for Electrical Plans. Building plans duly signed and sealed by a licensed Civil Engineer/Architect and properly notarized	Municipal Engineering Office, Internet Online



(5 Photocopies + 1 Photocopy if will be used for loan application)	
7. Lot plan signed and sealed by Geodetic Engineer (5 Photocopies + 1 Photocopy if will be used for loan application)	Geodetic Engineer
8. Structural design analysis signed and sealed by a Structural Engineer (when warranted) (5 Photocopies + 1 Photocopy if will be used for loan application)	Structural Engineer
9. Bill of Materials and Specification signed and sealed by Civil Engineer/Architect (Notarized) (5 Photocopies + 1 Photocopy if will be used for loan application)	Civil Engineer, Architect
10 10. Reproduced Photocopies of registration number and PTR of Engineers who signed in the plans (5 Photocopies + 1 Photocopy if will be used for loan application)	Civil Engineer, Architect, Sanitary Engineer, Electrical Engineer, Master Plumber
11. Long hard brown envelope (5 Photocopies + 1 Photocopy if will be used for loan application)	Variety Store
12. Blueprint of building plans signed and sealed by Civil Engineer/Architect, Sanitary plans signed and sealed by Sanitary Engineer/Civil Engineer/Architect/Master Plumber, Electrical plans signed and sealed by Professional Electrical Engineer/Registered Electrical Engineer (5 Photocopies + 1 Photocopy if will be used for loan application)	Civil Engineer, Architect
<b>For Non-Owners: Additional</b>	
1. Authorization letter from lot owner/s giving the applicant permission to build and construct on the property or Contract of Lease (5 Photocopies + 1 Photocopy if will be used for loan application)	Lot Owner
2. Photocopy of any valid ID of lot owner/s (5 Photocopies + 1 Photocopy if will be used for loan application)	Lot Owner

**NOTES:**

*All requirements should be prepared in 5 Photocopies and submitted to the office of the building official to be assessed as to its completeness. No application shall be processed*



**with lacking documents. If Zoning Clearance (from the Municipal Planning and Development Office) and a Fire Clearance (Bureau of Fire Protection) have been secured, the rest of the other documents indicated above are required to be submitted to the office of the building official in 3 Photocopies.**

**To facilitate processing, please take note of the following before submitting the plans and other requirements above:**

- Requirements of the National Building Code of the Philippines PD 1096
- Requirements of the Referral Codes (Architectural Code, Philippine Electrical Code [PEC], Revised Plumbing Code, Structural Code [NSCP], Mechanical Engineering Code [PSME])
- Laws and Municipal Ordinances affecting the design/project
- Compliance with BP 344 (Accessibility Law) shall be indicated in detail on plans for commercial, institutional and public buildings
- If setback/yard requirements are not met on the sides and at the back/rear then a Firewall (strictly no opening) extending up to at least 1 meter from the roof level shall be provided. It shall be indicated on the site development plan with owner's conformity.
- Grease Traps/Oil Separator shall be provided for hotels, restaurants, eateries, terminals, gasoline stations, auto repair shops, bakeries and other similar establishments.
- All revisions/additions made in the plans shall have an acknowledgement of the designer.
- Special Power of Attorney shall be provided if the owner is not the signatory in all application forms, plans and documents.
- All application forms and letters must be properly filled-up with all the necessary information available.
- Forms and Letters, Plans, Specifications, Bill of Materials and Cost Estimates and other pertinent documents must be signed and sealed by the designer and signed by the owner.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents to the Municipal Engineering Office.	1.1 Assess the application.	None	15 minutes	<i>Clerk II</i> Office of the Municipal Engineer
	1.2 Send to Mayor's office for verification and pre-approval.	None	1 day	<i>Private Secretary II</i> Office of the Municipal Mayor
	1.3 Inspect the location of the construction. Assess the value of building permit fee and its	None	1 day	<i>Engineer II</i> Office of the Municipal Engineer



	violation.			
	1.4 Issue the Order of Payment if the application is found to be complete and in order.	None	5 minutes	<i>Clerk II</i> Office of the Municipal Engineer
2. Proceed to One-Stop-Shop and pay the necessary fees.	2. Issue Official Receipt.	*Refer to The NEW SCHEDULE OF FEES AND OTHER CHARGES OF THE REVISED IMPLEMEN TING RULES AND REGULATI ONS (IRR) OF THE NATIONAL BUILDING CODE OF THE PHILIPPINE S (PD 1096)  Penalties based on seriousnes s of violation	10 minutes	<i>Clerk II</i> Municipal Treasurer's Office / One-Stop-Shop Window # 2
3. Submit the official receipt to the Municipal Engineering Office.	3.1 Engineering staff processes the plans and pertinent documents for final approval of the Municipal Engineer.	None	1 hour	<i>Clerk II</i> Office of the Municipal Engineer  <i>Municipal Engineer</i> Office of the Municipal Engineer



4. Receive the approved building permit.	4. Log and release the building permit to applicant.	None	10 minutes	<i>Clerk II</i> Office of the Municipal Engineer
	<b>TOTAL:</b>	<b>*Refer to The NEW SCHEDULE OF FEES AND OTHER CHARGES OF THE REVISED IMPLEMEN TING RULES AND REGULATI ONS (IRR) OF THE NATIONAL BUILDING CODE OF THE PHILIPPINE S (PD 1096)</b>  Penalties based on seriousnes s of violation	<b>2 days, 1 hours and 40 minutes</b>	

## 2. Securing Electrical Permits or Temporary Connection

This document is required before putting up new or additional, or alteration of electrical installations involving at least 5 outlets or a capacity of 4 KW for new buildings or old buildings, or transfer of electric meter.

<b>Office or Division:</b>	Municipal Engineering Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Any authorized individual, corporation, cooperative, etc. who is requesting electrical connection within the Municipality of Pilar
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Barangay Permit (3 Photocopies)	Barangay
2. TCT, CLOA or any valid proof of ownership or Deed of Absolute Sale (3	Lot Owner, Registry of Deeds



<b>Photocopies)</b>				
<b>3. Latest Tax Receipt (3 Photocopies)</b>		<b>One-Stop-Shop (Copy of payment of RPT)</b>		
<b>4. Tax Declaration (3 Photocopies)</b>		<b>Municipal Assessor's Office</b>		
<b>5. In case the applicant is not the registered owner of the lot, authorization letter from lot owner/s giving the applicant permission to apply for Electrical Permit or Contract of Lease and Photocopy of two (2) valid ID's with signature for verification. (3 Photocopies)</b>		<b>Lot Owner</b>		
<b>6. Electrical lay out containing computation and schedule of loads together with legend. (3 Photocopies)</b>		<b>Electrical Engineer</b>		
<b>7. Professional Electrical Engineer Registered Electrical Engineer should sign with his PTR number and reproduced Photocopy of his/her license. (3 Photocopies)</b>		<b>Electrical Engineer</b>		
<b>8. Sketch of location is needed for proper inspection. (3 Photocopies)</b>		<b>Google Earth or Manual Sketch</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Submit all the required documents to the Municipal Engineering Office.</b>	<b>1.1 Assess the application.</b>	<b>None</b>	<b>10 minutes</b>	<b>Clerk II Office of the Municipal Engineer</b>  <b>Engineer II Office of the Municipal Engineer</b>



	1.2 Send to Mayor's office for verification and pre-approval.	None	1 day	<i>Private Secretary II</i> Office of the Municipal Mayor
	1.3 Inspect the structure, building or machinery or location of the construction. Assess the value of electrical permit fee and its violation.	None	1 day	<i>Engineer II</i> Office of the Municipal Engineer  <i>Clerk II</i> Office of the Municipal Engineer
	1.4 Issue the Order of Payment if the application is found to be complete and in order.	None	5 minutes	
2. Proceed to One-Stop-Shop and pay the necessary fees.	2. Issue Official Receipt.	*Refer to The NEW SCHEDULE OF FEES AND OTHER CHARGES OF THE REVISED IMPLEMENTING RULES AND REGULATIONS (IRR) OF THE NATIONAL BUILDING CODE OF THE PHILIPPINES (PD 1096)  Penalties based on seriousness of violation	10 minutes	<i>Clerk II</i> Municipal Treasurer's Office / One-Stop-Shop Window # 2
3. Submit the official receipt to the Municipal Engineering	3.1 Engineering staff processes the plans and pertinent	None	20 minutes	<i>Clerk II</i> Office of the Municipal



Office.	documents for final approval of the Municipal Engineer.  3.2 Municipal Engineer approves the electrical permit.			Engineer  <i>Municipal Engineer</i> Office of the Municipal Engineer
4. Receive the approved electrical permit.	4. Log and release the electrical permit to applicant.	None	10 minutes	<i>Clerk II</i> Office of the Municipal Engineer
	<b>TOTAL:</b>	<b>*Refer to The NEW SCHEDULE OF FEES AND OTHER CHARGES OF THE REVISED IMPLEMENTING RULES AND REGULATIONS (IRR) OF THE NATIONAL BUILDING CODE OF THE PHILIPPINES (PD 1096)</b>  Penalties based on seriousness of violation	2 days and 55 minutes	

### 3. Securing 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 forms part of the requirements for a Building Permit application.

<b>Office or Division:</b>	Municipal Engineering Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Any authorized individual, c
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Mechanical Permit Application Form signed by a Professional Mechanical Engineer. (5 Photocopies)	Municipal Engineering Office, Internet Online
2. Mechanical Plans (5 Photocopies)	Mechanical Engineer



3. Mechanical Specifications (5 Photocopies)		Mechanical Engineer		
4. Bill of Materials and Cost Estimates (5 Photocopies)		Mechanical Engineer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents to the Municipal Engineering Office.	1.1 Assess the application.	None	10 minutes	<i>Clerk II</i> Office of the Municipal Engineer  <i>Engineer II</i> Office of the Municipal Engineer
	1.2 Send to Mayor's office for verification and pre-approval.	None	1 day	<i>Private Secretary II</i> Office of the Municipal Mayor
	1.3 Inspect the structure, building or machinery or location of the construction. Assess the value of mechanical permit fee and its violation.	None	1 day	<i>Engineer II</i> Office of the Municipal Engineer
	1.4 Issue the Order of Payment if the application is found to be complete and in order.	None	5 minutes	<i>Clerk II</i> Office of the Municipal Engineer
2. Proceed to One-Stop-Shop and pay the necessary fees.	2. Issue Official Receipt.	*Refer to The NEW SCHEDULE OF FEES AND OTHER CHARGES OF THE REVISED IMPLEMENTI	10 minutes	<i>Clerk II</i> Municipal Treasurer's Office / One-Stop-Shop Window # 2



		<p><b>NG RULES AND REGULATIONS (IRR) OF THE NATIONAL BUILDING CODE OF THE PHILIPPINES (PD 1096)</b></p> <p>Penalties based on seriousness of violation</p>		
3. Submit the official receipt to the Municipal Engineering Office.	3.1 Engineering staff processes the plans and pertinent documents for final approval of the Municipal Engineer.	None	20 minutes	<p><i>Clerk II</i> Office of the Municipal Engineer</p> <p><i>Municipal Engineer</i> Office of the Municipal Engineer</p>
5. Receive the approved mechanical permit.	5. Log and release the mechanical permit to applicant.	None	10 minutes	<i>Clerk II</i> Office of the Municipal Engineer
	<b>TOTAL:</b>		<b>2 days and 55 minutes</b>	

#### 4. Securing 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 treatment plants. For new buildings, this forms part of the requirements for a Building Permit application.

<b>Office or Division:</b>	Municipal Engineering Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Any authorized individual, corporation, cooperative, etc. who is requesting sanitary or plumbing works within the Municipality of Pilar
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Sanitary/Plumbing Permit Application	Municipal Engineering Office, Internet Online



Form signed by a Sanitary Engineer or Master Plumber (5 Photocopies + 1 Photocopy if will be used for loan application)				
2. Sanitary/Plumbing Plans (5 Photocopies + 1 Photocopy if will be used for loan application)		Sanitary Engineer, Master Plumber		
3. Sanitary/Plumbing Specifications (5 Photocopies + 1 Photocopy if will be used for loan application)		Sanitary Engineer, Master Plumber		
4. Bill of Materials and Cost Estimates (5 Photocopies + 1 Photocopy if will be used for loan application)		Sanitary Engineer, Master Plumber		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents to the Municipal Engineering Office.	1.1 Assess the application.	None	10 minutes	<i>Clerk II</i> Office of the Municipal Engineer  <i>Engineer II</i> Office of the Municipal Engineer
	1.2 Send to Mayor's office for verification and pre-approval.	None	1 day	<i>Private Secretary II</i> Office of the Municipal Mayor
	1.3 Inspect the structure, building or machinery or location of the construction. Assess the value of sanitary/ plumbing permit fee and its violation.	None	1 day	<i>Engineer II</i> Office of the Municipal Engineer
	1.4 Issue the Order of Payment if the application is found to be complete and in order.	None	5 minutes	<i>Clerk II</i> Office of the Municipal Engineer



2. Proceed to One-Stop-Shop and pay the necessary fees.	2. Issue Official Receipt.	*Refer to The NEW SCHEDULE OF FEES AND OTHER CHARGES OF THE REVISED IMPLEMENTING RULES AND REGULATIONS (IRR) OF THE NATIONAL BUILDING CODE OF THE PHILIPPINES (PD 1096)  Penalties based on seriousness of violation	10 minutes	<i>Clerk II</i> Municipal Treasurer's Office / One-Stop-Shop Window # 2
3. Submit the official receipt to the Municipal Engineering Office.	3.1 Engineering staff processes the plans and pertinent documents for final approval of the Municipal Engineer.	None	10 minutes	<i>Clerk II</i> Office of the Municipal Engineer
	3.2 Municipal Engineer approves the sanitary/ plumbing permit.	None	10 minutes	<i>Municipal Engineer</i> Office of the Municipal Engineer
4. Receive the approved sanitary/ plumbing permit.	4. Log and release the sanitary/ plumbing permit to applicant.	None	10 minutes	<i>Clerk II</i> Office of the Municipal Engineer
	<b>TOTAL:</b>		<b>2 days and 55 minutes</b>	

## 5. Securing Fencing Permit

This is secured prior to actual construction of a fence.

<b>Office or Division:</b>	Municipal Engineering Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Any authorized individual, corporation, cooperative, etc. who is



requesting fencing works within the Municipality of Pilar				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fencing Permit Application Form (3 Photocopies)		Municipal Engineering Office, Internet Online		
2. Fencing Plan (3 Photocopies)		Civil Engineer, Architect		
3. Bill of Materials and Cost Estimates (3 Photocopies)		Civil Engineer, Architect		
4. Lot Plan with Certification of a Geodetic Engineer that the proposed fence will not encroach on adjoining properties (3 Photocopies)		Geodetic Engineer		
5. TCT, CLOA or any valid proof of ownership or Deed of Absolute Sale (3 Photocopies)		Lot Owner, Registry of Deeds		
6. Latest Tax Receipt (3 Photocopies)		One-Stop-Shop (Copy of payment of RPT)		
7. Tax Declaration (3 Photocopies)		Municipal Assessor's Office		
8. In case the applicant is not the registered owner of the lot, authorization letter from lot owner/s giving the applicant permission to apply for Fencing Permit or Contract of Lease and Photocopy of two (2) valid ID's with signature for verification. (3 Photocopies)		Lot Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents to the Municipal Engineering Office.	1.1 Assess the application.	None	10 minutes	<i>Clerk II</i> Office of the Municipal Engineer  <i>Engineer II</i> Office of the Municipal Engineer
	1.3 Send to Mayor's office for verification and pre-approval.	None	1 day	<i>Private Secretary II</i> Office of the Municipal Mayor



	1.4 Inspect the location of the construction. Assess the value of fencing permit fee and its violation.	None	1 day	<i>Engineer II</i> Office of the Municipal Engineer
	1.5 Issue the Order of Payment if the application is found to be complete and in order.	None	5 minutes	<i>Clerk II</i> Office of the Municipal Engineer
2. Proceed to One-Stop-Shop and pay the necessary fees.	2. Issue Official Receipt.	*Refer to The NEW SCHEDULE OF FEES AND OTHER CHARGES OF THE REVISED IMPLEMENTING RULES AND REGULATIONS (IRR) OF THE NATIONAL BUILDING CODE OF THE PHILIPPINES (PD 1096)  Penalties based on seriousness of violation	10 minutes	<i>Clerk II</i> Municipal Treasurer's Office / One- Stop-Shop Window # 2
3. Submit the official receipt to the Municipal Engineering Office.	4.1 Engineering staff processes the plans and pertinent documents for final approval of the Municipal Engineer.	None	10 minutes	<i>Clerk II</i> Office of the Municipal Engineer
	4.2 Municipal Engineer approves the fencing permit.	None	10 minutes	<i>Municipal Engineer</i> Office of the Municipal Engineer



5. Receive the approved fencing permit.	5. Log and release the fencing permit to applicant.	None	10 minutes	<i>Clerk II</i> Office of the Municipal Engineer
	<b>TOTAL:</b>	<b>*Refer to The NEW SCHEDULE OF FEES AND OTHER CHARGES OF THE REVISED IMPLEMENTING RULES AND REGULATIONS (IRR) OF THE NATIONAL BUILDING CODE OF THE PHILIPPINES (PD 1096)</b>  Penalties based on seriousness of violation	<b>2 days and 55 minutes</b>	

## 6. Securing Demolition Permit

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

<b>Office or Division:</b>	Municipal Engineering Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any authorized individual, corporation, cooperative, etc. who is requesting demolition works within the Municipality of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Demolition Permit Form signed by a Civil Engineer or Architect (3 Photocopies)		Municipal Engineering Office, Internet Online		
2. Sketch plan of area to be demolished (3 Photocopies)		Civil Engineer, Architect		
3. TCT, CLOA or any valid proof of ownership or Deed of Absolute Sale (3 Photocopies)		Lot Owner, Registry of Deeds		
4. Latest Tax Receipt (3 Photocopies)		One-Stop-Shop (Copy of payment of RPT)		
5. Tax Declaration (3 Photocopies)		Municipal Assessor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit all the required documents to the Municipal Engineering Office.	1.1 Assess the application.	None	10 minutes	<i>Clerk II</i> Office of the Municipal Engineer  <i>Engineer II</i> Office of the Municipal Engineer
	1.3 Send to Mayor's office for verification and pre-approval.	None	1 day	<i>Private Secretary II</i> Office of the Municipal Mayor
	1.4 Inspect the structure, building or location of the demolition. Assess the value of demolition permit fee and its violation.	None	1 day	<i>Engineer II</i> Office of the Municipal Engineer
	1.5 Issue the Order of Payment if the application is found to be complete and in order.	None	5 minutes	<i>Clerk II</i> Office of the Municipal Engineer
2. Proceed to One-Stop-Shop and pay the necessary fees.	2. Issue Official Receipt.	*Refer to The NEW SCHEDULE OF FEES AND OTHER CHARGES OF THE REVISED IMPLEMENTING RULES AND REGULATIONS (IRR) OF THE NATIONAL BUILDING CODE OF THE PHILIPPINES (PD 1096)  Penalties based on seriousness of violation	10 minutes	<i>Clerk II</i> Municipal Treasurer's Office / One-Stop-Shop Window # 2



3. Submit the official receipt to the Municipal Engineering Office.	3.1 Engineering staff processes the plans and pertinent documents for final approval of the Municipal Engineer.	None	10 minutes	<i>Clerk II</i> Office of the Municipal Engineer
	3.2 Municipal Engineer approves the demolition permit.	None	10 minutes	<i>Municipal Engineer</i> Office of the Municipal Engineer
4. Receive the approved demolition permit.	4. Log and release the demolition permit to applicant.	None	10 minutes	<i>Clerk II</i> Office of the Municipal Engineer
	<b>TOTAL:</b>	*Refer to The NEW SCHEDULE OF FEES AND OTHER CHARGES OF THE REVISED IMPLEMENTING RULES AND REGULATIONS (IRR) OF THE NATIONAL BUILDING CODE OF THE PHILIPPINES (PD 1096)  Penalties based on seriousness of violation	2 days and 55 minutes	

## 7. Securing Excavation and Ground Preparation Permit

This permit is secured prior to actual ground preparation and excavation after the building line is established. It is also a requirement for a Water Connection request to Pilar Water District.

<b>Office or Division:</b>	Municipal Engineering Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Any authorized individual, corporation, cooperative, etc. who is requesting ground works within the Municipality of Pilar



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Permit Form (MPW Form No. 77-014-B) (5 Photocopies)		Municipal Engineering Office, Internet Online		
2. For MNWD connection purposes, present Accomplished MNWD Application Form (5 Photocopies)		National Water Resources Board		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents to the Municipal Engineering Office.	1.1 Assess the application.	None	10 minutes	<i>Clerk II</i> Office of the Municipal Engineer  <i>Engineer II</i> Office of the Municipal Engineer
	1.3 Send to Mayor's office for verification and pre-approval.	None	1 day	<i>Private Secretary II</i> Mayor's Office
	1.4 Inspect the location of the construction. Assess the value of excavation and ground preparation permit fee and its violation.	None	1 day	<i>Engineer II</i> Office of the Municipal Engineer
	1.5 Issue the Order of Payment if the application is found to be complete and in order.	None	5 minutes	<i>Clerk II</i> Office of the Municipal Engineer
2. Proceed to One-Stop-Shop and pay the necessary fees.	2. Issue Official Receipt.	*Refer to The NEW SCHEDULE OF FEES AND OTHER CHARGES OF THE REVISED IMPLEMENTING RULES	10 minutes	<i>Clerk II</i> Municipal Treasurer's Office / One-Stop-Shop Window # 2



		<p><b>AND REGULATIONS (IRR) OF THE NATIONAL BUILDING CODE OF THE PHILIPPINES (PD 1096)</b></p> <p>Penalties based on seriousness of violation</p>		
3. Submit the official receipt to the Municipal Engineering Office.	3.1 Engineering staff processes the plans and pertinent documents for final approval of the Municipal Engineer.	None	10 minutes	<i>Clerk II</i> Office of the Municipal Engineer
	3.2 Municipal Engineer approves the excavation and ground preparation permit.	None	10 minutes	<i>Municipal Engineer</i> Office of the Municipal Engineer
4. Receive the approved excavation and ground preparation permit.	4. Log and release the excavation and ground preparation permit to applicant.	None	10 minutes	<i>Clerk II</i> Office of the Municipal Engineer
	<b>TOTAL:</b>	<b>*Refer to The NEW SCHEDULE OF FEES AND OTHER CHARGES OF THE REVISED IMPLEMENTING RULES AND</b>	<b>2 days and 55 minutes</b>	



		<p>REGULATIONS (IRR) OF THE NATIONAL BUILDING CODE OF THE PHILIPPINES (PD 1096)</p> <p>Penalties based on seriousness of violation</p>		
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## 8. Securing Sidewalk Construction Permit

This permit is secured prior to the construction and repair of sidewalks.

<b>Office or Division:</b>	Office of the Municipal Engineer			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any authorized individual, corporation, cooperative, etc. who is requesting sidewalk works within the Municipality of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Permit Form (MPW Form No. 77-015-B) (3 Photocopies)		Municipal Engineering Office, Internet Online		
2. Sketch plan of sidewalk to be constructed/repared (3 Photocopies)		Civil Engineer, Architect		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the required documents to the Municipal Engineering Office.	1.1 Assess the application.	None	10 minutes	<p><i>Clerk II</i> Office of the Municipal Engineer</p> <p><i>Engineer II</i> Office of the Municipal Engineer</p>
	1.2 Send to Mayor's office for verification and pre-approval.	None	1 day	<p><i>Private Secretary II</i> Office of the Municipal Mayor</p>



	1.3 Inspect the location of the construction. Assess the value of Sidewalk Construction Permit and its violation.	None	1 day	<i>Engineer II</i> Office of the Municipal Engineer
	1.4 Issue the Order of Payment if the application is found to be complete and in order.	None	5 minutes	<i>Clerk II</i> Office of the Municipal Engineer
2. Proceed to One-Stop-Shop and pay the necessary fees.	2. Issue Official Receipt.	*Refer to The NEW SCHEDULE OF FEES AND OTHER CHARGES OF THE REVISED IMPLEMENTING RULES AND REGULATIONS (IRR) OF THE NATIONAL BUILDING CODE OF THE PHILIPPINES (PD 1096)  Penalties based on seriousness of violation	10 minutes	<i>Clerk II</i> Municipal Treasurer's Office / One-Stop-Shop Window # 2
3. Submit the official receipt to the Municipal Engineering Office.	3.1 Engineering staff processes the plans and pertinent documents for final approval of the Municipal Engineer.	None	10 minutes	<i>Clerk II</i> Office of the Municipal Engineer



	3.2 Municipal Engineer approves the Sidewalk Construction Permit.	None	10 minutes	<i>Municipal Engineer</i> Office of the Municipal Engineer
4. Receive the approved Sidewalk Construction Permit.	4. Log and release the Sidewalk Construction Permit applicant.	None	10 minutes	<i>Clerk II</i> Office of the Municipal Engineer
	<b>TOTAL:</b>		<b>2 days and 55 minutes</b>	

## 9. Securing Scaffolding Permit

This permit is secured whenever the erection of scaffolding occupies street lines.

<b>Office or Division:</b>	Office of the Municipal Engineer			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any authorized individual, corporation, cooperative, etc. who is requesting scaffolding works within the Municipality of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Permit Form (MPW Form No. 77-017-B) (3 Photocopies)		Municipal Engineering Office, Internet Online		
2. Sketch plan of street line to be occupied (3 Photocopies)		Civil Engineer, Architect		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the required documents to the Municipal Engineering Office.	1.1 Assess the application.	None	10 minutes	<i>Clerk II</i> Office of the Municipal Engineer  <i>Engineer II</i> Office of the Municipal Engineer



	1.2 Send to Mayor's office for verification and pre-approval.	None	1 day	<i>Private Secretary II</i> Office of the Municipal Mayor
	1.3 Inspect the location of the construction. Assess the value of Scaffolding Permit fee and its violation.	None	1 day	<i>Engineer II</i> Office of the Municipal Engineer
	1.4 Issue the Order of Payment if the application is found to be complete and in order.	None	5 minutes	<i>Clerk II</i> Office of the Municipal Engineer
3. Proceed to One-Stop-Shop and pay the necessary fees.	3. Issue Official Receipt.	*Refer to The NEW SCHEDULE OF FEES AND OTHER CHARGES OF THE REVISED IMPLEMENTING RULES AND REGULATIONS (IRR) OF THE NATIONAL BUILDING CODE OF THE PHILIPPINES (PD 1096)  Penalties based on seriousness of violation	10 minutes	<i>Clerk II</i> Municipal Treasurer's Office / One-Stop-Shop Window # 2
4. Submit the official receipt to the Municipal Engineering Office.	4.1 Engineering staff processes the plans and pertinent documents for final approval of the Municipal	None	10 minutes	<i>Clerk II</i> Office of the Municipal Engineer



	<b>Engineer</b>			
	<b>4.2 Municipal Engineer approves the Scaffolding permit.</b>	<b>None</b>	<b>10 minutes</b>	<b>Municipal Engineer Office of the Municipal Engineer</b>
<b>5. Receive the approved Scaffolding permit.</b>	<b>5. Log and release the Scaffolding Permit applicant.</b>	<b>None</b>	<b>10 minutes</b>	<b>Clerk II Office of the Municipal Engineer</b>
	<b>TOTAL:</b>		<b>2 days and 55 minutes</b>	

## 10. Securing Sign Permit

This permit is secured whenever the erection of scaffolding occupies street lines.

<b>Office or Division:</b>	<b>Office of the Municipal Engineer</b>
<b>Classification:</b>	<b>Complex</b>
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>
<b>Who may avail:</b>	<b>Any authorized individual, corporation, cooperative, etc. who is requesting to construct signage within the Municipality of Pilar</b>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>1. Sign Permit Form (3 Photocopies)</b>	<b>Municipal Engineering Office, Internet Online</b>
<b>2. Building Permit Form whenever there is a concrete/steel structure. (3 Photocopies)</b>	<b>Municipal Engineering Office, Internet Online</b>
<b>3. Structural Analysis when warranted (3 Photocopies)</b>	<b>Structural Engineer</b>
<b>4. Zoning Clearance (3 Photocopies)</b>	<b>Municipal Planning and Development Office</b>
<b>5. Electrical Permit Form (DPWH Form No. 96-001-E) whenever there is an electrical connection (3 Photocopies)</b>	<b>Municipal Engineering Office, Internet Online</b>
<b>6. Fire Clearance whenever there is an electrical connection (3 Photocopies)</b>	<b>Bureau of Fire Protection</b>
<b>7. Sketch plan of signage/s to be installed/erected. (3 Photocopies)</b>	<b>Civil Engineer, Architect</b>
<b>8. Location/vicinity plan (3 Photocopies)</b>	<b>Google Earth, Manual Sketch</b>
<b>9. Lot documents whenever it occupies a private lot (3 Photocopies)</b>	<b>Lot Owner where signage will be installed</b>



10. DPWH clearance (for national roads/highways) (3 Photocopies)		Department of Public Works and Highways		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents to the Municipal Engineering Office.	1.1 Assess the application.	None	10 minutes	<i>Clerk II</i> Office of the Municipal Engineer  <i>Engineer II</i> Office of the Municipal Engineer
	1.2 Send to Mayor's office for verification and pre-approval.	None	1 day	<i>Private Secretary II</i> Office of the Municipal Mayor
	1.3 Inspect the location of the construction. Assess the value of sign permit fee and its violation.	None	1 day	<i>Engineer II</i> Office of the Municipal Engineer
	1.4 Issue the Order of Payment if the application is found to be complete and in order.	None	5 minutes	<i>Clerk II</i> Office of the Municipal Engineer



2. Proceed to One-Stop-Shop and pay the necessary fees.	2. Issue Official Receipt.	*Refer to The NEW SCHEDULE OF FEES AND OTHER CHARGES OF THE REVISED IMPLEMENTING RULES AND REGULATIONS (IRR) OF THE NATIONAL BUILDING CODE OF THE PHILIPPINES (PD 1096)  Penalties based on seriousness of violation	10 minutes	<i>Clerk II</i> Municipal Treasurer's Office / One-Stop-Shop Window # 2
3. Submit the official receipt to the Municipal Engineering Office.	3.1 Engineering staff processes the plans and pertinent documents for final approval of the Municipal Engineer.	None	10 minutes	<i>Clerk II</i> Office of the Municipal Engineer
	3.2 Municipal Engineer approves the sign permit.	None	10 minutes	Municipal Engineer Office of the Municipal Engineer
4. Receive the approved sign permit.	4. Log and release the sign permit to applicant.	None	10 minutes	<i>Clerk II</i> Office of the Municipal Engineer
	TOTAL:		2 days and 55 minutes	

## 11. Securing an Occupancy Permit

AN OCCUPANCY Permit is required before any building or structure is used or occupied. It is usually secured after the completion of a structure.

It is also required if there is any change in the existing use or occupancy classification of a building, structure or any portion thereof.

Office or Division:	Office of the Municipal Engineer
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<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any authorized individual, corporation, cooperative, etc. who is requesting to occupy building/structure within the Municipality of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Completion form (4 Photocopies)		Municipal Engineering Office, Internet Online		
2. Certificate of Completion - Mechanical, Electrical and Sanitary/Plumbing Permits (4 Photocopies)		Mechanical Engineer, Electrical Engineer, Sanitary Engineer, Master Plumber		
3. Logbook of building construction and Building Inspection Sheet duly accomplished by the contractor (if undertaken by contract) and signed and sealed by the architect or civil engineer. (4 Photocopies)		Civil Engineer, Architect		
4. Certificate of Final Electrical Inspection (4 Photocopies)		Electrical Engineer		
5. As-Built Plans (4 Photocopies)		Civil Engineer, Architect		
6. Final Fire Safety Inspection Report (4 Photocopies)		Bureau of Fire Protection		
7. Building/Structure latest pictures. (4 Photocopies)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the required documents to the Municipal Engineering Office.	1.1 Assess the application.	None	10 minutes	<i>Clerk II</i> Office of the Municipal Engineer  <i>Engineer II</i> Office of the Municipal Engineer
	1.2 Send to Mayor's office for verification and pre-approval.	None	1 day	<i>Private Secretary II</i> Office of the Municipal Mayor



	1.3 Inspect the location of the construction. Assess the value of occupancy permit fee and its violation.	None	1 day	<i>Engineer II</i> Office of the Municipal Engineer
	1.4 Issue the Order of Payment if the application is found to be complete and in order.	None	5 minutes	<i>Clerk II</i> Office of the Municipal Engineer
2. Proceed to One-Stop-Shop and pay the necessary fees.	2.1 Issue Official Receipt.	*Refer to The NEW SCHEDULE OF FEES AND OTHER CHARGES OF THE REVISED IMPLEMENTING RULES AND REGULATIONS (IRR) OF THE NATIONAL BUILDING CODE OF THE PHILIPPINES (PD 1096)  Penalties based on seriousness of violation	10 minutes	<i>Clerk II</i> Municipal Treasurer's Office / One-Stop-Shop Window # 2
3. Submit the official receipt to the Municipal Engineering Office.	3.1 Engineering staff processes the plans and pertinent documents for final approval of the Municipal Engineer.	None	10 minutes	<i>Clerk II</i> Office of the Municipal Engineer
	3.2 Municipal Engineer approves the occupancy permit.	None	10 minutes	<i>Municipal Engineer</i> Office of the Municipal Engineer



4. Receive the approved occupancy permit.	4. Log and release the occupancy permit to applicant.	None	10 minutes	<i>Clerk II</i> Office of the Municipal Engineer
	<b>TOTAL:</b>		<b>2 days and 55 minutes</b>	

## 12. Securing Certifications

THE MUNICIPAL ENGINEERING OFFICE WITH ALL the permits it has released also issues Certification when warranted. The reasons may vary according to the needs of the clients/constituents thus the documents filed will always be the reference for releasing such requests.

<b>Office or Division:</b>	Office of the Municipal Engineer			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any authorized individual, corporation, cooperative, etc. who is requesting certifications to be used within the Municipality of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b><i>Certificate of Project Inspection / Completion</i></b>				
1. Request for Certification (1 Photocopy)	Applicant			
2. Program of Works (1 Photocopy)	Civil Engineer, Architect			
3. Detailed Engineering Design (1 Photocopy)	Civil Engineer, Architect			
4. Project Photos (1 Photocopy)	Civil Engineer, Architect			
<b><i>Certificate for Land Reclassification</i></b>				
1. Request for Reclassification from Mayor to SB (1 Photocopy)	Applicant			
2. TCT, CLOA or any valid proof of ownership or Deed of Absolute Sale (1 Photocopy)	Lot Owner, Registry of Deeds			
3. Location/vicinity plan (1 Photocopy)	Google Earth, Manual Sketch			
<b><i>Certificate for Selling of Cigarette</i></b>				
1. Copy of Mayor's Permit / DTI Permit (1 Photocopy)	Applicant			
2. Location/vicinity plan (1 Photocopy)	Google Earth, Manual Sketch			
<b><i>Certificate for Selling of Liquor / Alcoholic Drinks</i></b>				
1. Copy of Mayor's Permit / DTI Permit (1 Photocopy)	Applicant			
2. Location/vicinity plan (1 Photocopy)	Google Earth, Manual Sketch			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit all the required documents to the Municipal Engineering Office.	1.1 Assess the application.	None	5 minutes	<i>Clerk II</i> Office of the Municipal Engineer
	1.2 Inspect the project or location of the request for certificate.	None	1 day	<i>Engineer II</i> Office of the Municipal Engineer
	1.3 Issue the Order of Payment.	None	5 minutes	<i>Clerk II</i> Office of the Municipal Engineer
2. Proceed to One-Stop-Shop and pay the necessary fees.	2. Issue Official Receipt.	PHP100.00	5 minutes	<i>Clerk II</i> Municipal Treasurer's Office / One-Stop-Shop Window # 2
3. Submit the official receipt to the Municipal Engineering Office.	3.1 Engineering staff processes the certificate.	None	5 minutes	<i>Clerk II</i> Office of the Municipal Engineer
	3.2 Municipal Engineer approves the certificate.	None	5 minutes	<i>Municipal Engineer</i> Office of the Municipal Engineer
4. Receive the approved certificate.	4. Log and release the certificate to applicant.	None	5 minutes	<i>Clerk II</i> Office of the Municipal Engineer
	<b>TOTAL:</b>		<b>1 day and 30 minutes</b>	



**Office of the Municipal Social Welfare and Development  
External Services**



## 1. Issuance of Senior Citizens ID and Purchase Booklet

<b>Office or Division:</b>	Office of the Municipal Social Welfare and Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents of Pilar aged 60 years old and above			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For New Application:</b>				
1. Application Form(1 original)	MSWD Office			
2. Barangay Residence Certificate (1 original)	Barangay Hall			
3. Proof of 60 years of age (Birth Certificate or any Valid ID indicating one's birth date) (1original and 1 photocopy)	PSA, SSS, GSIS, Post Office			
4. 2 pieces (1x1) ID picture(1 original)	Applicant			
<b>Replacement of Lost Senior Citizens ID:</b>				
1. Affidavit of Lost(1 original)	Notary Public			
<b>Issuance of Purchase Booklet:</b>				
1. Senior Citizens ID (1 Photocopy)	Applicant			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get the Application Form at MSWDO  1.2 Submit the duly accomplished form and other requirements for the validation and preparation of the ID	1.1 Assess the submitted documents  1.2 Forward the documents to MSWD Office	None	10 minutes	<b>Clerk II</b> Office of the Municipal Social Welfare and Development
	1.3 MSWDO staff prepare the ID and purchase booklets	None	1 day	<b>Clerk II</b> Office of the Municipal Social Welfare and Development
2. Senior Citizen received the OSCA ID and Purchase Booklets	2. Record the information of the Senior Citizen	None	2 minutes	<b>Clerk II</b> Office of the Municipal Social Welfare and Development



	<b>TOTAL:</b>	None	1 day and 12 minutes	
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## 2. Issuance of Persons with Disability ID and Purchase Booklet

<b>Office or Division:</b>	Office of the Municipal Social Welfare and Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents of Pilar with disability			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For New Application:</b>				
1. Application Form (1 original)	MSWD Office			
2. Barangay Residence Certificate (1 original)	Barangay Hall			
3. Proof of Disability: Medical Certificate Stating One's Disability (1 original and 1 photocopy)	Municipal Health Office			
4. Photocopy of valid ID for legal age (1 original and 1 photocopy)	SSS, GSIS, Post Office LCR, PSA			
5. Photocopy of Birth Certificate if Minor (1 original and 1 photocopy)				
6. 2 pieces (1x1) ID picture	Applicant			
<b>Replacement of Lost PWD ID:</b>				
1. Affidavit of Lost(1 original)	Notary Public			
<b>Issuance of Purchase Booklet:</b>				
1. 1 Photocopy of PWD ID(1 photocopy)	Applicant			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get the Application Form at MSWDO or Barangay PWD Desk Officer	1.1 Assess the submitted documents	None	10 minutes	<b>Barangay PWD President</b>  <b>Disability Affairs Assistant</b> Office of the Municipal Social Welfare and Development
1.2 Submit the duly accomplished form and other requirements for the validation and preparation of the ID	1.2 Forward the documents to MSWDO			
	1.3 MSWDO staff prepare the ID and purchase booklets	None	1 day	<b>Clerk II</b> Office of the Municipal Social



				<b>Welfare and Development</b>
<b>2. PWD received the ID and Purchase Booklets</b>	<b>2. Record the information of the PWD</b>	<b>None</b>	<b>2 minutes</b>	<b>Disability Affairs Assistant Office of the Municipal Social Welfare and Development</b>
	<b>TOTAL:</b>	<b>None</b>	<b>1 day and 12 minutes</b>	

### 3. Issuance of Solo Parent ID

<b>Office or Division:</b>	<b>Office of the Municipal Social Welfare and Development</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>			
<b>Who may avail:</b>	<b>Residents of Pilar who are Solo Parent</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For New Application:</b>				
1. Application Form(1 original)	MSWD Office			
2. Barangay Certificate of Residency and being a Solo Parent (1 original)	Barangay Hall			
3. Affidavit of two disinterested persons on the circumstances of becoming a solo parent(1 original)	Notary Public			
4. Photocopy of Birth Certificate of children aged 17 years and below (1 original and 1 photocopy)	Applicant			
5. 2 pieces (1x1) ID picture	Applicant			
6. Valid ID (1 original and 1 photocopy)	SSS, GSIS, Post Office			
7. If Single: Cenomar (1 original and 1 photocopy)	PSA			
8. If Widow/Widower: Death Certificate of Spouse (1 original and 1 photocopy)	LCR, PSA			
<b>Replacement of Lost Solo Parent ID</b>				
1. Affidavit of Lost(1 original)	Notary Public			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get the Application Form at MSWDO	1.1 Assess the submitted documents	None	10 minutes	<b>Clerk II Office of the Municipal Social Welfare and</b>



1.2 Submit the duly accomplished form and other requirements for the validation and preparation of the ID	1.2 Forward the documents to MSWDO			Development
	1.3 MSWDO affixes her initials on the ID and refers it for the signature of the Mayor.  1.4 Mayor signs the request for approval.	None	30 minutes	<i>MSWDO</i> Office of the Municipal Social Welfare and Development  <i>Municipal Mayor</i> Office of the Municipal Mayor
2. Solo Parent received the ID	2. Record the information of the Solo Parent	None	2 minutes	<i>Clerk II</i> Office of the Municipal Social Welfare and Development
	<b>TOTAL:</b>	None	42 minutes	

#### 4. Issuance of Pag-asa Youth Association of the Philippines (PYAP) ID

<b>Office or Division:</b>	Office of the Municipal Social Welfare and Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents of Pilar aged 16-30 years old Single			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For New Application:</b>				
1. Application Form(1 original)		MSWD Office		
2. Barangay Certificate of Residency (1 original)		Barangay Hall		
3. Photocopy of Birth Certificate of children (1 original and 1 photocopy)		LCR, PSA		
4. Valid ID (1 original and 1 photocopy)		SSS, GSIS, Post Office		
5. 2 pieces (1x1) ID picture(1 original)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get the Application Form at	1.1 Assess the submitted			<i>Youth Development Assistant I</i>



MSWDO  1.2 Submit the duly accomplished form and other requirements for the validation and preparation of the ID	documents  1.2 Forward the documents to MSWDO	None	10 minutes	Office of the Municipal Social Welfare and Development
	1.3 MSWDO affixes her initials on the ID and refers it for the signature of the Mayor.  1.4 Mayor signs the request for approval.	None	30 minutes	<i>MSWDO</i> Office of the Municipal Social Welfare and Development  Municipal Mayor Office the Municipal Mayor
2. Youth received the PYAP ID	2.Record the information of the Youth	None	2 minutes	<i>Youth Development Assistant I</i> Office of the Municipal Social Welfare and Development
	<b>TOTAL:</b>	None	42 minutes	

## 5. One-Time Cash Assistance to Senior Citizens ages 85 years old and above of Pilar

<b>Office or Division:</b>	Office of the Municipal Social Welfare and Development
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Residents of Pilar aged 90 years old and above
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b><i>Municipal Resolution No. 34, s. 2022</i></b>	
1. Baptismal Certificate or Copy of Certificate of Live Birth from PSA or any authenticated document that will serve as legal basis for the computation of age (1 original and 4 photocopies)	PSA, LCR
2. A ten (10) year resident of the Municipality of Pilar certified by the	Barangay Hall



Punong Barangay where he/she is coming from (1 original and 4 photocopies)				
3. A holder of the OSCA Identification Card for the last ten (10) years (1 original and 4 photocopies)		OSCA ID, MSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished form and other requirements for the validation and preparation of the ID.	1.1 Assess the submitted documents	None	5 minutes	<i>Social Welfare Assistant / Focal Person for Senior Citizen</i> Office of the Municipal Social Welfare and Development
	1.2 Prepare and endorse the documents to the Finance Committee for the preparation of Check		5 days	
2. Received the financial assistance  Nonagenarian (90-99 years old) Php 3,000.00  Centenarian (100 years old) Php 20,000.00	1.1. Release the financial Assistance	None	15 minutes	Office of the Municipal Social Welfare and Development  Municipal Mayor Office of the Municipal Mayor
	<b>TOTAL:</b>	None	5 days and 20 minutes	

## 6. Issuance of Indigent Certificate

<b>Office or Division:</b>	Office of the Municipal Social Welfare and Development
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Indigent Citizens of Pilar
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Requirements for Financial/Medical Assistance:</b>	
1. Certificate of Indigent from the	Barangay Hall



Punong Barangay (1 Original)	
2. Personal Letter address to concerned office (1 Original)	Applicant
3. Medical Abstract/Medical Certificate of the patient (1 original and 1 photocopy) or Hospital Bill (Long and photocopy)	Hospital
4. Updated Doctors' Prescription with signature (1 original and 1 photocopy)	Hospital, Clinic
5. Proof of Relationship of claimant to payee (if applicable) birth or marriage certificate (1 original and 1 photocopy)	PSA, LCR
6. Government Issued Identification Card of claimant (1 original and 1 photocopy)	BIR, Post Office, DFA, PSA, SSS, Pag-ibig
7. Community Tax Certificate (Cedula) (1 original and 1 photocopy)	Municipal Treasurer's Office – One Stop Shop
<b>Requirements for Burial Assistance:</b>	
1. Certificate of Indigent from the Punong Barangay (1 Original)	Barangay Hall
2. Personal Letter address to concerned office (1 Original)	Applicant
3. Death Certificate (1 original and 1 photocopy)	PSA, LCR
4. Proof of Relationship of claimant to payee (if applicable) birth or marriage certificate (1 original and 1 photocopy)	PSA, LCR
5. Government Issued Identification Card of claimant (1 original and 1 photocopy)	BIR, Post Office, DFA, PSA, SSS, Pag-ibig
6. Community Tax Certificate (Cedula) (1 original and 1 photocopy)	Municipal Treasurer's Office – One Stop Shop
7. Certificate of Indigent from the Punong Barangay (1 Original)	Barangay Hall
8. Personal Letter address to concerned office (1 Original)	Applicant
<b>Requirements for Availing Legal Assistance:</b>	
1. Certificate of Indigent from the Punong Barangay and indicating the	Barangay Hall



purpose of seeking legal assistance (1 original and 1 photocopy)				
2. Certificate from the Municipal Assessor's Office (1 original and 1 photocopy)		Municipal Assessor's Office		
3. Certificate from the Bureau of Internal Revenue (1 original and 1 photocopy)		Bureau of Internal Revenue (BIR)		
4. Government Issued Identification Card of claimant (1 original and 1 photocopy)		BIR, Post Office, DFA, PSA, SSS, Pag-ibig		
5. General Intake Sheet Interview (1 original and 1 photocopy)		Municipal Social Welfare Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Financial, Medical and Burial Assistance 1. Submit the required documents at MSWD Office  2. Client received the Indigent Certificate	1.1 Receive the required documents and check for completeness  2. Prepare and record the issuance of Indigent Certificate	None	5 minutes  5 minutes	Clerk II Municipal Social Welfare Development
For Seeking Legal Assistance 1. Submit the required documents to the MSWD Office for interview and initial assessment	1.1 Receive the required documents and check for completeness 1.2 Interview the client for General Intake Sheet and refer to MSWDO for Collateral Interview		10 minutes	
	1.3 MSWDO conduct Collateral Interview	None	2 days	MSWDO Office of the Municipal Social Welfare and Development



2. Client received the Indigent Certificate to seek legal assistance	2. Record the issuance	None	2 minutes	<i>Clerk II</i> Office of the Municipal Social Welfare and Development
	<b>TOTAL:</b>	None	2 Days and 12 minutes	

## 7. Issuance of Social Case Study Report for Medical Assistance

<b>Office or Division:</b>	Office of the Municipal Social Welfare and Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Indigent from the Punong Barangay (1 original and 1 photocopy)		Barangay Hall		
2. Medical Abstract (1 original and 1 photocopy)		Hospital		
3. Valid ID (1 original and 1 photocopy)		Post Office, DFA, SSS, Pag-ibig		
4. Request letter from the referring office (1 original)		Referring office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present required documents and prepare for the interview at the MSWD Office	1.1 Interview the client	None	10 minutes	<i>Clerk II</i> Office of the Municipal Social Welfare and Development
	1.2 Prepare the Social Case Study Report and refer to MSWDO for review and signature	None	2 days	
	1.3 The MSWD signs the document	None	5 minutes	<i>Social Welfare Assistant</i> Office of the Municipal Social Welfare and Development
2.1 Receive the	2. Issue the Social	None	2 minutes	<i>Clerk II</i>



Social Case Study Report	Case Study Report			Office of the Municipal Social Welfare and Development
	<b>TOTAL:</b>	None	2 days and 17 minutes	

## 8. Day Care Services for Registration

<b>Office or Division:</b>	Office of the Municipal Social Welfare and Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents of Pilar aged 3-4 years old			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Birth Certificate of the child 3-4 years old (1 original and 1 photocopy)		PSA, LCR		
2. Yellow card and Health Record (1 Photocopy)		Municipal Health Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Enroll the child to respective Day Care Center by presenting require documents for verification A. Child will be assess using the ECCD required forms/other assessment materials	1.1 Receive and assess the documents	None	3 minutes	Day Care Worker in the Barangay
2. Day Care Child attend the daily session and his/her parent participate in the activities of the Day Care Center	Facilitate the ECCD in the respective Day Care	None	30 minutes	Day Care Worker in the Barangay
	<b>TOTAL:</b>	None	33 minutes	



## 9. Social Protection Services (For Abused Women and Children)

<b>Office or Division:</b>	Office of the Municipal Social Welfare and Development			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Residents of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<i>None</i>		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach staff and request for the service (victim/concerned agency referring the case.) at MSWD Office	1.1 Social Worker interview the client for proper case management	None	30 minutes	<i>Social Welfare Assistant</i> Office of the Municipal Social Welfare and Development
	1.2 Assist and refer the client to WCPD-PNP for blotter and filing the case.  1.3 Assessment and provision for possible assistance to the client (case to case basis)			<i>Social Welfare Officer II</i> Office of the Municipal Social Welfare and Development  JENNY LEE R. CASIN, RSW <i>MSWDO</i> Office of the Municipal Social Welfare and Development  WCPD - Pilar MPS
	<b>TOTAL:</b>	None	7 day & 30 minutes	

## 10. Social Protection Services (For Juvenile Delinquent/Children-In-Conflict with the Law)

<b>Office or Division:</b>	Office of the Municipal Social Welfare and Development
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government



Who may avail:		Residents of Pilar		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. The requesting office will refer the child to MSWD for initial assessment of discernment with the following requirements:</p> <p>a.) Birth Certificate b.) Sinumpaang Salaysay c.) Referral Letter from PNP Approach staff and request for the service (victim/concerned agency referring the case.)</p>	<p>1.1 The Social Worker will facilitate the interview using the tool in assessing the discernment of the CICL.</p>	None	2 hours	<p><i>Social Welfare Officer II</i> Office of the Municipal Social Welfare and Development</p>
	<p>1.2 Facilitate home/community/school visit if necessary 1.3 Preparation of initial assessment of Discernment 1.4. Submit the initial assessment of Discernment to the requesting office (Court/Fiscal Office/PNP)</p>	None	7 days	<p><i>Social Welfare Officer II</i> Office of the Municipal Social Welfare and Development</p> <p><i>MSWDO</i> Office of the Municipal Social Welfare and Development</p>
	<b>TOTAL:</b>	None	7 days & 2 hours	



**Office of the Municipal Local Civil Registrar  
External Services**



## 1. Issuance of Birth Certification

<b>Office or Division:</b>	Office of the Municipal Local Civil Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Anyone who was born in Pilar, Bataan			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>PRINCIPAL</b>				
1. Government Issued ID (1 Photocopy)		PSA, SSS, GSIS, Post Office, Philhealth, DFA, COMELEC		
<b>FOR FEES EXEMPTION (4Ps, Indigent and hospitalized)</b>				
1. 4Ps ID, Barangay Certificate of Indigency, Medical Certificate		DSWD, Barangay, Hospital		
<b>REPRESENTATIVE</b>				
1. Authorization Letter (1 Original)		Applicant		
2. Government Issued ID (Principal & Representative) (1 Photocopy each)		PSA, SSS, GSIS, Post Office, Philhealth, DFA, COMELEC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit name of person registered in the birth certificate, date of birth, and name of mother.	<p>1.1 Verify availability of record.</p> <p>1.2 Prepare appropriate form based on the verification and request of the client.</p> <p>CR Form 1-A if record is available CR Form 1-B if no record/negative CR Form 1-C if record is destroyed (Record is prior to 1942)</p> <p>1.3 Forward CR Form to the <i>Municipal Civil Registrar (MCR)</i> for</p>	None	20 minutes	<p><i>Clerk II</i> Office of the Municipal Local Civil Registrar</p> <p><i>Registration Officer I</i> Office of the Municipal Local Civil Registrar</p> <p><i>Municipal Civil Registrar</i> Office of the Municipal Local Civil Registrar</p>



	<b>signature.</b>			
<b>2. Pay fees and secure Official Receipt.</b>	<b>2.1 Issue official Receipt</b>	<p><b>Local</b> P120.00 *D.S.T. 30.00</p> <p><b>Abroad</b> P120.00 *D.S.T. 30.00</p> <p>*Issuance of BIR for documentary stamp</p>	<b>5 minutes</b>	<b>Clerk II</b> <b>Municipal Treasurer's Office / One-Stop-Shop Window # 2</b>
<b>3. Issue birth certification to the client after signing in the logbook.</b>	<b>3.1 Issue the birth certificate</b>	<b>None</b>	<b>1 minute</b>	<b>Clerk II</b> <b>Office of the Municipal Local Civil Registrar</b>
	<b>TOTAL:</b>	<p><b>Local</b> P120.00 *D.S.T. 30.00</p> <p><b>Abroad</b> P120.00 *D.S.T. 30.00</p> <p>(Exempted: 4Ps, hospitalized)</p> <p>*Issuance of BIR for documentary stamp</p>	<b>26 minutes</b>	



## 2. Issuance of Death Certification

<b>Office or Division:</b>	Office of the Municipal Local Civil Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any relative of the death who died in Pilar, Bataan			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>PRINCIPAL</b>				
1. Government Issued ID (1 Photocopy)		PSA, SSS, GSIS, Post Office, Philhealth, DFA, COMELEC		
<b>REPRESENTATIVE</b>				
1. Authorization Letter (1 Original)		Applicant		
2. Government Issued ID (Principal & Representative) (1 Photocopy each)		PSA, SSS, GSIS, Postal ID, Philhealth, Passport		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit name of deceased person and date of death.	<p>1.1 Verify availability of record.</p> <p>1.2 Prepare appropriate form based on the verification and request of the client.</p> <p>CR Form 2-A if record is available CR Form 2-B if no record/negative CR Form 2-C if record is destroyed (Record is prior to 1942)</p>	None	20 minutes	<p><i>Clerk II</i> Office of the Municipal Local Civil Registrar</p> <p><i>Registration Officer I</i> Office of the Municipal Local Civil Registrar</p> <p><i>Municipal Civil Registrar</i> Office of the Municipal Local Civil Registrar</p>
2. Pay fees and secure Official Receipt.	2.1 Issue official Receipt	<p>Local P120.00 *D.S.T. 30.00</p> <p>Abroad P120.00 *D.S.T. 30.00</p>	5 minutes	<p><i>Clerk II</i> Municipal Treasurer's Office / One-Stop-Shop Window # 2</p>



		*Issuance of BIR for documentary stamp		
3. Issue death certification to the client after signing in the logbook.	3.1 Issue the death certificate	None	1 minute	<i>Clerk II</i> Office of the Municipal Local Civil Registrar
	<b>TOTAL:</b>	Local P120.00 *D.S.T. 30.00  Abroad P120.00 *D.S.T. 30.00  *Issuance of BIR for documentary stamp	26 minutes	

### 3. Issuance of Marriage Certification

<b>Office or Division:</b>	Office of the Municipal Local Civil Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Anyone who got married in Pilar, Bataan			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>PRINCIPAL</b>				
1. Government Issued ID (1 Photocopy)	PSA, SSS, GSIS, Post Office, Philhealth, DFA, COMELEC			
<b>REPRESENTATIVE</b>				
2. Authorization Letter (1 Original)	Applicant			
3. Government Issued ID (Principal & Representative) (1 Photocopy each)	PSA, SSS, GSIS, Post Office, Philhealth, DFA, COMELEC			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p><b>1. Submit name of groom and bride and date of marriage.</b></p>	<p><b>1.1 Verify availability of record.</b></p> <p><b>1.2 Prepare appropriate form based on the verification and request of the client.</b></p> <p>CR Form 3-A if record is available CR Form 3-B if no record/negative CR Form 3-C if record is destroyed (Record is prior to 1942)</p> <p><b>1.3 Forward CR Form to the <i>Municipal Civil Registrar (MCR)</i> for signature.</b></p>	<p>None</p>	<p>20 minutes</p>	<p><b><i>Clerk II</i></b> <b>Office of the Municipal Local Civil Registrar</b></p> <p><b><i>Registration Officer I</i></b> <b>Office of the Municipal Local Civil Registrar</b></p> <p><b><i>Municipal Civil Registrar</i></b> <b>Office of the Municipal Local Civil Registrar</b></p>
<p><b>2. Pay fees and secure Official Receipt.</b></p>	<p><b>2.1 Issue official Receipt</b></p>	<p>Local P120.00 *D.S.T. 30.00</p> <p>Abroad P120.00 *D.S.T. 30.00</p> <p>*Issuance of BIR for documentary stamp</p>	<p>5 minutes</p>	<p><b><i>Clerk II</i></b> <b>Municipal Treasurer's Office / One-Stop-Shop Window # 2</b></p>
<p><b>3. Issue birth certification to the client after signing in the logbook.</b></p>	<p><b>3.1 Issue the birth certificate</b></p>	<p>None</p>	<p>1 minute</p>	<p><b><i>Clerk II</i></b> <b>Office of the Municipal Local Civil Registrar</b></p>
	<p><b>TOTAL:</b></p>	<p>Local P120.00 *D.S.T.</p>	<p>26 minutes</p>	



		<p>30.00</p> <p>Abroad P120.00 *D.S.T. 30.00</p> <p>*Issuance of BIR for documen tary stamp</p>		
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#### 4. Registration of Birth

<b>Office or Division:</b>	Office of the Municipal Local Civil Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Midwife, hilot, the parents or anyone who was an attendant at birth			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Municipal Form (MF) 102 (4 Original)		Office of the Municipal Local Civil Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits accomplished MF 102 to the staff.	1.1 Receive document and verify correctness and completeness of the entries.	None	15minutes	<i>Clerk II</i> Office of the Municipal Local Civil Registrar
	1.2 Assign Registry Number.			<i>Registration Officer I</i> Office of the Municipal Local Civil Registrar
	1.3 Forward CR Form to the <i>Municipal Civil Registrar (MCR)</i> for signature.			<i>Municipal Civil Registrar</i> Office of the Municipal Local Civil Registrar
	1.5 Release owner's copy to the client.	None	5 minutes	<i>Clerk II</i> Office of the Municipal Local



				Civil Registrar
	<b>TOTAL:</b>	<b>None</b>	<b>20 minutes</b>	

## 5. Registration of Marriage

<b>Office or Division:</b>	Office of the Municipal Local Civil Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Solemnizing Officer/his secretary or the contracting parties			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Municipal Form (MF) 97 (4 Original)		Office of the Municipal Local Civil Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished MF 97 to the staff	1.1 Receive document and verify correctness and completeness of the entries.  1.2 Assign Registry Number.  1.3 Forward CR Form to the <i>Municipal Civil Registrar (MCR)</i> for signature.  1.4 Issue owner's copy to the client.	None	15 minutes	Clerk II Office of the Municipal Local Civil Registrar  Registration Officer I Office of the Municipal Local Civil Registrar
	<b>TOTAL:</b>	<b>None</b>	<b>15 minutes</b>	

## 6. Registration of Death

<b>Office or Division:</b>	Office of the Municipal Local Civil Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any relative of the death who died in Pilar, Bataan			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Municipal Form (MF) 103 (4 Original)		Office of the Municipal Local Civil Registrar		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished MF 103 to the staff	1.1 Receive document and verify correctness and completeness of the entries.	None	15minutes	<i>Clerk II</i> Office of the Municipal Local Civil Registrar
	1.2 Assign Registry Number.			<i>Registration Officer I</i> Office of the Municipal Local Civil Registrar
	1.3 Forward CR Form to the Municipal Civil Registrar (MCR) for signature.			
	1.4 Issue owner's copy to the client.			
	<b>TOTAL:</b>	None	15 minutes	

## 7. Delayed Registration of Events

<b>Office or Division:</b>	Office of the Municipal Local Civil Registrar	
<b>Classification:</b>	Highly Technical Transactions	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Those who were born, died & got married in Pilar, Bataan	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>PRIMARY REQUIREMENTS</b>		
1. Negative certification from Philippine Statistics Authority (PSA) (1 Original and 2 Photocopy/s)	PSA	
2. Affidavit of two (2) disinterested persons (2 Original and 1 Photocopy)	Public/ Private Attorney	
3. Official Receipt (OR) from the Municipal Treasurer's Office (MTO) (1 Original)	MTO - Pilar	
<b>SUPPORTING DOCUMENTS - FOR BIRTH</b>		
1. Form 137 (school record) (1 Photocopy)	Elementary school where he graduated	
2. Medical Record (1 Photocopy)	Any hospital/clinic	
3. Baptismal Certificate (1 Photocopy)	Church where he was baptized	
4. Voter's Certification (1 Photocopy)	ComElec where he was registered	
<b>SUPPORTING DOCUMENTS - FOR DEATH</b>		
1. Death Certificate issued by church (1 Photocopy)	Church where burial mass was held	



2. Official Receipt from the Funeral Parlor (1 Photocopy)		Funeral Parlor where the death was embalmed		
3. Picture of deceased person taken during the wake (1 Colored Photocopy)		Applicant		
4. Picture of gravestone (lapida) (1 Photocopy)		Applicant		
<b>SUPPORTING DOCUMENTS - FOR MARRIAGE</b>				
1. Copy of marriage certificate not registered (1 Original and 1 Photocopy)		Contracting Parties		
2. Affidavit of Solemnizing Officer or contracting parties (2 Original)		Public/Private Attorney		
3. Birth Certificate of children (1 Photocopy each)		PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits negative certification and supporting documents.	1.1 Receive and verify documents. 1.2 Interview client 1.3 Prepare MF 102, MF 103, or MF 97 depending on the event/request (birth, death, marriage).	None	15minutes	<i>Clerk II</i> Office of the Municipal Local Civil Registrar  <i>Registration Officer I</i> Office of the Municipal Local Civil Registrar
2. The client pay fees and secure O.R.	2.1 Issue Official Receipt	P/ 120.00 Delayed Registration	1 minute	<i>Clerk II</i> Municipal Treasurer's Office / One-Stop-Shop Window # 2
3. Present the OR	3.1 Inform client of the posting requirement (10 days) and advise him/her to get the owner's copy of the registration after posting.	None	5 minutes  10 Days Posting Period	<i>Clerk II</i> Office of the Municipal Local Civil Registrar  <i>Registration Officer I</i> Office of the Municipal Local Civil Registrar  <i>Municipal Civil Registrar</i>



				Office of the Municipal Local Civil Registrar
	<b>TOTAL:</b>	<b>P/ 120.00</b>	<b>10 Days &amp; 21 minutes</b>	

## 8. Advance Copy of Document

<b>Office or Division:</b>	Office of the Municipal Local Civil Registrar			
<b>Classification:</b>	Highly Technical Applications			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Anyone who were registered in Pilar, Bataan			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt (OR) from the Municipal Treasurer's Office (MTO) (1 Original)		MTO - Pilar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client approaches staff and requests for endorsement of Office of the Civil Registrar General (OCRG) copy.	1.1 Staff prepares endorsement of registered document (MF 102, MF 97.MF 103) to Philippine Statistics Authority (PSA) and forwards it to MCR for signature.	None	15minutes	<i>Clerk II</i> Office of the Municipal Local Civil Registrar  <i>Municipal Civil Registrar</i> Office of the Municipal Local Civil Registrar
2. The client pay fees and secure O.R.	2.1 Issue Official Receipt	P/ 200.00  Incidental expenses like photocopying of documents and mailing expenses will be shouldered by the client. (Not to be paid at CTO)	5 minutes	<i>Clerk II</i> Municipal Treasurer's Office / One-Stop-Shop Window # 2
3. Present the OR	3.1 Client is advised to follow-			<i>Clerk II</i> Office of the



	up with PSA (in Quezon City) after 10 working days.	None	5 minutes & 15 Working days	Municipal Local Civil Registrar  <i>Registration Officer I</i> Office of the Municipal Local Civil Registrar  <i>Municipal Civil Registrar</i> Office of the Municipal Local Civil Registrar
	<b>TOTAL:</b>	<b>P/ 200.00</b>  Incidental expenses like photocopying of documents and mailing expenses will be shouldered by the client. (Not to be paid at CTO)	<b>15 Working days &amp; 21 minutes</b>	

## 9. Out-of-Town Reporting of Birth

<b>Office or Division:</b>	Office of the Municipal Local Civil Registrar			
<b>Classification:</b>	Highly Technical Applications			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	Residents born outside Municipality of Pilar may request the Office of the Municipal Registrar Pilar for the registration of birth to his/her place of birth.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Negative certification from Philippine Statistics Authority (PSA) (1 Original)		PSA		
2.Affidavit of out-of-town reporting (2 Original)		Public/Private Attorney		
3.Affidavit of two (2) disinterested persons (2 Original)		Public/Private Attorney		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Client approaches staff and submits negative certification from PSA, required documents, and supporting papers re facts of birth.	1.1 Staff receives, verifies documents, and prepares Certificate of Live Birth (COLB) in quadruplicate.  1.3 MCR signs the documents.	None	20 minutes	<i>Clerk II</i> Office of the Municipal Local Civil Registrar
2. The client pay fees and secure O.R.	2.1 Issue Official Receipt	P 200.00	5 minutes	<i>Clerk II</i> Municipal Treasurer's Office / One-Stop-Shop Window # 2
3. Present the OR	3.1 MCR transmits the documents to PSA Provincial Office & advise the client that it will depend on the MCR & PSA Provincial Office where the client was born when his/her birth document will be mailed back to LCRO Pilar.	None	2 days	<i>Clerk II</i> Office of the Municipal Local Civil Registrar  <i>Registration Officer I</i> Office of the Municipal Local Civil Registrar  <i>Municipal Civil Registrar</i> Office of the Municipal Local Civil Registrar
	<b>TOTAL:</b>	<b>P 200.00</b>	<b>2 days and 25 minutes</b>	

## 10. Request for Supplemental Report

<b>Office or Division:</b>	Office of the Municipal Local Civil Registrar
<b>Classification:</b>	Highly Technical Applications
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Anyone who were registered in Pilar, Bataan
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. PSA Birth Certificate with missing entry/s (1 Original and 7 Photocopy/s)	PSA



2. Affidavit of Supplemental Report (1 Original and 3 Photocopy/s)		Public/Private Attorney		
3. Relevant papers to support missing entries (e.g., birth certificate, baptismal certificate)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches staff and submits affidavit of supplemental report to support missing entries on the document.	1.1 Staff receives, verifies documents, and prepares supplemental report.	None	10 minutes	<i>Registration Officer I</i> Office of the Municipal Local Civil Registrar
	1.2 MCR signs the document.	None	10 minutes	<i>Municipal Civil Registrar</i> Office of the Municipal Local Civil Registrar
2. The client pay fees and secure O.R.	2.1 Issue Official Receipt	P/200.00 - Supplemental Report  Endorsement fee of P/200	1 minute	<i>Clerk II</i> Municipal Treasurer's Office / One-Stop-Shop Window # 2
3. Present the OR	3.1 MCR is advised to mail (by courier service) documents and follow-up with PSA (in Quezon City) after 10 working days.	None	5 minutes	<i>Clerk II</i> Office of the Municipal Local Civil Registrar  <i>Registration Officer I</i> Office of the Municipal Local Civil Registrar  <i>Municipal Civil Registrar</i> Office of the Municipal Local Civil Registrar
<b>TOTAL:</b>		<b>P/ 400.00</b>	<b>26 minutes</b>	



## 11. Endorsement of Documents Kept Intact at the Office of the MCR in Cases of Negative Certifications Issued by PSA

<b>Office or Division:</b>	Office of the Municipal Local Civil Registrar			
<b>Classification:</b>	Highly Technical Applications			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Anyone who were registered in Pilar, Bataan			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Negative certification from Philippine Statistics Authority (PSA) (1 Original)		PSA		
2. Official Receipt (OR) from the Municipal Treasurer's Office (MTO) (1 Original)		MTO - Pilar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client approaches staff, requests for endorsement of document to NSO, and submits negative certification from NSO.	1.1 Staff verifies from the archive if record is available.	None	18 minutes	<i>Registration Officer I</i> Office of the Municipal Local Civil Registrar  <i>Municipal Civil Registrar</i> Office of the Municipal Local Civil Registrar
	1.2. If available, staff prepares true copy of the document to be endorsed to PSA.	None	15 working days	
	1.3 MCR signs the documents.	None	2 minutes	
	1.4 The client pay fees and secure O.R.	P/ 200.00		
	<b>TOTAL:</b>	<b>P/200.00</b>	<b>15 working days &amp; 20 minutes</b>	

## 12. Application for Marriage License

<b>Office or Division:</b>	Office of the Municipal Local Civil Registrar
<b>Classification:</b>	Highly Technical Applications
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Residents of Pilar.



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One of the contracting parties is a resident of Pilar – Barangay Clearance (1 Original or 1 Photocopy)		Barangay Hall		
2. Certificate of No Marriage (CENOMAR) (1 Original)		PSA		
3. Birth or Baptismal Certificate (1 Original)		PSA or Church		
4. Pre-Marriage Counseling Certificate (1 Original)		Population Commission Office		
5. Parental Consent, <i>if applicant is 18 years old but below 21 years old (2 Original)</i>		LCRO		
6. Parental Advice, <i>if applicant is 21 years old but below 25 years old (2 Original)</i>		LCRO		
7. Death Certificate of deceased spouse, judicial decree of absolute divorce, judicial decree of annulment, declaration of presumptive death (1 Photocopy)		PSA/LCRO where the event occurred		
8. Certificate of legal capacity to contract marriage from their respective diplomatic or consular officials, <i>if foreigner</i> (1 Original)		Consular Office/Embassy of a certain country		
9. Official Receipt (OR) from the Municipal Treasurer's Officer (MTO) (1 Original)		MTO - Pilar		
10. Affidavit if the Parents will not be able to sign		Public/Private Attorney		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches staff and makes an inquiry.	1.1 Staff answers query and gives MF-90 to be filled-up and signed by the applicant. After filling-up, applicant submits accomplished MF-90 to the staff.	None	25 minutes	<i>Clerk II</i> Office of the Municipal Local Civil Registrar  <i>Registration Officer I</i> Office of the Municipal Local Civil Registrar



	1.2. Staff prepares MF-90 in quadruplicate by typing the information given.			
2. The client pay fees and secure O.R.	2.1 The staff issues Official Receipt	P450.00	5 minutes	<i>Clerk II</i> Municipal Treasurer's Office / One-Stop-Shop Window # 2
3. Present OR to MCR staff so with the form	3.1 Subscribe application and advise applicants that license will be released after the 10 days of posting, except for Friday applicants wherein the start of counting will fall on next Monday.	None	3 minutes 10 days posting	<i>Registration Officer I</i> Office of the Municipal Local Civil Registrar  <i>Municipal Civil Registrar</i> Office of the Municipal Local Civil Registrar
	<b>TOTAL:</b>	<b>P/ 450.00</b>	<b>10days &amp; 33 minutes</b>	

### 13. Legitimation

<b>Office or Division:</b>	Office of the Municipal Local Civil Registrar
<b>Classification:</b>	Highly Technical Applications
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Anyone who were born in Pilar, Bataan
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Certificate of Live Birth (COLB) (1 Original and 7 Photocopy/s)	PSA
2. Certificate of Marriage (COM) (4 Photocopy/s)	PSA
3. Certificate of No Marriage (CENOMAR) (1 Original and 3 Photocopy/s)	PSA
4. Affidavit of Legitimation (1 Original and 3 Photocopy/s)	Public/Private Attorney
5. Official Receipt (OR) from the	MTO - Pilar



Municipal Treasure's Office (MTO) (1 Original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches staff and submits required documents.	1.1 Staff receives and verifies requirements.	None	7 minutes	<i>Municipal Civil Registrar</i> Office of the Municipal Local Civil Registrar  <i>Registration Officer I</i> Office of the Municipal Local Civil Registrar
2. The client pay fees and secure O.R.	2.1 The staff issues Official Receipt	Php300.00 Legitimation  Plus Php 200.00 for Endorsement fee	5 minutes	<i>Clerk II</i> Municipal Treasurer's Office / One-Stop-Shop Window #2
3. Present OR to MCR staff so with the form	3.1 Staff performs legitimation process.  3.2 Staff forwards the documents/O.R. to MCR.	None	3 minutes	<i>Clerk II</i> Office of the Municipal Local Civil Registrar  <i>Registration Officer I</i> Office of the Municipal Local Civil Registrar
	3.3 MCR does the annotation of the affected record on the civil register.  3.4 Issue owner's copy to client and advise him/her to secure	None	5 minutes	<i>Municipal Civil Registrar</i> Office of the Municipal Local Civil Registrar



	authenticated copy with annotation from PSA after 10 workings days.			
	<b>TOTAL:</b>	<b>P/ 500.00</b>	<b>10 working days &amp; 20 minutes</b>	

## 14. Allowing to Use Surname of Father (RA 9255)

<b>Office or Division:</b>	Office of the Municipal Local Civil Registrar			
<b>Classification:</b>	Highly Technical Applications			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Anyone who were born in Pilar, Bataan FROM March 19,2004 onwards			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Live Birth (COLB) (1 Original and 7 Photocopy/s)		PSA		
2. Affidavit to use surname of father (AUSF) (1 Original and 3 Photocopy/s)		Public/Private Attorney		
3. Appearance of the father		LCRO		
4. Official Receipt (OR) from the Municipal Treasure's Office (MTO) (1 Original)		MTO – Pilar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client approaches staff and submits required documents.	1.1 Staff receives, verifies if the child is able to apply the AUSF process because if the birth was born from August 3, 1988 to March 19, 2004 ,he/she/the parents will go to proper court for the child to use the father's last name .if the child was born	None	7 minutes	<i>Registration Officer I</i> Office of the Municipal Local Civil Registrar  Municipal Civil Registrar Office of the Municipal Local Civil Registrar



	<p>prior to August 3, 1988 then he/she/parents can apply the AUSF process.</p> <p>1.2 If AUSF is applicable, client will pay fees.</p>			
2. The client pay fees and secure O.R.	2.1 The staff issues Official Receipt	<p>Php 200.00(AUSF)</p> <p>Plus</p> <p>Php200.00 endorsement fee</p>	5 minutes	<p><i>Clerk II</i> Municipal Treasurer's Office / One-Stop-Shop Window # 2</p>
3. Present OR to MCR staff so with the form	<p>3.1 MCR prepares the document and annotate.</p> <p>3.2 MCR subscribes the AUSF.</p>	None	10 minutes	<p><i>Registration Officer I</i> Office of the Municipal Local Civil Registrar</p> <p><i>Municipal Civil Registrar</i> Office of the Municipal Local Civil Registrar</p>
	3.3 Issue the owner's copy to the client and advise him/her to secure authenticated copy with annotation from PSA Manila after 15 working days.	None	5 minutes	<p><i>Municipal Civil Registrar</i> Office of the Municipal Local Civil Registrar</p>
	<b>TOTAL:</b>	<b>P/ 400.00</b>	<b>27 minutes</b>	



## 15. Filing Petition for Correction of Clerical Error (CCE) and Change of First Name (CFN) Through R.A.9048 and Correction in the Entry in the Date and/or Month in the Date of Birth and Sex/Gender of the Child through R.A.10172

<b>Office or Division:</b>	Office of the Municipal Local Civil Registrar
<b>Classification:</b>	Highly Technical Applications
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government
<b>Who may avail:</b>	Anyone who were registered in Pilar, Bataan
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>FOR CORRECTION OF CLERICAL ERRORS(CCE)</b>	
1. PSA Authenticated containing the alleged erroneous entry(ies) (1 Original and 5 Photocopy/s)	PSA
2. Birth certificate of father/mother/siblings/son/daughter 3. (3 Photocopy/s)	LCRO/PSA
4. Marriage contract of petitioner, if married (3 Photocopy/s)	LCRO/PSA
5. Marriage contract of parents (3 Photocopy/s)	LCRO/PSA
6. Baptismal certificate (3 Photocopy/s)	Church
7. School Records (3 Photocopy/s)	Elementary School
8. Government Issued ID (3 Photocopy/s)	Driver's License, PRC ID, SSS ID, Senior Citizen ID
9. Insurance Record (3 Photocopy/s)	Insurance Company
10. Passport (3 Photocopy/s)	DFA
11. Community Tax Certificate (3 Photocopy/s)	Barangay Hall/ MTO
12. Voter's cortication /affidavit (3 Photocopy/s)	Commission on Election(ComElec)
<b>FOR CHANGE OF FIRST NAME(CFN)</b>	
1. PSA Authenticated containing the alleged erroneous entry (1 Original and 5 Photocopy/s)	PSA
2. NBI & Police Clearance (Unexpired) (3 Photocopy/s)	NBI & Police Department
3. Certificate of Employment (3 Photocopy/s)	Employer/Company
4. Affidavit of Non-employment, if unemployed (1 Original and 2 Photocopy/s)	Public/Private Attorney



5. Baptismal certificate (3 Photocopy/s)	Church
6. Marriage contract, if married (3 Photocopy/s)	LCRO/PSA
7. Earliest school record (3 Photocopy/s)	Elementary School
8. Voter's affidavit/certification (3 Photocopy/s)	Commission on Election (ComElec)
9. Publication in local newspaper in 2 consecutive weeks (2 Original and 1 Photocopy)	LCRO/Publication Company
10. Government Issued ID (3 Photocopy/s)	Driver's License, PRC ID, SSS ID, Senior Citizen ID
11. Community tax certificate (3 Photocopy/s)	Barangay Hall/MTO
<b>FOR CORRECTION IN THE DAY AND/OR MONTH IN THE DATE OF BIRTH</b>	
1. PSA Authenticated containing the alleged erroneous entry (1 Original and 5 Photocopy/s)	PSA
2. Earliest School Record (3 Photocopy/s)	Elementary School
3. Baptismal certificate (3 Photocopy/s)	Church
4. Voter's certification (3 Photocopy/s)	Commission on Election (ComElec)
5. Marriage certificate, if married (3 Photocopy/s)	LCRO/PSA
6. IDs with correct birth date (3 Photocopy/s)	GSIS, SSS, UMID, Driver's License, Senior Citizen's ID
7. Police & NBI Clearance (3 Photocopy/s) Unexpired	Police Department & NBI
8. Certificate of employment (latest) (3 Photocopy/s)	Employer/Company
9. Affidavit, if unemployed (1 Original and 2 Photocopy/s)	Public/Private Attorney
10. Community tax certificate (3 Photocopy/s)	Barangay Hall/MTO
11. Publication in Local newspaper (2 Original and 1 Photocopy)	LCRO/Publication Company
<b>FOR CORRECTION IN THE ENTRY IN THE SEX/GENDER of the CHILD(RA10172)</b>	
1. PSA Authenticated containing the alleged erroneous entry (1 Original and 5 Photocopy/s)	PSA
2. Earliest school record (3 Photocopy/s)	Elementary School
3. Baptismal certificate (3 Photocopy/s)	Church
4. Voter's certification (3 Photocopy/s)	Commission on Election (ComElec)



5. IDs with correct SEX (3 Photocopy/s)	Philippine National ID
6. Medical Records (3 Photocopy/s)	Hospital/Clinic
7. Certification from MHO that the applicant has not undergone sex transplant (1 Original and 2 Photocopy/s)	RHU-Pilar or MHO-Pilar
8. Certificate of latest employment (3 Photocopy/s)	Employer/Company
9. Affidavit, if unemployed (1 Original and 2 Photocopy/s)	Public/Private Attorney
10. Certificate of authenticity of M/CCR (3 Photocopy/s)	LCRO
11. Publication in local newspaper for 2 consecutive weeks (2 Original and 1 Photocopy)	LCRO/Publication Company
12. Police & NBI Clearance (3 Photocopy/s) Unexpired	Police Department & NBI
13. Community tax certificate (3 Photocopy/s)	Barangay Hall/MTO

**\*\*\*\*\*REQUIREMENTS TO BE SUBMITTED DEPENDS UPON THE NATURE OF PETITION TO BE FILED. THE MORE DOCUMENTS PROVIDED THAT SUPPORT THE PETITION, THE MORE POSSIBILITY OF OCRG'S AFFIRMATION/APPROVAL.**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches staff and submits required documents based on the type of correction.	1.1 MCR receives the petition, examine the completeness and sufficiency of supporting documents and let the petitioner sign the petition paper.  1.2 If AUSF is applicable, client will pay fees.	None	20 minutes	Municipal Civil Registrar Office of the Municipal Local Civil Registrar
2. The client pay fees and secure O.R.	2.1 The staff issues Official Receipt	1,000.00(CCE) Php3,000.00(CFN & correction in	5 minutes	Clerk II Municipal Treasurer's Office / One-Stop-Shop Window # 2



		<p>the date/month in date of birth as well as correction in SEX of child) Plus Php200.00 endorsement fee Pus Courier fee</p>		
<p>3. Present OR to MCR staff so with the form</p>	<p>3.1 MCR prepares notice for posting and other relevant documents.</p> <p>3.2 MCR administer oath of the petitioner.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Clerk II</i> Office of the Municipal Local Civil Registrar</p>
	<p>3.3 Client will be advised that petition will be posted for 12 days before it will be submitted to PSA Legal. In case of Change of name, correction in the day or month of date of birth or in the sex of a child, petition will be send to PSA Legal after the Municipal/city civil registry office receives the affidavit of publication.</p>	<p>None</p>		<p><i>Municipal Civil Registrar</i> Office of the Municipal Local Civil Registrar</p>
	<p><b>TOTAL:</b></p>	<p>P/ 1,350(CCE) P/ 3,350(CFN)</p>	<p>40 minutes</p>	



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## 16. Request of Annotated Civil Registry Document (Annulment, Adoption, Correction, Declaration, Presumptive Death Repatriation, etc.)

<b>Office or Division:</b>	Office of the Municipal Local Civil Registrar			
<b>Classification:</b>	Highly Technical Applications			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Anyone who were registered in Pilar, Bataan			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Court decision (1 Original and 3 Photocopy's)		Court		
2. Certificate of finality (1 Original and 3 Photocopy's)		Court		
3. Photocopies of decision for submission to PSA (3 Photocopy's)		Court		
4. Official Receipt (OR) from the Municipal Treasure's Office (MTO)		MTO-Pilar		
5. PSA Marriage/Birth documents to be annulled/cancelled (1 Original and 7 Photocopy's)		PSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client approaches MCR and submits required documents.	1.1 MCR accepts court decision and does annotation of the affected record on the civil register.	None	15 minutes	<i>Municipal Civil Registrar</i> Office of the Municipal Local Civil Registrar
2. The client pay fees and secure O.R.	2.1 The staff issues Official Receipt	PHP 200.00 (Service fee)  Plus  PHP 200.00 Endorsement fee	5 minutes	<i>Clerk II</i> Municipal Treasurer's Office / One-Stop-Shop Window # 2
3. Present OR to MCR staff .	3.1 MCR prepares certificate with			<i>Municipal Civil Registrar</i>



	annotation and endorsement letter to PSA. Also advise the client to follow up the document in PSA Manila after 10 working days.	None	10 minutes	Office of the Municipal Local Civil Registrar
	<b>TOTAL:</b>	<b>P/400.00</b>	<b>30 minutes</b>	

## 17. Administer Oaths for Civil Registry Purposes

<b>Office or Division:</b>	Office of the Municipal Local Civil Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Anyone who were registered in Pilar, Bataan			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client approaches MCR and presents document (affidavit, petition, AUSF, Parental Consent, Parental Advice).	1.1 MCR administers oath.	None	2 minutes	<i>Municipal Civil Registrar</i> Office of the Municipal Local Civil Registrar
	<b>TOTAL:</b>	<b>None</b>	<b>2 minutes</b>	



# **Municipal Health Office**

## **External Services**



## 1. Availing of Outpatient Consultation at Pilar Municipal Health Office

<b>Office or Division:</b>		Municipal Health Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Residents of Pilar		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Referral Slip		Barangay Health Station		
2. Valid ID (1 Original)		Any Government issued ID		
3. Result of laboratories if applicable (1 Original)		Clinic, Health Facilities, Hospital		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire for about the service.	1.1 Nurse on duty asks for the patient's general data and the reason for consultation and encodes it on the patient's electronic medical record (EMR).	None	10 minutes	Nurse / Municipal Health Office  Encoder On Duty
	1.2 Nurse on duty takes brief medical history of patient, gets vital signs and records it in the individual EMR. Patient will then be referred to the MHO/Attending Physician.			
	1.3 The MHO/Attending Physician examines the patients,			Rural Health Physician on



	<p>requests for appropriate laboratories, prescribes medications and gives medical advice.</p> <p>1.4 The MHO/ Rural Health Physician refers patient to the medical technologist on duty if laboratory examination is needed. 1.4.1. If the laboratory requested is not available in the RHU. The patient will be referred to laboratory of choice. 1.4.2. The patient will be instructed for follow up with the laboratory results.</p> <p>1.5 The MHO/ Rural Health Physician refers patient to Pharmacy Clerk for dispensing of medicine.</p>	<p>None</p>	<p>15 minutes</p>	<p>Duty</p> <p><i>Medical Technologist II</i> Municipal Health Office</p> <p><i>Municipal Health Officer</i> Municipal Health Office</p> <p><i>Clerk II</i></p>
	<p><b>TOTAL:</b></p>	<p>None</p>	<p>25 minutes</p>	



## 2. Availing of Routine Immunization Services

The purpose of this service is to immunize children 0-59 months old to prevent vaccine preventable diseases.

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Child's Record (1 Original)		Barangay Health Station		
2. Valid ID of parent/guardian (1 Original)		Government ID		
3. Immunization Record (1 Original)		Barangay Health Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach Midwife or Nurse on duty and inquire for about the service.	<p>1.1 Midwife/Nurse on duty asks for the general data of the child to be immunized. The immunizations previous given to the child will be reviewed.</p> <p>1.2 Midwife/Nurse on duty administers the scheduled immunization.</p> <p>1.3 Midwife/Nurse gives mother post immunization instruction and informs them about the schedule for the next immunization.</p>	None	15 minutes	Barangays (Midwife/Nurse on Duty)
	<b>TOTAL:</b>	<b>None</b>	<b>15 minutes</b>	



### 3. Availing of Maternal Care Services

The Municipal Health Office provides a comprehensive maternal care program for pregnant and lactating mothers.

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Home Based Maternity Record (HBMR) (1 Original)		Barangay Health Station		
2. Valid ID (1 Original)		Government ID		
3. Result of laboratories if applicable (1 Original)		Clinic, Health Facilities, Hospital		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach Barangay Midwife/Nurse on duty and inquire for about the service.	<p>1.1 The Barangay Midwife/Nurse on duty will ask for the general data and accomplishes the Home-Based Maternity Record (HBMR) card of the mother.</p> <p>1.2 Midwife/nurse on Duty:</p> <p>a. Examines patients and informs them the findings</p> <p>b. Advices mother health instruction on proper</p>	None	15 minutes	<p>Midwife on Duty</p> <p>Nurse on Duty</p>



	<p>nutrition and maternity care</p> <p>c. Emphasizes the importance of reporting once she feels the occurrence of pregnancy danger signs</p> <p>d. Gives mother maternity care services (pre-natal check up, immunization, post partum services)</p> <p>1.3 Requests for appropriate laboratories and refers patient to RHU laboratory.</p>			
<p>3. Present the laboratory request</p>	<p>3. Medical Technologist will run the requested laboratories and issues laboratory results to patient if available.</p>			



	3.1. If the laboratory requested is not available in the RHU. The patient will be referred to laboratory of choice.	None	30 minutes	<b>Medical Technologist II</b> Municipal Health Office
4. Present laboratory results to the Municipal Health Officer/Attending Physician.	4. Examines patient, interprets laboratories, prescribes appropriate medicines, and gives medical advice.	None	10 minutes	<b>Municipal Health Officer</b> Municipal Health Office
	<b>TOTAL:</b>	None	<b>55 minutes</b>	

## 4. Availing of Family Planning Services

The Municipal Health Office manages a family planning program.

### PROGRAM COVERAGE:

- Basic Family Planning Education
- Provision of Family Planning Commodities
- Information on Family Planning Methods
- Health Education (especially regarding examinations/tests needed by the clients relative to the family planning method of choice, and management of problems resulting from the method used)

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Reproductive age men and women (resident of Pilar)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Family Planning Record		Barangay Health Station		
2. Valid ID (1 Original)		Government ID		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Approach Midwife/Nurse on duty and inquire for about the service.	1.1 Midwife/Nurse on duty asks for the general data, family planning form, evaluates the patients' medical and obstetrical-gynecological history to determine if the methods are not contraindicated.	None	10 minutes	Midwife on Duty  Nurse on Duty
	1.2 Issue supplies and discusses with patients the method for using the contraceptive, including possible side effects.  1.3 Register his/her name on the target client list (TCL) for documentation purposes.	None	10 minutes	Midwife on Duty  Nurse on Duty
	<b>TOTAL:</b>	None	20 minutes	

## 5. Availing of Tuberculosis Directly Observed Treatment Short course (TB-DOTS)

The Municipal Health Office offers TB-DOTS to identify and treat patients with tuberculosis (TB).

Any person, 10 years old and above, who displays any of the following symptoms may have tuberculosis:

- Persistent cough for 2 weeks or more



- Fever
- Progressive weight loss
- Chest or back pains
- Hemoptysis or recurrent blood streak sputum
- Loss of appetite
- Tiredness/night sweating

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Referral Slip			Barangay Health Station	
2. Valid ID (1 Original)			Government ID	
3. Sputum Referral (1 Original)			Barangay Health Station	
4. Chest x-ray result (1 Original)			Clinic, health facilities, hospital	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach TB-DOTS Nurse and inquire for about the service.	1.1 Nurse in charge asks for general data of the patient and his/her reason for consult.	None	10 minutes	Midwife on Duty  Nurse on Duty
	1.2 Patient receives instruction for proper sputum collection.	None	10 minutes	Midwife on Duty  Nurse on Duty
	1.3 Patient collects sputum specimen and submits it to the Medical Technologist for examination.  1.3.1. Advises the time of release of result.	None	10 minutes	<i>Medical Technologist II</i> Municipal Health Office



	<p><b>1.4. The Medical Technologist examines the sputum (smearing staining, reading specimen) and submits the result to the Nurse in charge.</b></p>	<p><b>None</b></p>	<p><b>4 hours</b></p>	<p><b>Medical Technologist II Municipal Health Office</b></p>
	<p><b>1.5. The Nurse in Charge records results of examination in the National Tuberculosis Program Laboratory Register.</b></p>	<p><b>None</b></p>	<p><b>5 minutes</b></p>	<p><b>TB Coordinator Municipal Health Office</b></p>



<p>1.6. If sputum exam result is negative, the patient will be required to undergo chest x-ray and presents the result to the Municipal Health Office afterwards.</p> <p>1.7. If sputum exam result is positive, proceed to 1.9</p> <p><i>Note: Chest x-ray is not available at MHO and processing time is not counted.</i></p>	<p>None</p>	<p>2 minutes</p>	<p>Municipal Health Officer Municipal Health Office</p> <p>Rural Health Physician on Duty</p>
<p>1.8 The MHO assesses the chest x-ray result of the patient and evaluates if he/she is eligible for enrolment to the National Tuberculosis Program.</p>	<p>None</p>	<p>15 minutes</p>	<p>Municipal Health Officer Municipal Health Office</p> <p>Rural Health Physician on Duty</p>
<p>1.9. Registers the patient in the National Tuberculosis Program logbook</p> <p>Provides an Individual Treatment Card, Patient Identification Card and gives information</p>	<p>None</p>	<p>15 minutes</p>	<p>TB Coordinator Municipal Health Office</p>



	<p>about TB disease and control and the importance of the Directly Observed Treatment for Short Course Chemotherapy with his/her treatment partner.</p> <p>Issues initial TB drug supply to treatment partner and instructs patient where to report for his/her daily intake of TB drugs and schedule of follow up sputum re-exam.</p>			
	<p><b>TOTAL:</b></p>	<p><b>None</b></p>	<p><b>6 hours and 7 minutes</b></p>	

## 6. Securing Health/Medical Certificate

Firms and government agencies may require health certificates from their employees and applicants. Schools also require students to secure a medical certificate for whatever purpose (however, medical certificates for school purposes will only be issued if there is no available school physician).

<b>Office or Division:</b>	Municipal Health Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Residents of Pilar	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Referral Slip	Barangay Health Station	
2. Results of Blood Test (CBC) (1 Original)	clinic, health facilities, hospital	
3. Result of Chest X-ray (1 Original)	clinic, health facilities, hospital	
4. Results of Urinalysis (1 Original)	clinic, health facilities, hospital	
5. Results of Drug Test (1 Original), if	clinic, health facilities, hospital	



applicable				
6. Valid ID		Government ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to Nurse on Duty.	1.2 Nurse on duty refers patient to MHO/RHP for assessment	None	20 minutes	Nurse on Duty
	1.3 MHO/RHP assesses and examines the client before issuance of health/medical certificate.	None	5 minutes	Municipal Health Officer Municipal Health Office  Rural Health Physician on Duty
	<b>TOTAL:</b>	None	25 minutes	

## 7. Securing Health Card

The Municipal Health Office issues a sanitary permit as a requirement to all business establishments after the actual inspection has been made by the Sanitary Inspector.

Health cards are issued to operators and employees after physical examination and after attending the food handler's class. (In cases of food establishments).

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents of Pilar			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Chest X-ray Result (1 Original)		Clinic, Facilities, Hospital		
2. Stool Exam Result (1 Original)		Clinic, Facilities, Hospital		
3. Urinalysis Result (1 Original)		Clinic, Facilities, Hospital		
4. Picture (1x1) (2 Original)		Photo studio		
5. Community Tax Certificate- (1 Original)		Municipal Hall Treasury		
6. Official Receipt (Payment of Health Card Fee)		Municipal Hall Treasury		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present all required documents to the person in charge for assessment in the One-Stop-Shop Window #8.	1.1 Assesses completeness of requirements 1.2 Registers client on the appropriate logbook. 1.3 Accomplishes health card. 1.4 Inform the client to pay for fees at One-Stop-Shop.	None	10 minutes	Sanitation Inspector Municipal Health Office
2. Pay for Health card.	2. Issue Official Receipt	P150.00	5 minutes	Clerk II Municipal Treasurer's Office / One-Stop-Shop Window # 2
3. Present OR to Window #8.  Official Receipt (1 Original) – One-Stop-Shop	3. Forward health card to the MHO for signature.  3.2 Issues health card to the client.	None	2 minutes	Municipal Health Officer Municipal Health Office  Sanitation Inspector Municipal Health Office
	<b>TOTAL:</b>	<b>P1a50.00</b>	<b>17 minutes</b>	

## 8. Securing Sanitary Permit

The Municipal Health Office issues a sanitary permit as a requirement to all business establishments after the actual inspection has been made by the Sanitary Inspector.

Health cards are issued to operators and employees after physical examination and after attending the food handler's class. (In cases of food establishments).

<b>Office or Division:</b>	Municipal Health Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Residents of Pilar
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>For Sanitary Permit:</b>	
1. Issuance/Renewal of Sanitary Permit Slip- (1 Original)	One-Stop-Shop
2. Official Receipt (payment of Permit	One-Stop-Shop



<b>Fee)- (1 Original)</b>				
<b>3. Health Cards of all employees (for food establishments)</b>				
<b>4. For water refilling stations, Monthly Water Sampling Result</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Present all required documents to the person in charge for assessment in the One-Stop-Shop Window #8.</b>	<p><b>1.1 Assesses completeness of requirements. Advise client of the schedule of inspection and date of release of Sanitary Permit.</b></p> <p><b>1.2 Submits accomplished slip to MHO for approval.</b></p> <p><b>1.4 Inform t he client to pay for fees at One-Stop-Shop.</b></p>	<b>None</b>	<b>10 minutes</b>	<p><b><i>Sanitation Inspector</i></b> <b>Municipal Health Office</b></p> <p><b>Municipal Health Officer</b> <b>Municipal Health Office</b></p>
<b>2. Pay for Sanitary Permit</b>	<b>2. Issue Official Receipt</b>	<b>*Refer to the Sanitary Permit Fee Table*</b>	<b>5 minutes</b>	<b><i>Clerk II</i></b> <b>Municipal Treasurer's Office / One-Stop-Shop Window # 2</b>



<p><b>3. Present OR to Window #8.</b></p>	<p><b>3. Registers client on the appropriate logbook.</b></p> <p><b>3.1 Conducts inspection as scheduled.</b></p> <p><b>3.2 After inspection, prepares Sanitary Permit.</b></p> <p><b>3.3 Forward Sanitary Permit to the MHO for signature.</b></p>	<p>None</p>	<p><b>2 minutes</b></p> <p><b>1 day</b></p> <p><b>3 minutes</b></p> <p><b>2 minutes</b></p>	<p><b>Sanitation Inspector</b> <b>Municipal Health Office</b></p> <p><b>Municipal Health Officer</b> <b>Municipal Health Office</b></p>
<p><b>4. Return to the One-Stop-Shop Window #8.</b></p>	<p><b>4. Release Sanitary Permit to the client</b></p>	<p>None</p>	<p><b>1 minute</b></p>	<p><b>Sanitation Inspector</b> <b>Municipal Health Office</b></p>
	<p><b>TOTAL:</b></p>	<p><b>*Refer to the Sanitary Permit Fee Table*</b></p>	<p><b>1 day and 23 minutes</b></p>	

<p><b>SANITARY PERMIT FEE TABLE</b></p>	
<p><b>Sanitary Permit Fee for House Rent, Boarding House, and Apartments</b></p>	<p><b>PHP 400.00</b></p>
<p><b>Sanitary Permit Fee for each business, Industrial, or Agricultural establishment:</b></p> <ul style="list-style-type: none"> <li>• with an area of 25 sq. m. or more but &lt; 50 sq. m.</li> <li>• with an area of 50 sq. m. or more but &lt; 100 sq. m.</li> <li>• with an area of 100 sq. m. or more but &lt; 200 sq. m.</li> <li>• with an area of 200 sq. m. or more but &lt; 500 sq. m.</li> <li>• with an area of 500 sq. m. or more but &lt; 1,000 sq. m.</li> <li>• with an area of 1,000 sq. m. or more</li> </ul>	<p><b>PHP 200.00</b> <b>PHP 250.00</b> <b>PHP 300.00</b> <b>PHP 350.00</b> <b>PHP 400.00</b> <b>PHP 600.00</b></p>



## 9. Availing of Animal Bite Treatment Center (ABTC) Services

The Animal Bite Treatment Center provides the following services:

- Assessment and management of animal bite and scratch cases
- Wound washing and basic wound care
- Administration of Anti-Rabies Vaccine (ARV)
- Administration of Rabies Immunoglobulin (RIG), when indicated
- Tetanus toxoid vaccination, when indicated
- Issuance of medical certificates related to animal bite treatment
- Health education and counseling on rabies prevention

<b>Office or Division:</b>	<b>Municipal Health Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>			
<b>Who may avail:</b>	<b>Residents of Pilar</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Referral slip and ITR from Barangay		Barangay Health Station		
2. Valid ID		Government ID		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach Midwife or Nurse on duty in Barangay and inquire about the service.	1.1 Midwife/Nurse on duty asks for the general data of the patient  1.2 Midwife/Nurse on duty refers the patient to ABTC in Pilar RHU	None	10 minutes	Barangays (Midwife/Nurse on Duty)
2. Approach Encoder/Nurse on duty in ABTC and inquire about the service. (For walk in patients)	2.1 Encoder on duty asks for the general data of the patient and encodes it on the patient's electronic medical record (EMR).  2.2 Nurse on duty	None	10 minutes	Encoder on Duty ABTC  Nurse on Duty



	<p>receives the patient, triage the patient based on Animal bite Category and completes the screening form.</p> <p>2.3 Nurse on duty refers the patient to Municipal Health Officer/Rural Health Physician for assessment</p>			<b>ABTC</b>
3. Municipal Health Office/Rural Health Physician assess the patient	3.1 Municipal Health Officer/Rural Health Physician assess the wound, classify exposure and determine management	None	5 minutes	Municipal Health Officer/Rural Health Physician Municipal Health Office
	3.2 The Nurse on duty provides wound washing and basic wound management	None	5 minutes	Nurse on duty
4. Municipal Health Office/Rural Health Physician administers the vaccines	<p>4.1 Municipal Health Officer/Rural Health Physician administers the following vaccines:</p> <ul style="list-style-type: none"> <li>• Rabies Immunoglobulin (RIG), if indicated</li> <li>• Anti-rabies vaccine (ARV)</li> </ul>	None	5 minutes	Municipal Health Officer/Rural Health Physician Municipal Health Office



	<ul style="list-style-type: none"> <li>Tetanus Toxoid vaccine, if indicated</li> </ul> <p>4.2 Municipal Health Officer/Rural Health Physician prescribes medication, if indicated</p>	None	5 minutes	
5. The Nurse on duty provides instructions	The nurse on duty provides instructions, schedule of follow up and counselling	None	10 minutes	Nurse on Duty Municipal Health Office
6. The pharmacy clerk dispenses the home medications		None	5 minutes	Pharmacy Clerk Municipal Health Office
	<b>TOTAL:</b>	None	55 minutes	



## **Municipal Population Office External Services**



## 1. Pre-Marriage Counseling (PMC)

Pre-marriage Counseling plays a major role for dissemination of accurate and vital information on Health and Responsible Parenthood to prospective parents or couples to be.

In counseling, the Municipal Population Office, stresses the importance of marriage because it is the initial step in the formation of families. Marriage is a lifetime career and vocation and there is no course that teaches the how to's of married life.

Couples or clients are likewise motivated for family planning method acceptance, thus, helping in the reduction of population growth rate.

Pre-marriage counseling is a requisite in applying for marriage license.

### AVAILABILITY OF SERVICE

- Every Tuesday/Thursday – 8:00AM to 12:00NN. Depending on the availability. (Message PMOC Pilar - FB Page for the schedule.)
- Distribution of Pre-marriage Information Sheet and filling-up of RP-FP Profiles – every Thursday, before 9:00AM

<b>Office or Division:</b>	Municipal Population Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Resident of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire at the Office of the Municipal Civil Registrar.	1.1 Give necessary information and advice client to proceed to the Municipal Social Welfare and Development Office for Pre-Marriage Counseling (PMC).	None	2 minutes	<i>Registry Officer I</i> Office of the Local Civil Registry



2. Couples proceed to MSWDO before 9:00AM for distribution of Pre-marriage Information Sheet.	2.1 Orient couple on filling-up the information sheet.	None	10 minutes	<i>Municipal Population Officer</i> Municipal Population Office
3. Couple fills-up pre-marriage information sheet and RP-FP profile.	3.1 Check completeness of information. If complete, prepare the Pre-Marriage Certificate.	None	8 minutes	<i>Municipal Population Officer</i> Municipal Population Office
	3.2 Population Officer, MHO and MSWDO (PMC Team Member) sign the certificate.	None	2 minutes	<i>Municipal Population Officer</i> Municipal Population Office  Municipal Health Officer Municipal Health Office  <i>Social Welfare Assistant</i> Office of the Municipal Social Welfare Development Office
	3.3 Conduct pre-marriage counseling.	None	4 hours	<i>Municipal Population Officer</i> Municipal Population Office
4. Receive the pre-marriage certificate.	4.1 Award/release the pre-marriage certificate to the couple.	None	2 minutes	<i>Municipal Population Officer</i> Municipal Population Office
	<b>TOTAL</b>	None (Fees are already included)	4 hours, 24 minutes	



		<b>in the fees being paid in applying for marriage license)</b>		
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**Office of the Municipal Disaster Risk Reduction and  
Management Office  
External Services**



## 1. Provide Assistance to Affected Areas in Times of Disaster or Emergency

<b>Office or Division:</b>	Office of the Mayor – Disaster and Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents and non-residents of Municipality of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Call or Text 24/7 MDRRMO/ Emergency Operations/ Command Center (EOC) Hotline Numbers</p> <p>Anyone may call or text to</p> <p>Hotline Numbers:</p> <p>Pilar Rescue: 0908 – 891 – 6270;</p> <p>EOC: 0968 – 243 – 0673 (Smart);</p> <p>0915 – 907 – 0619 (Globe)</p>	<p>1.1 Preposition Resources</p> <p>Pilar Incident Management Team (IMT) stand by teams, equipment and supplies for deployment; prepares evacuation centers; issues alert and warm communities for pre-emptive evacuation. Follows the Operation Listo Protocols</p>	None	8 hours	LDRRMO



	<p><b>1.2. During and After Disaster or Emergency</b></p> <p><b>Pilar Incident Management Team (IMT) deploys Teams (SRR, Security, Humanitarian, Clearing Operations, Volunteers) for operations to save lives, properties and environment;</b></p> <p><b>Provides humanitarian assistance to internally displaced persons in the evacuation centers and procures relief goods if needed;</b></p> <p><b>Secure and restore power, water supply and communications; provides immediate clearing operations</b></p> <p><b>Monitor alerts and maintain coordination to all responders, agency representatives, and other concerned agencies or offices</b></p>	<p><b>None</b></p>	<p><b>12 hours</b></p>	<p><b>Chief of Police PNP</b></p> <p><b>Municipal Fire Marshal</b></p> <p><b>MSWDO Office of the Municipal Social Welfare Development</b></p> <p><b>Municipal Health Officer Rural Health Unit</b></p> <p><b>Municipal Engineer Office of the Municipal Engineer</b></p> <p><b>LDRRMO III Disaster and Management Section</b></p>
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	depends of disaster or emergency.			
	<b>TOTAL:</b>	<b>None</b>	<b>20 hours</b>	

## 2. Responding to an Emergency Situation

<b>Office or Division:</b>	Office of the Mayor – Disaster and Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents and non-residents of Municipality of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Call or Text 24/7 MDRRMO/ Emergency Operations/ Command Center (EOC) Hotline Numbers</p> <p>Anyone may call or text to</p> <p>Hotline Numbers:</p> <p>Pilar Rescue: 0908 – 891 – 6270;</p> <p>EOC: 0968 – 243 – 0673 (Smart);</p> <p>0915 – 907 – 0619 (Globe)</p>	<p>1.1 Respond to the call/text and prepare for first aid/medical intervention Call Receiving and Initial Interview Officer of the day take down client information regarding the incident using endorsement logbook/ folder</p>	None	3 minutes	<p>Command Center</p> <p><b>LDRRMO I Medic Over-all Team Leader Operations and Warning Section</b></p> <p><b>LDRRMO III Disaster and Management Section</b></p>
	<p>1.2. Provide First Aid/Medical Intervention <b>**Pilar Emergency Medical and Rescue provides First Aid Management or Medical Intervention to Injured Patient depends on the extent/ degree of the injury.</b></p>	None	15 minutes	<p><b>LDRRMO I Medic Over-all Team Leader Operations and Warning Section</b></p> <p><b>LDRRMO III Disaster and Management Section</b></p> <p><i>Municipal Health Officer Rural Health Unit</i></p>



	1.3 Transfer Patient to hospital <b>**Pilar Emergency Medical and Rescue transports patient/s to the DOH Hospital or patient's Hospital of Choice or to the nearest hospital depends on the extent/ degree of the injury and endorses the victim/ patient to the nurse or resident on duty</b>	None	15 minutes	<p><b>LDRRMO I Medic Over-all Team Leader Operations and Warning Section</b></p> <p><b>LDRRMO III Disaster and Management Section</b></p> <p><b>Municipal Health Officer</b></p>
	<b>TOTAL:</b>	None	33minutes	

### 3. Posting of Pilar Emergency Medical and Rescue – Emergency Medical Service for Planned Events

<b>Office or Division:</b>	Office of the Mayor – Disaster and Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents and non-residents of Municipality of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request letter addressed to the Municipal Mayor Request letter send via email address one (1) week prior the event (pilarrmdrrmo2016@gmail.com / <a href="mailto:r3.bat.mdrmm.pilar@gmail.com">r3.bat.mdrmm.pilar@gmail.com</a> )  Requesting agency /	1.1 Receiving Received the letter from the Municipal Mayor's Office  MDRRMO staff receive the letter Log, and forward to the LDRRM Officer  1.2. Scheduling	None	1 day	<p>Clerk II Admin. And Training Section</p> <p><b>LDRRMO III Disaster and Management Section</b></p>



<p>office sends letter to Mayor's Office or at MDRRMO thru email or hardcopy 1-week prior the event with complete details (Name of Event/Date/Time/Place/No. of attendees/Contact Nos.)</p> <p>2 Call or Text MDRRMO Hotline Office for confirmation</p> <p>Requesting agency/ office may call or text to MDRRMO Hotline Numbers two (2) days before the event for confirmation 0908 – 891 – 6270</p>	<p>Admin Officer will set schedule upon availability and approval of the LDRRM Officer</p> <p>1.3 Assigning of Team LDRRM Officer will assign Teams for the task.</p> <p>1.4 Coordinate Admin staff will coordinate with Requester on task requested</p>			
	TOTAL	None	1 day	

#### 4. Request for Conducting and Scheduling of Drills, Orientation and Trainings Related to Disaster Management (Day to Day Transactions)

Office or Division:	Office of the Mayor – Disaster and Management Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All residents and non-residents of Municipality of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter addressed to the Municipal Mayor provide request letter send	1.1 Receiving Received the letter from the Municipal	None	8 hours	Clerk II Admin. And



<p>via email address one (1) week prior the event (pilarrmdrrmo2016@gmail.com / <a href="mailto:r3.bat.mdrrm.pilar@gmail.com">r3.bat.mdrrm.pilar@gmail.com</a>)</p> <p>Requesting agency / office sends letter to Mayor's Office or at MDRRMO thru email or hardcopy 1-week prior the event with complete details (Name of Event/Date/Time/Place/No. of attendees/Contact Nos.)</p> <p>2 Call or Text MDRRMO Hotline Office for confirmation</p> <p>Requesting agency/ office may call or text to MDRRMO Hotline Numbers two (2) days before the event for confirmation (613 – 1242/ 0908 – 891 – 6270</p>	<p>Mayor's Office</p> <p>MDRRMO staff receive the letter Log, and forward to the LDRRM Officer</p> <p>1.2. Scheduling Admin Officer will set schedule of training/ activity upon approval of the LDRRM Officer</p> <p>1.3 Coordinate Admin staff will coordinate with Requester on task requested</p>			<p>Training Section</p> <p><i>LDRRM Assistant Disaster and Management Section – Research and Planning Section</i></p> <p><i>LDRRMO III Disaster and Management Section</i></p>
	<p><b>TOTAL</b></p>	<p><b>None</b></p>	<p><b>8 hours</b></p>	



## **Public Employment Service Office External Services**



## 1. Job Seeker Registration

The Public Employment Service Office registers active job seekers to build a reliable database of competent applicants for a better overview of the skill-set present in the province.

<b>Office or Division:</b>	Public Employment Service Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All active Pilarian job applicants seeking local or overseas employment at least 18 years old			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Resume with 2x2 picture		Applicant/Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>For walk-in clients:</p> <p>1. Inquires at the Public Employment Service Office (PESO) and signs on the Job Seekers' Logsheets</p>	<p>1. Determines if the client has already registered in PESO</p> <p>Ø If not, ask the client to fill-up the PESO Manpower Registry System (PMRS) Form</p> <p>Ø If yes (a year ago), ask the client to fill-up the form to update the data on file</p> <p>Ø If yes (within the year), skip the</p>	NONE	2 minutes	<p><i>Bookbinder II</i></p> <p><i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i></p>



	registration			
2. Fills-out the PESO Manpower Registry System (PMRS) form	<p>2. Reviews the form and ensures that all mandatory fields are filled-out</p> <p>Ø If the client updated his/her data or if the client is not yet registered, encode the newly provided data on the DOLE PEIS</p>	NONE	10 minutes	<p><i>Bookbinder II</i></p> <p><i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i></p>
	<b>TOTAL:</b>	None	12 minutes	

## 2. JOB VACANCY SOLICITATION AND POSTING

The Public Employment Service Office (PESO) encourages employers to submit on a regular basis a list of job vacancies in their respective establishments in order to facilitate the exchange of labor market information between job seekers and employers by providing employment information services to job seekers, both for local and overseas employment, and recruitment assistance to employers.

<b>Office or Division:</b>	Public Employment Service Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Business Entities
<b>Who may avail:</b>	Local businesses, companies and establishments and local and overseas

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b><u>For employers requesting for the first time:</u></b>	
Letter of intent	Company requesting for job posting
Company Profile	Company requesting for job posting
Business and DOLE Permit/s	Mayor's Office/Department of Labor and Employment (DOLE)



TIN		Bureau of Internal Revenue (BIR)		
Job vacancy/ies with complete qualifications and requirements, number of needed manpower & closing date (in MS Word format)		Company requesting for job posting		
Contact person with designation & contact number and email address		Company requesting for job posting		
<u>For employers requesting regularly</u>				
Job vacancy/ies with complete qualifications and requirements, number of needed manpower & closing date (in MS Word format)		Company requesting for job posting		
Contact person with designation & contact number and email address		Company requesting for job posting		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>For walk-in clients:</u></p> <p>1. Inquires at PESO and signs on the Visitors' Logsheet</p> <p><u>For online clients:</u></p> <p>1. Sends a request for job posting through email at <a href="mailto:pesopilar54@gmail.com">pesopilar54@gmail.com</a> or <a href="mailto:pesopilarzipline@yahoo.com">pesopilarzipline@yahoo.com</a></p>	<p><u>For walk-in clients:</u></p> <p>1. Receives the client and determines if the establishment/client is requesting for the first time or not based on the registry of employers</p> <p><u>For online clients:</u></p> <p>1. Acknowledges the email/request and determines if the establishment/client is requesting for the first time or not based on the registry of employers</p>	NONE	5 minutes	<p><i>Bookbinder II</i></p> <p><i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i></p>



	<p>ØIf first time, asks for the list of requirements listed above</p> <p>ØIf not, proceeds to Step 2</p>			
<p><b><u>2. For walk-in and online clients:</u></b></p> <p>Submits the complete set of requirements listed above</p>	<p>2. Receives the submitted documents, checks the validity of the requirements and reviews the details of the job vacancy</p>	NONE	10 minutes	<p><i>Bookbinder II</i></p> <p><i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i></p>
NONE	<p>3. Posts the job vacancy/ies with complete qualifications and requirements, number of needed manpower &amp; closing date on the official Facebook account of PESO (PESO Pilar Bataan and PESO-Pilar Bataan Fanpage)</p>	NONE	15 minutes	<p><i>Bookbinder II</i></p> <p><i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i></p>
<p>4. Reviews and confirms the posted job vacancy online at the official Facebook account of PESO (PESO Pilar Bataan and PESO-Pilar Bataan Fanpage)</p>	<p>4. Advises/encourages the client to submit on a regular basis lists of job vacancies in their establishment</p>	NONE	2 minutes	<p><i>Bookbinder II</i></p> <p><i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i></p>
	<b>TOTAL:</b>	None	32 minutes	



### 3. REFERRAL AND PLACEMENT

The PESO shall provide referral and placement services for local and overseas as well as private and public employment in accordance with existing policies, rules and regulations. Referral is a process of directing pre-screened jobseekers to employers with vacancies matching their qualifications, while placement is the result of a successful referral.

<b>Office or Division:</b>	Public Employment Service Office (PESO)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C = Government to Citizen; G2B = Government to Business			
<b>Who may avail:</b>	All active job applicants seeking local or overseas employment at least 18 years old			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
(1) Resume/Personal Data Sheet (PDS) with 2x2 picture		Applicant/Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p><b><u>For walk-in clients:</u></b></p> <p>1. Inquires at PESO, signs on the Job Seekers' Log sheet (separate sheet for male and female)</p> <p><b><u>For online clients:</u></b></p> <p>1. Sends a request for referral through email at pesopilar54@gmail.com or pesopilarzipline@yahoo.com</p>	<p><b><u>For walk-in clients:</u></b></p> <p>1. Receives the client and determines if the job seeker has registered or not</p> <p><b><u>For online clients:</u></b></p> <p>1. Acknowledges the email/request and determines if the job seeker has registered or not</p> <p>➤ If not, follows the steps for Job Seeker Registration first. Once registered, then proceed to</p>	NONE	2 minutes	<p><i>Clerk II</i></p> <p><b>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</b></p>



	<p><b>Step 2</b></p> <p>➤ If yes, proceeds to Step 2</p>			
<p><b><u>2. For walk-in and online clients:</u></b></p> <p>Submits the complete set of requirements listed above and attends/participates in the preliminary screening/matching process.</p>	<p>2. Receives the submitted documents and performs preliminary screening/matching process</p>	NONE	20 minutes	<p><i>Bookbinder II</i></p> <p><i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i></p>
NONE	<p>3. Determines which PESO service should be provided</p> <p>➤ If the client is not prepared to apply to a job vacancy or is not yet occupationally set, refers to the Training and Counseling Division at PESO Bataan</p> <p>➤ If the client is interested in livelihood programs, not in training programs or local and overseas jobs, refers to the Special Projects Division at PESO Bataan</p>	NONE	10 minutes	<p><i>Bookbinder II</i></p> <p><i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i></p>



	➤ If the client is occupationally set, offers active job vacancies that matches client's skills			
4. Accepts the referral to the division/employer/establishment/agency	4. Refers the qualified applicant to the employer/establishment/agency via email.	NONE	5 minutes	<i>Bookbinder II</i>  <i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i>
	<b>TOTAL:</b>		<b>37 minutes</b>	

## 4. JOB FAIR

Job Fair is an employment facilitation strategy aimed to fast-track the meeting of jobseekers and employers/overseas recruitment agencies in one venue at a specific date to reduce cost, time and effort particularly on the part of the applicants. This is open to all unemployed, skilled and unskilled workers, fresh college graduates, graduates of training institutions, displaced workers and employees seeking advancement. During the Jobs Fair, applicants select vacancies suited to their qualifications and employers could interview and hire on the spot qualified workers. Several agencies are invited to provide self-employed and training assistance.

<b>Office or Division:</b>	Public Employment Service Office (PESO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C= Government to Citizen
<b>Who may avail:</b>	All active Pilarian job applicants seeking local or overseas employment at least 18 years old
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>For local employment:</b>	
(1) Resume with 2x2 colored picture	Applicant/Client
(1) Transcript of Records/Diploma	High school/College/University
(1) Certificate of Employment (if any)	Previous employer



(1) Photocopy of license for those applying security guard and driver		Applicant/client		
For overseas employment:				
(1) Resume with 2x2 colored picture		Applicant/client		
(1) Certificate of Employment (if any)		Previous employer		
(1) Photocopy of valid passport		Department of Foreign Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>For walk-in clients:</u></p> <p>1. Inquires at the registration desk and registers on the Job Seekers' Log sheet (separate sheets for male and female)</p>	<p><u>For walk-in clients:</u></p> <p>1. Receives the client and asks if the client is seeking for local or overseas employment.</p> <ul style="list-style-type: none"> <li>➤ If the client is seeking for local employment, asks the job seeker to prepare the requirements listed above for local.</li> <li>➤ If the client is seeking for overseas employment, asks the job seeker to prepare the requirements listed above for overseas</li> </ul>	NONE	5 minutes	<p><i>Bookbinder II</i></p> <p><i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i></p>
2. Presents the requirements listed above and undergoes preliminary interview/s with	NONE	NONE	10 minutes	



employer/s				
NONE	3. Supervises and monitors the recruitment process of local and overseas employers	NONE	6 minutes	<i>Bookbinder II</i> <i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i>
NONE	4. Acknowledges and records the applicants who are hired-on-the-spot (HOTS) if any	NONE	15 minutes	<i>ABELLO Bookbinder II</i> <i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i>
	<b>TOTAL:</b>		<b>6 hours and 20 minutes</b>	

## 5. LOCAL AND SPECIAL RECRUITMENT ACTIVITIES

Local Recruitment Activity (LRA) is exclusively designed for the recruitment of only one requesting local company without any fee while the Special Recruitment Activity (SRA) is for the recruitment of overseas agencies to be deployed abroad. PESO provides a venue for the recruitment activity and shall help with the facilitation and invitation of applicants.

<b>Office or Division:</b>	Public Employment Service Office (PESO)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B= Government to Business
<b>Who may avail:</b>	Local and overseas recruitment agencies/employers
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b><u>For local recruitment agencies:</u></b>	
Letter of request with specified date and venue of the recruitment activity addressed to PESO Manager	Recruitment agency/client
Terminal Report	PESO



<b><u>For overseas recruitment agencies:</u></b>				
Letter of request with specified date and venue of the recruitment activity addressed to PESO Manager		Recruitment agency/client		
Certificate of accreditation and confirmed and authenticated job vacancy from principal employer abroad		Department of Migrant Workers (DMW)		
No Objection Certificate (NOC)		PESO		
Terminal Report		PESO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><b><u>For walk-in clients:</u></b></p> <p>1. Inquires at PESO, signs on the Visitors' Logsheet and submits the letter of intent and other requirements listed above</p> <p><b><u>For online clients:</u></b></p> <p>1. Sends a letter of intent and other requirements listed above to conduct an LRA/SRA through email at <a href="mailto:pesopilar54@gmail.com">pesopilar54@gmail.com</a> or <a href="mailto:pesopilarzipline@yahoo.com">pesopilarzipline@yahoo.com</a></p>	<p><b><u>For walk-in clients:</u></b></p> <p>1. Receives the client and the letter of intent, reviews and validates submitted requirements</p> <p><b><u>For online clients:</u></b></p> <p>1. Acknowledges the email/request and reviews and validates submitted requirements</p>	NONE	20 minutes	<p><i>Bookbinder II</i></p> <p><i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i></p>
NONE	<p>2. Endorses to PESO Manager for approval and issuance of the (NOC) No Objection Certificate (for SRAs only)</p> <p>➤ If approved,</p>	NONE	15 minutes	<p><i>Bookbinder II</i></p> <p><i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i></p>



	notifies the requesting agency via email with the approved date of the LRA/SRA			
3. Conducts the LRA/SRA proper	3. Facilitates and supervises the conduct of the LRA/SRA	NONE	6 hours	<i>Bookbinder II</i> <i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i>
4. Submits Terminal Report to indicate the status of the application of each job seeker	4. Receives Terminal Report for monitoring, follow-up and report purposes	NONE	30 minutes	<i>Bookbinder II</i> <i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i>
	<b>TOTAL:</b>		<b>7 hours and 5 minutes</b>	

## 6. SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES)

The Special Program for Employment of Students (SPES) is DOLE's youth employment-bridging program which aims to provide temporary employment to poor but deserving students, out-of-school youth, and dependents of displaced or would-be displaced workers during summer and/or Christmas vacation or any time of the year to augment the family's income to help ensure that beneficiaries are able to pursue their education.

<b>Office or Division:</b>	Public Employment Service Office (PESO)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C= Government to Citizen
<b>Who may avail:</b>	High school or college students, out-of-school youth (OSY) and



	dependents of displaced or would-be displaced workers at least 15 but not more than 30 years of age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(3) passport-sized pictures	Client			
(1) photocopy of birth certificate or baptismal certificate	Philippine Statistics Authority (PSA), Local Civil Registrar (LCR)			
(1) photocopy of Form 138 (for Senior High School students)	Highschool			
(1) photocopy of report of grades or Certified True Copy of class cards of previous semester/school year (for Vocational and College students)	College/University			
Any of the following to attest to parents' income: (1) Certified true copy of the latest Income Tax Return (ITR) or Certificate of Tax Exemption issued by BIR	Bureau of Internal Revenue (BIR)			
(1) Photocopy of proof of enrolment (e.g. Official receipt or Scholarship certification)	Highschool/College/University			
For Out of School Youth (OSY), Certification as OSY – original copy	MSWDO/LYDO			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires at PESO, signs on the Visitors' Logsheet and submits the complete set of requirements listed above	1. Receives the client and asks the client to fill-out the SPES application form	NONE	3 minutes	<i>Clerk II</i>  MARICEL T. AQUINO, RN <i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i>
2. Fills-out and submits the SPES application form together with the other requirements listed above	2. Evaluates submitted documents and determines if the applicant is qualified  ➤ If the client is qualified, encodes the applicant's	NONE	20 minutes	<i>Clerk II</i>  <i>Bookbinder II</i>  <i>MGADH I (Assistant PESO Manager) / OIC - PESO</i>



	information and matches to the municipal office related to education			<b>Manager</b>
3. Attends SPES Orientation and signs the employment contract	3. Conducts SPES Orientation and presents places of assignments and work plan to students	NONE	4 hours	<b>Clerk II</b>  <b>Bookbinder II</b>  <b>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</b>
4. Fulfills the 20 days stated on the contract and submits DTRs and accomplishment reports	4. Validates Daily Time Records (DTRs) and accomplishment reports and prepares the payroll (60% LGU counterpart) of students with complete attendance	NONE	5 working days	<b>Clerk II</b>  <b>Bookbinder II</b>  <b>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</b>
5. Receives the 60% salary from the LGU	5. Conducts SPES payout for the release of the 60% LGU counterpart	NONE	5 minutes	<b>Clerk II</b>  <b>Bookbinder II</b>  <b>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</b>
	<b>TOTAL:</b>		<b>5 working days, 4 hours and 28 minutes</b>	



## 7. GOVERNMENT INTERSHIP PROGRAM (GIP)

Government Internship Program (GIP) provides three to six (3-6) month's internship opportunity for high school, technical-vocational, or college graduates who wants to pursue a career in public service in either local or national government

<b>Office or Division:</b>	Public Employment Service Office (PESO)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C= Government to Citizen
<b>Who may avail:</b>	At least High School Graduate or Voc-Tech Graduate between 18-30 years old;  No work experience; and  Individuals up to 35 years old may be accommodated as beneficiaries under exceptional circumstances, specifically in areas that are hardly-hit or stricken by disasters and natural calamities, such as typhoon, earthquake, and the like, including those man-made calamities.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(1) Resume	Applicant
(1) photocopy of Transcript of Records (TOR) or Diploma for college students or Certificate of Graduation in case of voc-tech graduates	College/University
(1) Original copy of Certificate of Indigency from the Barangay	Barangay Hall
(1) GIP Application Form	PESO/DOLE
(2 pcs) 2x2 recently taken pictures	Client
(1) Photocopy of valid ID	Client
Verified TIN Number	BIR

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires at PESO, states intention to apply in GIP and signs on the Visitors' Logsheet	1. Receives the client and asks the client to fill-out the GIP application form	NONE	2 minutes	<i>Clerk II</i>  <i>MGADH I (Assistant PESO Manager) / OIC - PESO</i>



				<b>Manager</b>
2. Fills-out and submits the GIP application form together with the other requirements listed above	<p>2. Evaluates submitted documents and determines if the applicant is qualified</p> <p>➤ If the client is qualified, matches the education to the municipal/provincial/national offices or agencies and encodes the information provided on the GIP Form</p>	NONE	10 minutes	<p><b>Clerk II</b></p> <p><b>Bookbinder II</b></p> <p><b>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</b></p>
7. Attends GIP Orientation and signs the internship agreement	3. Conducts GIP Orientation and distributes referral letters to interns and municipal/provincial/national offices or agencies	NONE	4 hours	<p><b>Clerk II</b></p> <p><b>Bookbinder II</b></p> <p><b>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</b></p>
4. Fulfills the total number of days stated on the contract (at least 66 days or 3 months), submits DTRs and accomplishment reports every cut-off and receives salary after 10 days from submission of DTR	4. Validates Daily Time Records (DTRs) and accomplishment reports and coordinates with DOLE for the preparation and processing of payroll every cut-off	NONE	2 working days	<p><b>Clerk II</b></p> <p><b>Bookbinder II</b></p> <p><b>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</b></p>
5. Attends GIP	5. Conducts GIP	NONE	3 hours	<b>Clerk II</b>



Commencement Exercises and receives certificate of completion	Commencement Exercises, recognizes outstanding interns and distributes certificates of completion			<b>Bookbinder II</b>  <b>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</b>
	<b>TOTAL:</b>		<b>2 days, 7 hours and 12 minutes</b>	

## 8. Tulong Panghanapbuhay sa Ating Disadvantaged/Displaced Workers (TUPAD)

Tulong Panghanapbuhay sa Ating Disadvantaged/Displaced Workers (TUPAD) is a community-based package of assistance that provides emergency employment for displaced workers, underemployed and seasonal workers, for a minimum period of 10 days, but not to exceed a maximum of 30 days, depending on the nature of work to be performed.

<b>Office or Division:</b>	Public Employment Service Office (PESO)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C= Government to Citizen
<b>Who may avail:</b>	Displaced workers, underemployed, seasonal workers and special groups (e.g. solo parents)
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Photocopy of Valid ID (front and back) with three (3) specimen signature	Client
Medical Certificate (for Senior Citizen) specifying applicant is fit to work	RHU
<b>Authorized Representative (During TUPAD Payout)</b>	
Authorization letter	TUPAD Beneficiary
Picture of authorized representative with TUPAD Beneficiary holding the TUPAD ID and authorization letter	
Photocopy of Valid ID of representative	Authorized Representative
TUPAD ID	TUPAD Beneficiary



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires at PESO, states purpose and signs on the Visitors' Logsheet	1. Receives the client and asks the client to fill out the PESO Manpower Registry System (PMRS) Form	NONE	5-10 minutes	<i>Clerk II</i>  <i>Bookbinder II</i>  <i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i>
2. Fills-out the PESO Manpower Registry System (PMRS) Form and submits the requirements listed above	2. Evaluates submitted documents and encodes the information on the OSEC Form provided by DOLE	NONE	15 minutes	<i>Clerk II</i>  <i>Bookbinder II</i>  <i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i>
3. Attends/participates in the TUPAD Orientation and signs employment contract	3. Conducts the TUPAD Orientation, together with DOLE Bataan, and distributes PPEs	NONE	4 hours	<i>Clerk II</i>  <i>Bookbinder II</i>  <i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i>
4. Fulfills the 10-day work plan	4. Monitors attendance and daily accomplishments of all TUPAD beneficiaries	NONE	10 calendar days	<i>Clerk II</i>  <i>Bookbinder II</i>  <i>MGADH I (Assistant PESO Manager) / OIC - PESO</i>



				<b>Manager</b>
5. Submits daily attendance sheets and narrative report/s	5. Validates and endorses the documentation reports and coordinates with DOLE for the preparation and processing of payroll	NONE	5 days	<b>Clerk II</b>  <b>Bookbinder II</b>  <b>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</b>
6. Receives 10-day salary	6. Conducts TUPAD payout, together with DOLE Bataan, for the release of 10-day salary to all beneficiaries		4 hours	<b>Clerk II</b>  <b>Bookbinder II</b>  <b>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</b>
	<b>TOTAL:</b>		<b>17 days, 5 hours and 25 minutes</b>	

## 9. CAREER GUIDANCE AND EMPLOYMENT COACHING

The Public Employment Service Office (PESO) provides career guidance to private and public high schools and pre-employment orientation seminars to private and public colleges and universities as employment facilitation inter mediation services for the youth to provide them relevant information that could guide them in making informed career choices.

<b>Office or Division:</b>	Public Employment Service Office (PESO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C= Government to Citizen
<b>Who may avail:</b>	Guidance counselors/designates, school principals/administrators, advisers, Grade 9 & 10 junior high school students, Grade 11 & 12 senior high school students and college graduating students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to LCE, attention to PESO Manager		Requesting school/guidance counselor		
Programme of activities		Requesting school/guidance counselor		
Attendance sheets of student participants		Requesting school/guidance counselor		
Certificates for resource speaker/s		Requesting school/guidance counselor		
Certificate of Participation for student participants		PESO		
<b><u>For SHS only:</u></b>				
List of tracks and strands offered by requesting school		Requesting school/guidance counselor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><b><u>For walk-in clients:</u></b></p> <p>1. Inquires at PESO, signs on the Visitors' Logsheet and submits the letter of request and programme of activities</p> <p><b><u>For online clients:</u></b></p> <p>1. Send a request for a resource speaker through email at <a href="mailto:pesopilar54@gmail.com">pesopilar54@gmail.com</a> or <a href="mailto:pesopilarzipline@yahoo.com">pesopilarzipline@yahoo.com</a></p>	<p><b><u>For walk-in clients:</u></b></p> <p>1. Receives the client and the letter of request and verifies the details on the request</p> <p><b><u>For online clients:</u></b></p> <p>1. Acknowledges the email/request and review and verifies the details on the request</p>	NONE	5minutes	<p><i>Bookbinder II</i></p> <p><i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i></p>
<p><b><u>2. For walk-in and online clients:</u></b></p> <p>Confirms the following important details: date, venue, schedule/programme, target audience,</p>	<p>2. Confirms the attendance of the PESO and provide the names and designations of the PESO resource speakers</p>	NONE	5 minutes	<p><i>Bookbinder II</i></p> <p><i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i></p>



tracks and strands, etc.				
3. Gathers the students at venue and prepares the necessary equipment (e.g. laptop, projector, etc.)	3. Conducts and facilitates the career guidance activity	NONE	4 hours	<i>Bookbinder II</i> <i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i>
4. Submits the attendance sheet/s and awards certificates to speakers	4. Receives the attendance sheet/s and certificate/s for report purposes	NONE	5 minutes	<i>Bookbinder II</i> <i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i>
	<b>TOTAL:</b>		<b>4 hours and 15 minutes</b>	

## 10. FACILITATION OF SKILLS TRAINING

The Public Employment Service Office (PESO) undertakes skills development trainings or seminars for former OFWs, beneficiaries of active OFWs, officers and members of OFW Family Circles, and those seeking to upgrade their skills

<b>Office or Division:</b>	Public Employment Service Office (PESO)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C= Government to Citizen
<b>Who may avail:</b>	Former OFWs, beneficiaries of active OFWs, officers and members of OFW Family Circles, and those seeking to upgrade their skills
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Letter of request addressed to LCE, attention to PESO Manager	Client/Company/Barangay
Training proposal (if any)	Client
Programme of activities	Client
Attendance Sheets	



Pre-test and post-test				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><b><u>For walk-in clients:</u></b></p> <p>1. Approach the PESO and sign on the Visitors' Logsheet</p> <p><b><u>For online clients:</u></b></p> <p>1. Send a request for training through email at <a href="mailto:pesopilar54@gmail.com">pesopilar54@gmail.com</a> or <a href="mailto:pesopilarzipline@yahoo.com">pesopilarzipline@yahoo.com</a></p>	<p><b><u>For walk-in clients:</u></b></p> <p>1.Receives the client and the letter and verifies the details on the request</p> <p><b><u>For online clients:</u></b></p> <p>1. Acknowledges the email/request and reviews and verifies the details on the request</p>	NONE	2 minutes	<p><i>Bookbinder II</i></p> <p><i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i></p>
<p><b><u>2. For walk-in and online clients:</u></b></p> <p>Confirm the specific details on the request such as date, venue, schedule/programme, target audience, training objectives, etc.</p>	<p>2.1 Forwards the request to the PESO Manager for review and approval</p> <p>2.2 Coordinates with partner/attached agencies offering the requested training and arrange the venue, materials or equipment needed</p>	NONE	15 minutes	<p><i>Bookbinder II</i></p> <p><i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i></p>
<p>3. Attends and participates in the training provided</p>	<p>3. Conducts and facilitates the requested training</p>	NONE	4 hours	<p><i>Bookbinder II</i></p> <p><i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i></p>



4. Submits the attendance sheet/s, pre-tests and post-tests, and pictures/videos	4. Receives the attendance sheet/s, pre-tests and post-tests, and pictures/videos for record and documentation purposes	NONE	5 minutes	<i>Bookbinder II</i>  <i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i>
	<b>TOTAL:</b>		<b>3 hours and 15 minutes</b>	

## 11. ASSISTANCE TO PILARIAN OFWs

In coordination with the Overseas Workers Welfare Administration (OWWA), the PESO shall assist in providing re-integration assistance services to returning Overseas Filipino Workers (OFW's)

<b>Office or Division:</b>	Public Employment Service Office (PESO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C= Government to Citizen			
<b>Who may avail:</b>	Active and inactive Pilarian overseas Filipino workers (OFWs), OFW family members or beneficiaries			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Proof of OWWA Membership		Client		
Valid ID		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquires at the PESO/OFW/OWWA Help Desk and signs on the OFW and Beneficiaries Sheet	1. Receives the client and the initial concern/request for assistance	NONE	2 minutes	<i>Bookbinder II</i>  <i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i>



<p>2. Fills-out the Intake Form</p>	<p>2. Verifies client's information and determines if OWWA membership and status in the system</p> <p>If OWWA member, prints Members Personal Profile (MPS) generated through the OWWA website at <a href="http://mps.owwa.gov.ph">mps.owwa.gov.ph</a></p> <p>If not, prints the OFW Information generated through the POEA Verification System</p>	<p>NONE</p>	<p>10 minutes</p>	<p><i>Bookbinder II</i></p> <p><i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i></p>
<p>3. Submits documents or requirements listed above and provide details of request/concern/issue</p>	<p>3. Validates submitted documents or requirements, evaluates client's request/concern/issue and determines which service should be provided</p> <p>If the client is an active OWWA member, educates client about the benefits and service they can avail from OWWA to address the client's concern</p> <p>If the client is inactive or not an OWWA member, recommends course of actions to be</p>	<p>NONE</p>	<p>30 minutes</p>	<p><i>Bookbinder II</i></p> <p><i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i></p>



	undertaken by the client or other services/remedies available to the client  If the request/concern/issue or case is complex, refers to POEA Regional Office III			
	<b>TOTAL:</b>		<b>42 minutes</b>	

## 12. ASSISTANCE TO PROVINCIAL AND OTHER MUNICIPAL PESO

The Public Employment Service Office networks with municipal and nearby provincial and city PESOs on employment for job exchange purposes

<b>Office or Division:</b>	Public Employment Service Office (PESO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G= Government to Government
<b>Who may avail:</b>	Provincial, Municipal, and City and PESOs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request addressed to LCE, attention to PESO Manager	Requesting provincial, municipal, and city and PESOs
Programme of activities	Requesting provincial, municipal, and city and PESOs

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><b><u>For walk-in clients:</u></b></p> <p>1. Inquires at PESO and signs on the Visitors' Logsheets</p> <p><b><u>For online clients:</u></b></p> <p>1. Sends a letter of</p>	<p><b><u>For walk-in clients:</u></b></p> <p>1. Receives the client and the letter of request and verifies the details on the request</p>	NONE	5 minutes	<p><b>Clerk II</b></p> <p><b>Bookbinder II</b></p> <p><b>MGADH I (Assistant PESO Manager) I</b></p>



request through email at pesopilar54@gmail.com or pesopilarzipline@yahoo.com	<b><u>For online clients:</u></b> 1. Acknowledges the email/request and reviews and verifies the details on the request			<b>OIC - PESO Manager</b>
<b><u>2. For walk-in and online clients:</u></b>  Confirms the requested assistance from PESO and the specific details of the request such as date, venue, schedule/programme, etc.	2. Forwards the request to the Mayor's Office, attention to PESO Manager for review and approval  ➤ If approved, confirms the attendance of PESO and provide the names and designations of the PESO personnel who will participate in/supervise the activity	NONE	15 minutes	<b>Clerk II</b>  <b>Bookbinder II</b>  <b>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</b>
3. Gathers attendees/participants at the venue and prepares the necessary equipment (e.g. laptop, projector, etc.)	3. Attends/Supervises the activity in coordination with the municipal PESO Manager	NONE	4 hours	<b>Clerk II</b>  <b>Bookbinder II</b>  <b>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</b>
4. Submits the attendance sheets and minutes of the meeting for record	Receives the attendance sheets and minutes of the meeting for record and documentation	NONE	5 minutes	<b>Clerk II</b>  <b>Bookbinder II</b>



	purposes			<b>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</b>
	<b>TOTAL:</b>		<b>4 hours and 22 minutes</b>	

### 13. REQUEST FOR EMPLOYMENT DATA

The Public Employment Service Office (PESO) provide internal clients with adequate information on employment and labor market situation in the province that could serve as references for decision or policy making and formulation of employment plan, initiatives and strategies

<b>Office or Division:</b>	Public Employment Service Office (PESO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G= Government to Government
<b>Who may avail:</b>	Local Government of Pilar Offices/Departments

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to PESO Manager		Requesting office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u><b>For walk-in clients:</b></u> 1. Inquires at PESO, signs on the Visitors' Logsheet (separate sheet for male and female) and submits the letter of request  <u><b>For online clients:</b></u> 1. Sends a letter of request thru email at	<u><b>For walk-in clients:</b></u> 1. Receives the client and letter of request and verifies the specific data for request  <u><b>For online clients:</b></u> 1. Acknowledges the	NONE	3 minutes	Clerk II  Bookbinder II  MGADH I (Assistant PESO Manager) / OIC - PESO Manager



<p>pesopilar54@gmail.com or pesopilarzipline@yahoo.com</p>	<p>email/request and verifies the specific data the client requires</p>			
<p>NONE</p>	<p>2. Forwards the letter of request to PESO Manager for review and approval</p> <ul style="list-style-type: none"> <li>➤ If approved, the requested data will be provided</li> <li>➤ If not approved or if the requested data are not available in PESO, notifies the requesting office and refers to other office or national agency that can provide the requested data</li> </ul>	<p>NONE</p>	<p>5 minutes</p>	<p><i>Clerk II</i></p> <p><i>Bookbinder II</i></p> <p><i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i></p>
<p>NONE</p>	<p>3. Processes and prepares the requested data/report and forwards to PESO Manager for final review and approval</p>	<p>NONE</p>	<p>3 hours</p>	<p><i>Clerk II</i></p> <p><i>Bookbinder II</i></p> <p><i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i></p>
<p>8. <u>For walk-in and online clients:</u> Receives and reviews the data provided</p>	<p>4. Logs and files the receiving copy for record and documentation purposes</p>	<p>NONE</p>	<p>2 minutes</p>	<p><i>Clerk II</i></p> <p><i>Bookbinder II</i></p>



				<b><i>MGADH I (Assistant PESO Manager) / OIC - PESO Manager</i></b>
	<b>TOTAL:</b>		<b>3 hours and 10 minutes</b>	



**Office of the Municipal Agriculturist  
External Services**



## 1. Issuance of Certification to Bonafide Farmers (For Land Area and Production)

<b>Office or Division:</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Farmers within Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request slip (1 Original)		Municipal Agriculture's Office		
Official Receipt (OR) from the Municipal Treasurer's Office (MTO) – (1 Original, 1 Photocopy)		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach officer-of-the-day and fill-up request slip. Present filled-up slip to the officer-of-the-day.	1.1 Receive filled-up request slip and verify record from the masterlist.  1.2 If record is available, prepare order of payment and advise client to proceed to MTO for payment of fees.	None	5 minutes	Farm Worker II Farm Supervisor Agriculturist I
2. Proceed to MTO, pay fees, and secure OR.	2.1 Issue official Receipt	60.00	5 minutes	Clerk II One Stop Shop/ Window #2
3. Present OR to the officer-of-the-day.	3.1 Prepare certification in 3 copies.  3.2 Refer certification to the Municipal Agriculturist for approval.	None	5 minutes	Farm Worker II Farm Supervisor Agriculturist I
	3.3 Municipal Agriculturist signs		1 minute	Municipal Agriculturist



	the certification.			
3. Receive the certification and log into the logbook.	4. Issue certification to client after signing on the logbook.		1 minute	Farm Worker II Farm Supervisor Agriculturist I
	<b>TOTAL:</b>	<b>60.00</b>	<b>17 minutes</b>	

## 2. Issuance of Certification for Land Conversion

<b>Office or Division:</b>	Office of the Municipal Agriculturist
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Farmers within Pilar

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 Original)		Applicant		
Transfer Certificate of Title (TCT) – (1 Photocopy)		Applicant		
Clearance from the National Irrigation Administration or ISA (1 Photocopy)		Irrigators Association		
Official Receipt (OR) from the Municipal Treasurer’s Office (MTO) – (1 Original, 1 Photocopy)		Municipal Treasurer’s Office		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach officer-of-the-day and submit required documents.	1.1 Receive and verify documents and the owner of title.	None	2 minutes	Farm Worker II
	1.2 Conduct ocular inspection		2 hours	Farm Supervisor Agriculturist I
	1.3 Upon returning to office, prepare order of payment and advise client to proceed to MTO for payment of fees.		1 minute	
2. Proceed to MTO, pay fees, and secure OR.	2.1 Issue official Receipt	120.00	5 minutes	Clerk II
3. Present OR to the officer-of-the-day.	3.1 Prepare certification in 3			Farm Worker II



	copies. 3.2 Refer certification to the Municipal Agriculturist for approval.	None	1 minute	Farm Supervisor Agriculturist I
	3.3 Municipal Agriculturist signs the certification.		1 minute	Municipal Agriculturist
3. Receive the certification and log into the logbook.	4. Issue certification to client after signing on the logbook.		1 minute	Farm Worker II Farm Supervisor Agriculturist I
	<b>TOTAL:</b>	120.00	2 hours and 11 minutes	

### 3. Animal Health Care (Request for Vaccination)

<b>Office or Division:</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents of Pilar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter of client or Punong Barangay (1 Original )		Applicant/Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach staff and submit request letter.	1.1 Receive request letter. 1.2 Coordinate with the Provincial Veterinary Office for the schedule of vaccination. 1.3 Inform client or Punong Barangay of the	Office of the Municipal Agriculturist collects no fees. The client or the barangay shoulders the expenses for	30 minutes	Farm Worker II Farm Supervisor Agriculturist I



	schedule.	vaccination.		
	TOTAL:	None	30 minutes	

**NOTE:** The concerned technician (who has jurisdiction on the area) together with the staff from Provincial Veterinary Office conduct vaccination as scheduled. Vaccination takes 1 day.

#### 4. Request for Technical Information or Assistance

The Office of the Municipal Agriculturist is providing technical information or assistance through the conduct of classes and trainings related to agriculture and livelihood. However, delivery of this service is subject to the availability of funds.

<b>Office or Division:</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Farmers, Cooperatives, Rural Improvement Clubs (RIC), Fishermen			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1 Original)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach staff and submit request letter.	1.1 Receive request letter and refer to the Municipal Agriculturist for assessment.	None	3 minutes	Farm Worker II Farm Supervisor Agriculturist I



	<p><b>1.2 Assess request and instruct technician or officer-of-the-day to prepare project proposal or training design.</b></p> <p><b>Client will be advised that office will call or inform him/her of the status of request.</b></p> <p><b>1.3 Inform client or Punong Barangay of the schedule.</b></p>	<p><b>None</b></p>	<p><b>3 minutes</b></p>	<p><b>Municipal Agriculturist</b></p>
	<p><b>1.4 Technician prepares the project proposal or training design based on the request.</b></p> <p><b>1.5 Refer to Municipal Agriculturist for review.</b></p>	<p><b>None</b></p>	<p><b>1 day</b></p>	<p><b>Farm Worker II</b> <b>Farm Supervisor</b> <b>Agriculturist I</b></p>



	<p><b>1.7 Municipal Agriculturist reviews project proposal or training design and signs for recommending approval.</b></p> <p><b>1.8 Municipal Agriculturist endorses document to the Mayor for approval.</b></p>	<p><b>None</b></p>	<p><b>10 minutes</b></p>	<p><b>Municipal Agriculturist</b></p>
	<p><b>1.9 Mayor reviews and approves proposal or design (subject to availability of funds).</b></p>	<p><b>None</b></p>	<p><b>30 minutes</b></p>	<p><b>Municipal Mayor</b></p>



	<p><b>1.10</b> Requesting party is informed of the status of or action taken on the request.</p> <p>Upon approval, Office of the Municipal Agriculturist will prepare and coordinate with the requesting party for the conduct of training/class as scheduled.</p> <p><b>1.11</b> Conduct training as scheduled.</p>	None	2 days	<p>Farm Worker II</p> <p>Farm Supervisor</p> <p>Agriculturist I</p>
	<b>TOTAL:</b>	None	3 days and 46 minutes	

## 5. Issuance of Boat Registration

The Office of the Municipal Agriculturist is providing technical information or assistance through the conduct of classes and trainings related to agriculture and livelihood. However, delivery of this service is subject to the availability of funds.

<b>Office or Division:</b>	Office of the Municipal Agriculturist
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Fisherfolk



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification		Barangay		
Identification Card		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Fishery staff, request for the service and present required documents	1.1 The Fishery Technician will proceed to the area to measure the boat to be registered	None	15 minutes	Agriculturist I
2. Proceed to MTO, pay fees, and secure OR.	2.1 Issue official Receipt	Motorized banca with engine 10 HP or less P/ 500.00 Motorized banca with engine of more than 10 HP P/ 1,000.00 Non-motorized fishing boat P/250.00	5 minutes	Clerk II
3. Present OR to the MAO Staff	3.1 6. Release Boat Registration Certificate	None	1 minute	Agriculturist I
	TOTAL:	Motorized banca with engine 10 HP or less P/ 500.00 Motorized banca with engine of more than 10 HP P/ 1,000.00 Non-motorized fishing boat P/250.00	21 minutes	



## 6. Issuance of Fishfolk Registration

The Office of the Municipal Agriculturist is providing technical information or assistance through the conduct of classes and trainings related to agriculture and livelihood. However, delivery of this service is subject to the availability of funds.

<b>Office or Division:</b>	Office of the Municipal Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Fisherfolk			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Certification (1 Original)		Barangay Hall		
Identification Card (1 Original, 1 Photocopy)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach Fishery staff, request for the service and present required documents	1.1 The Fishery Technician will interview the applicant.	None	5 minutes	Agriculturist I
	1.2 The Fishery Technician will encode the data to Bureau of Fishery and Aquatic Resources (BFAR) website			
	1.3 4. Release Fish Registration			
	<b>TOTAL:</b>	None	5 minutes	

## 7. Issuance of Auxiliary Invoice

The Office of the Municipal Agriculturist is providing technical information or assistance through the conduct of classes and trainings related to agriculture and livelihood. However, delivery of this service is subject to the availability of funds.

<b>Office or Division:</b>	Office of the Municipal Agriculturist
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Fisherfolk



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fish Registration (1 Photocopy)		Municipal Agriculture's Office		
Business Permit (1 Photocopy)		BPLO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Fishery staff, request for the service and present required documents	1.1 The Fishery Technician will proceed to the area to conduct inspection of the fishery product	None	5 minutes	Agriculturist I
	1.2 The Technician and client will proceed to MAO to receive order of payment			
	1.3 Release Fish Registration			
2. Proceed to MTO, pay fees and secure Official Receipt	2.1 Issue Official Receipt	Hipon, Putian, alimango, etc.- P/1.00/kg Alimasag – P/0.50/kg Fish – P/ 0.50/kg Dried Fish – P/0.50/kg Fresh Seaweed – P/0.15/kg Dried Seaweed – P/0.30/kg Shellcraft – P/ 0.30/kg Bangus Fry – P/30.00/pot Bangus	5 minutes	Clerk II



		<p>Fingerlings – P/10.00/bag (1,000 pcs) Shrimp Fry – P/25.00/bag Live Ornament Fish P/25.00/bag *Others – 0.25/kg</p>		
3. Present OR to MAO	3. Release Auxiliary Invoice	None	5 minutes	Agriculturist I
	<b>TOTAL:</b>	<p>Hipon, Putian, alimango, etc.- P/1.00/kg Alimasag – P/0.50/kg Fish – P/0.50/kg Dried Fish – P/0.50/kg Fresh Seaweed – P/0.15/kg Dried Seaweed – P/0.30/kg Shellcraft – P/0.30/kg Bangus Fry – P/30.00/pot Bangus Fingerlings – P/10.00/bag (1,000 pcs) Shrimp Fry – P/25.00/bag</p>	15 minutes	

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		Live Ornament FishP/25.00/b ag *Other s – 0.25/kg		
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## **Municipal Budget Office External Services**



# 1. BUDGET MANAGEMENT SERVICE - Preliminary Review of Annual/Supplemental Budget of Barangay

Preliminary review is done to ensure that budgetary requirements and limitations provided in the Local Government Code are complied with, the budget does not exceed the estimated receipts and/or income of the barangay and the items of appropriations are not more than those provided by existing laws.

<b>Office or Division:</b>	Office of the Municipal Budget Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Barangay Captains or thru their Barangay Treasurers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complete Barangay Budget Preparation Forms – Municipal Budget Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished SK Forms in budgeting.	1.1 Check submitted Barangay Budget as to the completeness of the BPP forms.	None	1 day	<i>Budget Officer I</i> Municipal Budget Office
	1.2 Advice the SK Chairman of the necessary adjustments/corrections if needed			
	1.3 When revision is not needed, prepare the endorsement for consideration of Sangguniang Bayan			
<b>TOTAL:</b>		<b>None</b>	<b>1 day</b>	



## 2. BUDGET MANAGEMENT SERVICE - Preliminary Review of Annual/Supplemental Budget of SK

Preliminary reviewed on compliance of the budget with the priority program, projects and activities identified.

<b>Office or Division:</b>		Office of the Municipal Budget Officer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		Barangay Captains or thru their Barangay Treasurers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Required SK Forms in Budgeting		From the Sangguniang Kabataan		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished Barangay Budget Preparation Forms.	1.1 Check submitted Barangay Budget as to the completeness of the BPP forms.	None	1 day	<i>Budget Officer</i> / Municipal Budget Office
	1.2 Advice the Barangay Treasurer of the necessary adjustments/corrections if needed			
	1.3 When revision is not needed, prepare the endorsement for consideration of Sangguniang Bayan			
	<b>TOTAL:</b>	None	14 days and 8 minutes	



# INTERNAL SERVICES



## **Human Resource Management Office Internal Services**



## 1. Issuance of Appointment (Job order and Honorarium)

The HRMO considers the employment procedures as prescribed by the Civil Service Commission.

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	LGU Pilar Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Job Order and Honorarium				
1. Biodata with Picture (1 Original)	Applicant			
2. Birth Certificate (1 Photocopy)	LCR, PSA			
3. Medical Certificate(1 Original)	RHU, Clinic			
4. Marriage Certificate (if applicable) (1 Photocopy)	LCR, PSA			
5. TOR/Diploma (1 Photocopy)	School were the employee graduated			
6. NBI Clearance (1 Original)	NBI			
7. SSS (1 Photocopy)	SSS			
8. Philhealth(1 Photocopy)	Philhealth			
9. Pag-ibig(1 Photocopy)	Pag-ibig			
10 TIN(1 Photocopy)	BIR			
11. Police Clearance (1 Original)	Police Station – Pilar			
12. Barangay Clearance(1 Original)	Barangay Hall			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents at the HRMO.	1.1 Receive the required documents and check for completeness and validity.	None	5 minutes	<i>Clerk II</i> Human Resource Management Office
	1.2 Preparation of Job Order Appointment / Office Order (Honorarium)			
	1.3 Forward the document to HRMO, Budget			



	Officer and Mayor's Office for signature.	None	1 day	<i>Budget Officer</i> Municipal Budget Office  <i>Municipal Mayor</i>
2. Return to HRMO and receive the Appointment.	2.1 Release the appointment to the employee	None	3 minutes	<i>Clerk II</i> Human Resource Management Office  <i>Admin. Asst. II</i> ( <i>Human Resource Mgmt. Asst.</i> ) Human Resource Management Office
	<b>TOTAL:</b>	None	1 day and 8 minutes	

## 2. Issuance of Appointment (Casual and Permanent)

The HRMO considers the employment procedures as prescribed by the Civil Service Commission.

<b>Office or Division:</b>	Human Resource Management Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government
<b>Who may avail:</b>	LGU Pilar Employee
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Personal Data Sheet	CSC Website
2. Birth Certificate (1 Photocopy)	LCR, PSA
3. Medical Certificate(1 Original)	RHU, Clinic
4. Marriage Certificate (if applicable) (1 Photocopy)	LCR, PSA
5. TOR/Diploma (1 Photocopy)	School were the employee graduated
6. NBI Clearance (1 Original)	NBI
7. SSS (1 Photocopy)	SSS
8. Philhealth(1 Photocopy)	Philhealth
9. Pag-ibig(1 Photocopy)	Pag-ibig
10 TIN(1 Photocopy)	BIR
11. Police Clearance (1 Original)	Police Station – Pilar
12. Barangay Clearance(1 Original)	Barangay Hall
13. Statement of Liabilities and Net (SALN)	Internet



(1 Original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents at the HRMO.	1.1 Receive the required documents and check for completeness and validity.	None	5 minutes	<i>Clerk II</i> Human Resource Management Office
	1.2 Preparation of Casual and Permanent Positions			<i>Admin. Asst. II (Human Resource Mgmt. Asst.)</i> Human Resource Management Office
2. Return to HRMO and sign the documents	2.1 Assists the employees for the signing of contracts and appointments	None	3 minutes	<i>Clerk II</i> Human Resource Management Office  <i>Admin. Asst. II (Human Resource Mgmt. Asst.)</i> Human Resource Management Office
	2.2 Forward the documents to the HRMO, Head of office where the employee was appointed and Mayor's Office to sign the documents	None	1 day	<i>MGDH I (HRMO)</i> Human Resource Management Office  Head of office where the employee was appointed  <i>Municipal Mayor</i>
	2.3 Create triplicate copies of the document.	None	2 days	<i>Clerk II</i> Human Resource Management



	<p>2.4 Prepare transmittal of appointments to Civil Service Commission</p> <p>2.5 Transmit the appointment to CSC.</p> <p>2.6 Receive the documents from CSC</p>			Office
	2.7 Evaluate the documents and assess if approved or disapproved	None	10 days	CSC-Bataan Officer of the day
3. Return to HRMO for the release of documents	3.1 Release the appointment to the employee	None	1 day	CSC-Bataan Officer of the day
	<b>TOTAL:</b>	None	14 days and 8 minutes	

### 3. Application of Vacation, Sick, Maternity, Paternity, Allocation of Maternity, Solo Parent, VAWC leave and Wellness Leave

The HRMO considers the employment procedures as prescribed by the Civil Service Commission.

<b>Office or Division:</b>	Human Resource Management Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	LGU Pilar Employee
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Accomplished Leave Form (Civil Service Form No. 6) (2 Original)	CSC Website, Human Resource Management Office
2. Medical Certificate for sick leave incurred for 5 days or more (1 Original)	Clinic, Hospital, Lying-in
3. In case medical consultation was not	Applicant



availed of, an <b>affidavit</b> should be executed by an applicant	
<b><i>For Maternity Leave Application</i></b>	
1. Maternity Leave Clearance (1 Original)	Hospital, Clinic, Lying-in
2. Medical Certificate for Maternity Leave (1 Original)	Hospital, Clinic, Lying-in
<b><i>For Paternity Leave Application</i></b>	
1. PSA Marriage certificate (1 Photocopy)	PSA
2. Birth certificate of newly born child (1 Photocopy)	Hospital, Clinic, Lying-in, LCR, PSA
<b><i>For Allocation of Maternity Leave</i></b>	
1. Accomplished Notice of Allocation of Maternity Leave – Annex B (2 Original)	CSC Website, Human Resource Management Office
2. Office ID of the receiver of allocated leave(1 Photocopy)	Receiver of the leave
3. Office ID of the employee with maternity leave(1 Photocopy)	Employee
<b><i>For Solo Parent Leave</i></b>	
1. Solo Parent Identification Card (1 Photocopy)	Municipal Social Welfare Development Office
<b><i>For VAWC Leave</i></b>	
1. Barangay Protection Order (BPO) (1 Certified True Copy)	Barangay hall
2. Temporary/Permanent Protection Order (TPO/PPO) (1 Certified True Copy)	Court
3. If the protection order is not yet issued by the barangay or the court, a certification issued by the Punong Barangay/Kagawad or Prosecutor or the Clerk of Court that the application for the BPO;TOP or PPO has been filed with the said office shall be sufficient to support the application for the ten-day leave; or (1 Certified True Copy)	Clerk of Court
4. In the absence of the BPO/TPO/PPO of the certification, a police report specifying the details of the occurrence of violence on the victim and a medical certificate may be considered, at the discretion of the immediate supervisor of the woman employee concerned. (1 Certified True Copy)	Police Station, Hospital of confinement



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the required documents at the HRMO.</p> <p><u>*for vacation leave/wellness leave:</u> should be filed five (5) calendar days before actual leave.</p> <p><u>*for emergency sick leave:</u> shall be filed immediately upon employee's return from such leave. If filed in advance of exceeding five (5) days, application shall be accompanied by a medical certificate. In case medical consultation was not availed of, an affidavit should be executed by an applicant.</p> <p><u>*for maternity leave:</u> filling should be at least thirty (30) calendar days in advance.</p>	<p>1.1 Receive the required documents.</p> <p>1.2 Forward the document to HRMO.</p>	None	2 minutes	<p><i>Clerk II</i> Human Resource Management Office</p>
	<p>1.3 Certify the current leave credits of the employee.</p> <p>1.4 Record the deduction to the leave card.</p>	None	10 minutes	<p><i>MGDH I (HRMO)</i> Human Resource Management Office</p>



	1.5 Forward the leave application to the mayor's office to sign the documents.	None	1 minute	<i>Admin. Asst. II (Human Resource Mgmt. Asst.)</i> Human Resource Management Office  <i>Clerk II</i> Human Resource Management Office
	1.6 The municipal mayor signs the leave application	None	1 day	<i>Municipal Mayor</i> Office of the Municipal Mayor
	1.7 Inform the employee on the approval/disapproval of leave application	None	2 minutes	<i>MGDH I (HRMO)</i> Human Resource Management Office  <i>Admin. Asst. II (Human Resource Mgmt. Asst.)</i> Human Resource Management Office  <i>Clerk II</i> Human Resource Management Office
	<b>TOTAL:</b>	None	1 day and 21 minutes	

#### 4. Application of Terminal Leave

The HRMO considers the employment procedures as prescribed by the Civil Service Commission.

<b>Office or Division:</b>	Human Resource Management Office
<b>Classification:</b>	Complex



<b>Type of Transaction:</b>	<b>G2G – Government to Government</b>			
<b>Who may avail:</b>	<b>LGU Pilar Employee</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Leave Form (Civil Service Form No. 6) (2 Original)	CSC Website, Human Resource Management Office			
2. Clearance from Money, Property and Legal Accountability Form (4 Original)	Human Resource Management			
3. Certified Photocopy of Leave Card (1 Photocopy)	Human Resource Management			
4. Service Record (1 Original)	Human Resource Management			
5. Accomplished Statement of assets, Liabilities & Network (SALN) (2 Original)	Employee			
6. Certified Photocopy of Appointment/Notice of Salary Adjustment showing the highest salary received (NOSA). (1 Photocopy)	Human Resource Management			
7. Computation of Terminal Leave (1 Original)	Human Resource Management			
8. Notarized authorization to deduct all financial obligation with the employer, in affidavit form (2 Original)	Human Resource Management, Notary Public			
9. Notarized Affidavit of Applicant that there is no pending criminal investigation or prosecution against him/her (RA no. 3019) (2 Original)	Human Resource Management, Notary Public			
10. In case of resignation, letter of resignation duly accepted by Head of Agency. (1 Original)	Employee			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Accomplished leave form, Notarized authorization, Notarized affidavit of applicant, SALN, and Resignation later if resigned	1.1 Receive the required documents.  1.2 Prepare the Service Record, Photocopy of leave card and Certified photocopy of NOSA  1.3 Inform the employee to	None	2 days	<i>Admin. Asst. II</i> <i>(Human Resource Mgmt. Asst.)</i> Human Resource Management Office



	<p>accomplish the clearance from money, property and legal accountability form</p> <p>1.3 Forward the document to HRMO.</p>			
<p><b>2. Accomplish the clearance from all departments concerned.</b></p> <p><b>*If cleared to all departments, proceed to the HRMO and forward the clearances.</b></p> <p><b>*If uncleared, coordinate with the department concerned.</b></p> <p><b>2.2 Return to HRMO for the signing of documents.</b></p>	<p>2.1 Compute the terminal leave of the employee.</p>	None	10 minutes	<p><b>MGDH I (HRMO)</b> Human Resource Management Office</p>
	<p>2.2 Assist the employee to sign the documents.</p>	None	5 minutes	<p><b>Admin. Asst. II (Human Resource Mgmt. Asst.)</b> Human Resource Management Office</p>
	<p>2.3 Forward the terminal leave application to Budget office and Accounting for the processing of leave.</p>	None	5 minutes	<p><b>Clerk II</b> Human Resource Management Office</p>
	<p>2.4 Evaluate the existence of appropriations. Transmit the documents to the Treasurer's Office for the availability of funds, then forward to the Accounting office for the verification and</p>	None	2 days	<p><b>Municipal Budget Officer</b></p> <p><b>Accounting Clerk</b></p> <p><b>Municipal Accounting Officer</b></p> <p><b>Clerk II</b> Office of the</p>



	<p>correctness of documents</p> <p>*if immediate resignation was observed, the budget office shall conduct supplemental of budget for the allocation of terminal leave.</p>			<b>Municipal Treasurer</b>
	<p>2.5 Evaluate the completeness of document</p> <p>2.6 Journal the accounting entries.</p> <p>2.7 Forward the document to the Mayor's Office for the signing of documents</p>	<b>None</b>	<b>2 days</b>	<p><i>Administrative Assistant II (Accounting Clerk III)</i></p> <p>Accounting Office</p> <p><i>Accounting Clerk</i></p>
	<p>2.8 The Municipal mayor signs the document</p> <p>2.9 Forward the document to the Treasurer's Office</p>	<b>None</b>	<b>1 day</b>	<i>Municipal Mayor</i> Office of the Municipal Mayor
3. Proceed to the Municipal Treasurer's Office for the release of terminal leave.	3. Release the Terminal leave to the employee.	<b>None</b>	<b>30 minutes</b>	<i>Local Revenue Collection Officer I</i> Municipal Treasurer's Office
	<b>TOTAL:</b>	<b>None</b>	<b>7 days and 50 minutes</b>	



## 5. Application of Monetization of Leave Credits

The HRMO considers the employment procedures as prescribed by the Civil Service Commission.

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	LGU Pilar Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Leave Form (Civil Service Form No. 6) (2 Original)		CSC Website, Human Resource Management Office		
2. Approved Letter Request addressed to the Municipal Mayor stating valid and justifiable reasons. (1 Original)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents at the HRMO.	1.1 Receive the required documents.  1.2 Forward the document to HRMO.	None	2 minutes	<i>Admin. Asst. II (Human Resource Mgmt. Asst.)</i> Human Resource Management Office
	1.3 Certify the current leave credits of the employee.  1.4 Verify if the employee has sufficient leave according to his/her monetization	None	10 minutes	<i>MGDH I (HRMO)</i> Human Resource Management Office



	request			
	<p>1.5 Forward the documents to the Budget Office for the existence of appropriations. Transmit the documents to the Treasurer's Office for the availability of funds, then forward to the Accounting office for the verification and correctness of documents.</p> <p>1.6 Forward the document to the treasurer's office for the preparation of cheque</p> <p>1.7 Prepare the cheque. Forward the document and cheque to the mayor's office.</p>	None	2 hours	<p><i>Municipal Budget Officer</i></p> <p><i>Accounting Clerk</i></p> <p><i>Municipal Accounting Officer</i></p> <p><i>Clerk II</i> <i>Office of the Municipal Treasurer</i></p>
	1.8 Forward the leave application and attached CAFOA and vouchers to the mayor's office for signature	None	5 minutes	<p><i>Admin. Asst. II</i> <i>(Human Resource Mgmt. Asst.)</i> <b>Human Resource Management Office</b></p>



				<b>Clerk II</b> <b>Human Resource Management Office</b>
	1.9 Mayor signs the document.	None	1 day	<b>Municipal Mayor</b> <b>Office of the Municipal Mayor</b>
	1.10 Forward the document to the Treasurer's Office	None	2 minutes	<b>Private Secretary II</b> <b>Office of the Mayor</b>
2. Proceed to the Treasurer's Office for the release of monetized leave credits	2. Release the cheque to the employee	None	2 minutes	<b>Local Revenue Collection Officer I</b> <b>Municipal Treasurer's Office</b>
	<b>TOTAL:</b>	None	2 days and 21 minutes	

## 6. Request for Employment Document/s

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	LGU Pilar current and previous Employee/s			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request form (1 Original)		HRMO online application		
<b>REPRESENTATIVE</b>				
1. Authorization Letter (1 Original)		Owner of the Document/s		
2. ID of the Owner (1 Photocopy)		Owner of the Document/s		
3. ID of claimant/representative (1 Photocopy)		Claimant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit the request form.	1.1 Receive the request.	None	1 day	<i>Admin. Asst. II</i> <i>(Human Resource Mgmt. Asst.)</i> Human Resource Management Office  <i>Clerk II</i> Human Resource Management Office
	1.2 Prepare the requested documents.			
	1.3 Forward the document to the HRMO for signature.			
	1.4 The HRMO signs the document.	None	2 minutes	<i>MGDH I (HRMO)</i> Human Resource Management Office
	1.5 Inform the employee on the completion of request	None	2 minutes	<i>Admin. Asst. II</i> <i>(Human Resource Mgmt. Asst.)</i> Human Resource Management Office  <i>Clerk II</i> Human Resource Management Office  <i>MGDH I (HRMO)</i> Human Resource Management Office
2. Proceed to the HRMO for the receipt	2. Release the document to the	None	2 minutes	<i>Admin. Asst. II</i> <i>(Human Resource</i>



of document.	employee			<p><b>Mgmt. Asst.)</b> Human Resource Management Office</p> <p><b>Clerk II</b> Human Resource Management Office</p> <p><b>MGDH I (HRMO)</b> Human Resource Management Office</p>
	<b>TOTAL:</b>	None	1 day and 6 minutes	

## 7. Request for Loan Deduction

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	LGU Pilar current and previous Employee/s			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Billing of loan indicating the monthly amortization of loan (1 Photocopy)		GSIS/SSS/PAG-IBIG/LBP/DBP		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Billing of loan indicating the monthly amortization.	1. Receive the document and encode the deduction to the payroll	None	2 minutes	<b>Admin. Asst. II</b> <i>(Human Resource Mgmt. Asst.)</i> Human Resource Management Office
	<b>TOTAL:</b>	None	2 minutes	



## 8. Processing of Payroll (Job Order, Honorarium, Casual)

The HRMO prepares payroll for job order, honorarium and casual employees every 16<sup>th</sup> and 1<sup>st</sup> working day of succeeding month.

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	LGU Pilar Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<i>For employees with ATM</i>				
1. Daily Time Record (2 Original and 1 Photocopy)		Human Resource Management Office		
2. Accomplishment Report (2 Original and 1 Photocopy)		Employee		
<i>For employees without ATM</i>				
1. Daily Time Record (2 Original and 3 Photocopy)		Human Resource Management Office		
2. Accomplishment Report (2 Original and 3 Photocopy)		Employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive the 2 Original DTRs printed at the HRMO	1.1 Print the DTR and attach supporting documents, if any.	None	1 day	<i>Admin. Asst. II</i> <i>(Human Resource Mgmt. Asst.)</i> Human Resource Management Office
	1.2 Encode the number of days and late.  1.3 Release the DTR to the employee			<i>Clerk II</i> Human Resource Management Office



<p><b>2. Prepare 2 Original Accomplishment Reports and sign the documents</b></p> <p><b>2.2 Forward to the head of office and sign the DTR and Accomplishment Report.</b></p> <p><b>2.3 Prepare the number of copies according to the format.</b></p> <p><b>For employees with ATM:</b>  <b>1 Original DTR + 1 Original Accomplishment report</b>  <b>1 Original DTR + 1 Original Accomplishment report</b>  <b>1 Photocopy DTR + 1 Photocopy Accomplishment Report</b></p> <p><b>For employees without ATM:</b>  <b>1 Original DTR + 1 Original Accomplishment report</b>  <b>1 Original DTR + 1 Original Accomplishment</b></p>	<p><b>2.1 Check the correctness of format of the submitted documents.</b></p> <p><b>2.2 If incorrect, return the documents to the employee.</b></p> <p><b>2.3 Prepare and balance the fund transfer (for employees with ATM). Forward the fund transfer to the HRMO and Accounting Officer for the signature. Then, forward the fund transfer and CD with the salary file to treasurer's office as an attachment to the cheque.</b></p>	<p><b>None</b></p>	<p><b>6 hours</b></p>	<p><b>Admin. Asst. II (Human Resource Mgmt. Asst.)</b>  <b>Human Resource Management Office</b></p>
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<p>report 1 Photocopy DTR + 1 Photocopy Accomplishment Report 1 Photocopy DTR + 1 Photocopy Accomplishment Report 1 Photocopy DTR + 1 Photocopy Accomplishment Report</p>				
	<p>2.4 Forward the documents to the Budget Office for the existence of appropriations. Transmit the documents to the Treasurer's Office for the availability of funds, then forward to the Accounting office for the verification and correctness of documents.</p> <p>2.5 Forward the document to the treasurer's office for the preparation of cheque</p> <p>2.6 Prepare the cheque. Forward the document and cheque to the mayor's office.</p>	<p>None</p>	<p>2 hours</p>	<p><i>Municipal Budget Officer</i></p> <p><i>Accounting Clerk</i></p> <p><i>Municipal Accounting Officer</i></p> <p><i>Clerk II</i> <i>Office of the Municipal Treasurer</i></p>



	2.7 Mayor signs the document.	None	1 day	<i>Municipal Mayor</i> Office of the Municipal Mayor
	2.8 Forward the document to the Treasurer's Office	None	2 minutes	<i>Private Secretary</i> // Office of the Mayor
3. Proceed to the Treasurer's Office for the release of salary (for NON-ATM employees)  *for ATM with employees, withdraw their salary to the nearest Automated teller machine (ATM).	3. Transmit the fund transfer to DBP for the processing of salary of ATM users.  3.2 Withdraw the cheque at LBP for the processing of salary of Non-ATM users.  3.3 Inform the employees on the availability of salary.  3.4 Release the withdrawal salary to NON-ATM employees.	None	2 minutes	<i>Local Revenue Collection Officer</i> / Municipal Treasurer's Office
	<b>TOTAL:</b>	None	<b>3 days and 4 minutes</b>	



## Municipal Budget Office Internal Services



## 1. Processing of Obligation Request

<b>Office or Division:</b>	Office of the Municipal Budget Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All Municipal officials and employees including elected officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Disbursement Voucher Obligation Request Request Letter Proposal Payroll Purchase request Purchase order		Concerned Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit obligation request and supporting documents	1. Receives obligation request with complete documents necessary to the transaction	None	10 minutes	<i>Administrative Assistant II (Budgeting Assistant)</i> Municipal Budget Office
	2. Review/Check availability of allotment, verify completeness of documents otherwise return to the concerned requesting office			
	3. Record the Obligation Request and encode the same at BMMSystem Sign box B of the Obligation Request and forward the document to Accounting Office		2 minutes	<i>Budgeting Aide</i> Municipal Budget Office  <i>Budget Officer</i> Municipal Budget Office
	<b>TOTAL:</b>	<b>None</b>	<b>12 minutes</b>	



## 2. Preparation of Annual Budget

Preliminary reviewed on compliance of the budget with the priority program, projects and activities identified.

<b>Office or Division:</b>		Office of the Municipal Budget Officer		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		Department Heads and Section Heads		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Required SK Forms in Budgeting		From the Sangguniang Kabataan		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit budget proposals.	1.1 Budget Officer review and consolidate the budget proposal	None	June 16 – October 15 of the Current Year	<i>Budget Officer</i> Municipal Budget Office
	1.2 Conduct Budget hearings			<i>Budget Officer</i> /
	1.3 Evaluate budget proposal			Municipal Budget Office
	1.4 The prepared budget is Submitted to LCE for approval and endorsement to Sangguniang Bayan			<i>Administrative Assistant II (Budgeting Assistant)</i> Municipal Budget Office
	<b>TOTAL:</b>	None	June 16 – October 15 of the Current Year	



## FEEDBACK AND COMPLAINTS MECHANISM

<p><b>What is the Objectives of Feedback and Complaints Mechanism?</b></p>	<p>Complaints and Feedback Mechanism is a component of this Charter with the following objectives:</p> <p><b>Complaints</b></p> <ul style="list-style-type: none"> <li>• To provide an avenue for citizens to lodge complaints and seek redress.</li> <li>• To establish a process of investigation and resolution of complaints.</li> <li>• To identify ways to prevent recurrence of similar or identified causes of complaints, thus, improve service delivery and</li> <li>• To uphold local government accountability.</li> </ul> <p><b>Feedback</b></p> <ul style="list-style-type: none"> <li>• To provide a means by which clients give their suggestions; and</li> <li>• To determine the satisfaction level of clients to assist the organization in making decisions about the extent of service improvements in systems and procedures; and</li> <li>• To maintain continuous improvement in local government performance.</li> </ul>
<p><b>How feedbacks are processed</b></p>	<p style="text-align: center;">In compliance with Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, DILG Memo Circular No. 2008-164, and CSC Memo Circular No. 14 s. 2008, the Municipal Government of Pilar established a Public Assistance and Complaint Desk.</p> <p style="text-align: center;">The desk, located at the lobby of the municipal hall, was set up to attend to citizens seeking consultations and advice and communication channels, for the lodging of complaints.</p>
<p><b>Complaint and Redress Committee</b></p>	<p><b>Chairperson:</b></p> <p style="text-align: center;"><b>Ms. Ma. Celestial Doreen H. Pizarro</b> Human Resource Management Officer</p> <p><b>Members:</b></p> <p style="text-align: center;">Concerned Department Head  <b>Engr. Joshua D. Gabaya, Municipal Engineer</b>  <b>Ms. Alicia O. Ladrangan, Municipal Accountant</b>  <b>Engr. Gerald Ace S. Nohay, Municipal Assessor</b>  <b>Atty Nelson A. Cunanan, Legal Counsel</b></p>



<p><b>How to file a complaint/feedback</b></p>	<p>Complaints may be filed at the Public Assistance and Complaint Desk using the prescribed form. Verbal complaints shall be transferred in the prescribed form.</p> <p>Reference number (Year/Month/Day/Number of Case) shall be assigned to each complaint filed for easy tracking.</p>
<p><b>How complaints are processed</b></p>	<p>This set of guidelines is designed to assist the Public Assistance and Complaint Desk Officer in the speedy and effective resolution of complaints:</p> <ol style="list-style-type: none"> <li>1. Receive and record complaint/s in a logbook.</li> <li>2. Analyze complaint/s and take appropriate action. <ul style="list-style-type: none"> <li>• Determine if the complaint is within his/her jurisdiction.</li> <li>• Mediate and act on complaint immediately.</li> <li>• If complaint is settled, prepare accomplishment report. If complaint is not settled, refer/endorse complaint to concerned Department Head.</li> </ul> </li> </ol> <p>The concerned Department Head shall have two (2) days to settle the complaint. Failure to settle such complaint, the concerned Department Head shall endorse the complaint to the Complaint and Redress Committee. The Committee shall have five (5) days to investigate and resolve the complaint.</p> <p>Only written or verbal complaints shall be considered. Anonymous complaints shall not be entertained.</p> <p>The Desk Officer concerned Department Head or the Committee, as the case maybe, shall inform the complainant of the outcome of his/her complaint.</p> <p>Resolution of complaints may be verbal or written. Simple complaints may only require explanation of the law, rules, regulations, or office policies and procedures.</p>
<p><b>Contact information of ARTA, PCC, CCB</b></p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



**DIRECTORY OF LOCAL OFFICES**

Pilar, Bataan  
Trunk Line – 633-5155

OFFICE	HEAD	LOCAL NUMBER
Office of the Mayor	HON. CARLOS F. PIZARRO JR <i>Municipal Mayor</i>	102/104
Office of the Sangguniang Bayan	HON. CECILIA R. GARCIA <i>Municipal Vice-Mayor</i>	131
Office of the Secretary to the Sangguniang Bayan	TERESA S. CAZEÑAS	130
Municipal Disaster Risk Reduction Office	ACE ANTHONY B. VICEDO, RN	0908-891-6270
Office of the Municipal Treasurer	ANGELO PIERRE O. DELOS REYES	113
Office of the Municipal Assessor	ENGR. GERALD ACE S. NOHAY, REA	112
Office of the Municipal Accountant	ALICIA O. LADRINGAN, CPA	114/115
Office of the Municipal Budget	LILIA A. LLAGAS	116
Office of the Municipal Planning and Development Coordinator	ROSARIO D. ESCOTO	122
Office of the Municipal Engineer	ENGR. JOSHUA D. GABAYA	134
Municipal Health Office	DR. JANELLE S. TUAZON	(0919) 098 8014
Office of the Municipal Civil Registrar	HAIDEE G. GUNIO	118
Office of the Municipal Agriculturist	MARICEL T. AQUINO, RN (Acting Municipal Agriculturist)	133
Municipal Social Welfare and Development Office	JENNY LEE R. CASIN, RSW	0968-853-2277
Human Resource Management Office	MA. CELESTIAL DOREEN H. PIZARRO-DELA PEÑA, MPA	119 / (0964) 173 0806
Licensing Division	JEZREEL ANN O. MALANUM	117
Public Employment Service Office	MARICEL T. AQUINO, RN	135



### LIST OF ACCEPTABLE IDENTIFICATION CARDS (IDs)

1. e-Card / UMID
2. Employee's ID / Office Id
3. Driver's License\*
4. Professional Regulation Commission (PRC) ID \*
5. Passport \*
6. Senior Citizen ID
7. SSS ID
8. COMELEC / Voter's ID / COMELEC Registration Form
9. Philippine Identification (PhilID / ePhilID)
10. Philippine National ID
11. NBI Clearance \*
12. Integrated Bar of the Philippines (IBP) ID
13. PVAO ID
14. AFP Beneficiary ID
15. BIR (TIN)
16. Pag-ibig ID
17. Person's With Disability (PWD) ID
18. Solo Parent ID
19. Pantawid Pamilya Pilipino Program (4Ps) ID \*
20. Barangay ID \*
21. Philippine Postal ID \*
22. Phil-health ID
23. School ID \*\*
24. Other valid government-issued IDs or Documents with picture and signature

\* Within its validity period

\*\* Private / government school