



**LOCAL  
GOVERNMENT  
UNIT OF SUBIC**

# 2026 CITIZEN'S CHARTER

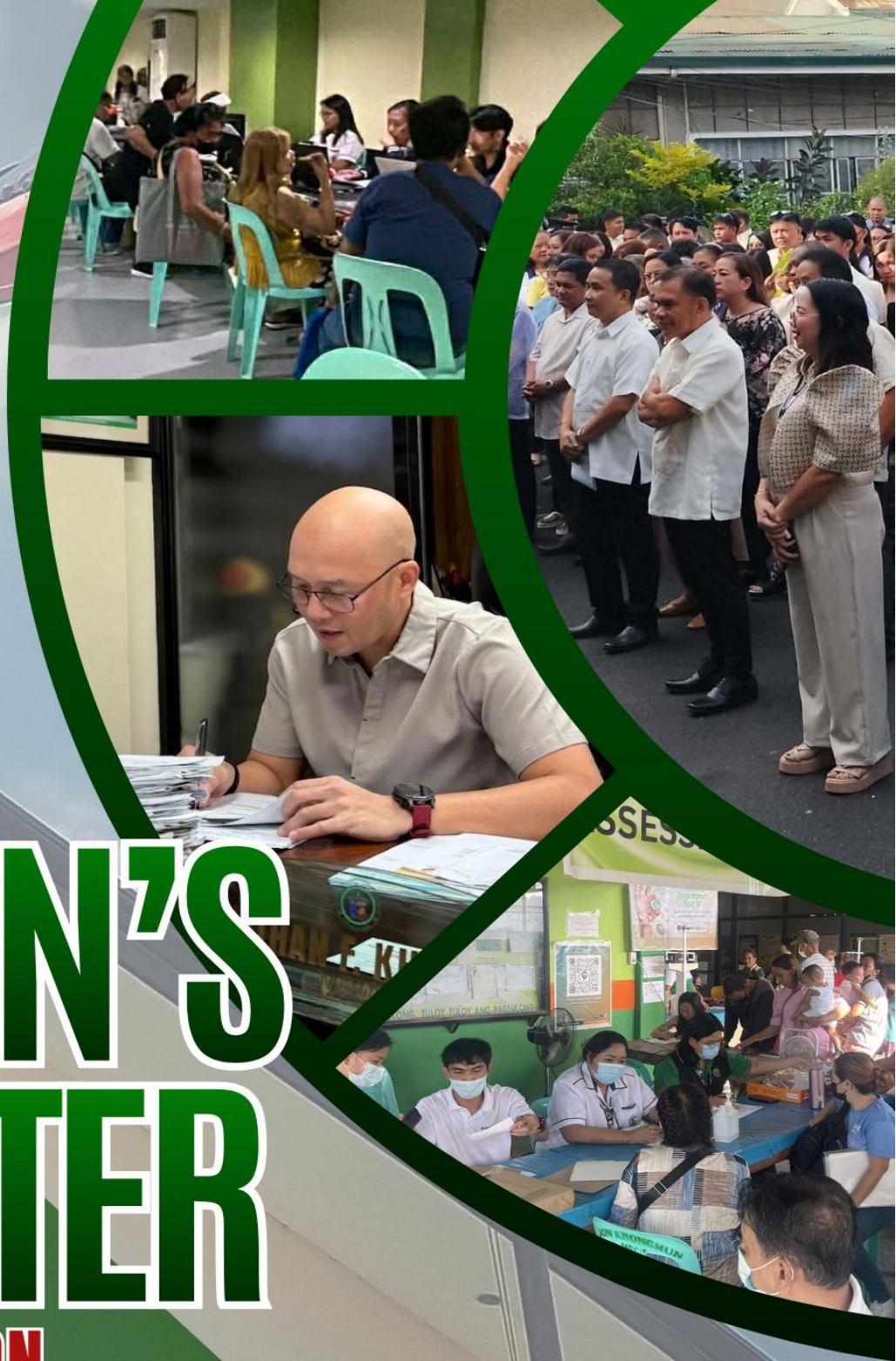
**1ST EDITION**

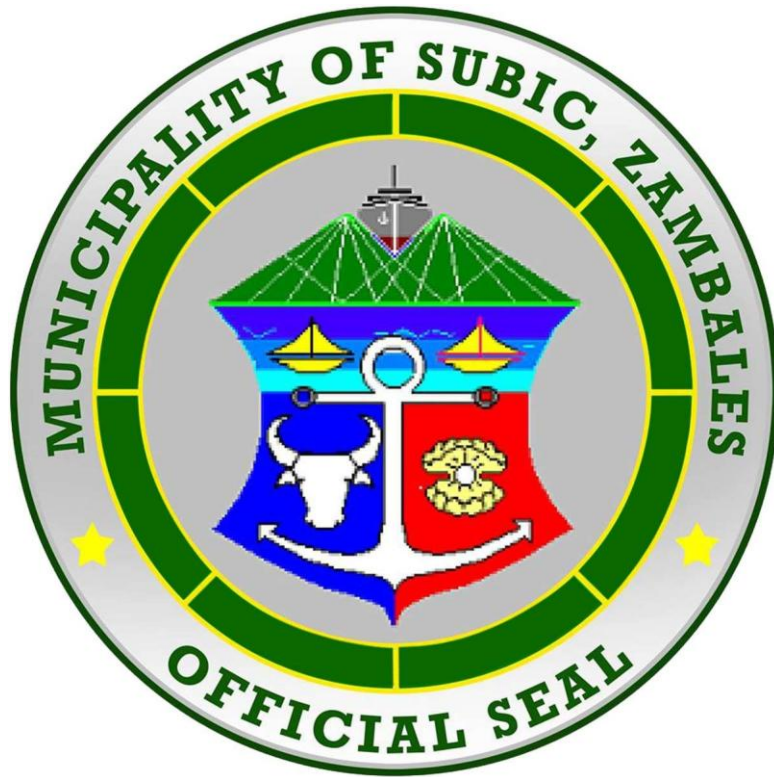
**Ease of Doing Business and  
Efficient Government  
Service Delivery Act of 2018  
(R.A. 11032)**



*Pag-unlad ng Bayan*

*Kalinga at Kinabukasan*





**LOCAL GOVERNMENT UNIT OF  
SUBIC, ZAMBALES**

**CITIZEN'S CHARTER**  
2026 (1<sup>st</sup> Edition)

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# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### **I. Vision**

Subic as a highly urbanized municipality that is competitive in agriculture, industry, and eco-tourism, anchored on sustainable development where the citizenry enjoys an improved quality of life under a politically stable community.

### **II. Mission**

To strengthen the capability and capacity of Subic internal organization to provide optimum community services to be competitive in all sectors of development areas.

### **III. Service Pledge**

We, the officials and employees of the Office of the Mayor, do hereby pledge to commit ourselves to the principles of our Citizen's Charter.

It is our commitment to protect our constituents from graft and corruption in all its forms in their interface with our government by providing quick and efficient services that encourage them to pursue their economic, educational and social endeavors.

It is our goal to establish an environment by which we provide the maximum service and assistance to our clients and the least burden to them towards the completion of their transactions.

We adhere to the State's declared policy that public service is a public trust and we believe that transparency and accountability are essential elements of progress. We vow to use all the resources of our government to uplift the lives of our constituents especially the under-privileged that everyone may enjoy the fruits of their labor in a society that is harmonious and united.

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## MESSAGE FROM THE MAYOR

The Anti-Red Tape Act of 2007 or Republic Act No. 9485 which aimed to combat fraudulent behaviors and improve frontline public service was amended with Republic Act No. 11032 also known as Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

Former President Rodrigo Roa Duterte emphasized that "this law will introduce simplified requirements and streamlined procedures that will finally spare our people from the intolerable waiting time and long lines in frontline government agencies."



Hence, this law further improves government service, promotes transparency and efficiency taking into consideration the transacting public, making them aware of the service standards in each department or unit through the Citizen's Charter.

LGU Subic takes pride in receiving an Excellent Award from the Provincial Civil Service Commission in 2017, the highest honor bestowed in the Province of Zambales, ascertaining once again its dedication to an effective delivery of quality services. Since then, LGU Subic sustains its integrity and continues to be at par with the standard set forth by the Commission.

For the welfare of all Subiquenos, the officials and employees of the Local Government Unit of Subic strengthen the pledge to serve with passion and reiterate the commitment to abide by the laws of the Republic.

More Power!

  
**JONATHAN JOHN F. KHONGHUN**  
Municipal Mayor

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



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# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



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## CITIZENS CHARTER



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## **OFFICE OF THE MUNICIPAL MAYOR**

### **External Services**

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 1. PROVIDING MEDICAL/BURIAL ASSISTANCE

Employees in charge shall assist the under-privileged constituents of Subic their respective needs of medical, dental and hospital bills as well as financial aids which are administratively scrutinized and evaluated before it is approved and signed by the Chief Executive;

#### A. MEDICINE ASSISTANCE

<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>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Voter's ID or Verification Slip/Driver's License/National ID (3 photocopies)	Commission of Election Office, Subic/Concerned Agency/Offices
Medical Prescriptions (3 photocopies)	Clinic, Hospital or Health Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Photocopies and submit the valid documents	1. Advise the client to proceed to the DSWD for an Interview whether the client is qualified as indigent patient or not	None	10 minutes	Admin. Aide III/ Admin. Asst. I <i>Mayor's Office</i>
2. Personal appearance to the chief executive	2. Interviews the client, then approves and signs the granted assistance.	None	5 minutes	Municipal Mayor
3. Submits himself for an interview	3. Advise the client to proceed to the DSWD for an interview whether the client is qualified as indigent or patient or not	None	5 minutes	Admin. Aide I/ Admin. Aide III  <i>MSWD Office</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



4. Present the Certificate of Indigency (AICS) to the Mayor's Office Personnel	4.1. Receives the AICS then notes, collates and forward the AICS to the personnel in charge in the preparation of Purchase Order for medicines and advise the client to comeback at 3:00pm to pick up the medicine.	None	2 minutes	Admin. Aide III/ Admin. Asst. I <i>Mayor's Office</i>
	4..2. Receives the AICS then prepares the Purchase Orders for the needed medicines and forward to the Municipal Admin for the signing of the P.O.	None	10 minutes	Admin. Aide I <i>Mayor's Office</i>
	4.3. Receives the duly accomplished Purchase Orders and signs the P.O	None	3 minutes	Municipal Administrator
	4.4. Receives signed and approved P.O. and prepares more or less 600 ordered medicines	None	6 hours	Authorized Drug Store Personnel
	4.5. Pickup and receives medicines from authorized drug store	None	15 minutes	Municipal Driver
	4.6. Release the medicine to client/patient	None	5 minutes	Admin. Aide III/ Admin. Aide I Admin. Asst. I <i>Mayor's Office</i>
	<b>TOTAL</b>		<b>6 Hours and 50 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### B. IF MEDICAL LABORATORY, DIALYSIS AND CHEMOTHERAPY ASSISTANCE:

<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>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Voter's ID or Verification Slip/Driver's License/National ID (3 Photocopies)	Commission of Election Office, Subic/Concerned Agency/Offices
Medical procedure with costing (3 Photocopies)	Hospital, Laboratory or Clinic where the patient is admitted

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Voter's ID and Doctor's Referral	1. Examines the validity of the documents and advises to photocopy the documents	None	5 Minutes	Admin. Aide I/ Admin Asst. I <i>Mayor's Office</i>
2. Photocopy and submit the valid documents	2. Receives the valid documents.	None	1 minute	Admin. Aide I/ Admin Asst. I <i>Mayor's Office</i>
3. Personal appearance to the Chief Executive	3. Interviews the client, then approves and signs the granted assistance	None	10 minutes	Municipal Mayor
4. Submit himself for an interview	4. Interviews the client, if qualified as indigent patient.	None	10 minutes	Social Welfare Assistant Admin. Aide III/ Admin Aide I <i>MSWD Office</i>
5. Present the certificate of indigency to the MO Personnel	5. Issue a referral slip indicating the approved amount of the financial assistance	None	5 minutes	Admin. Aide I/ Admin Asst. I <i>Mayor's Office</i>
	<b>TOTAL</b>		<b>31 minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### C. IF HOSPITAL BILL ASSISTANCE:

<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>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Voter's ID or Verification Slip/Driver's License/National ID (3 Photocopies)	Commission of Election Office, Subic/Concerned Agency/Offices
Hospital bill (3 photocopies)	Hospital/Clinic/Doctor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Voter's ID and Doctor's Referral	1. Examines the validity of the documents and advises to photocopy the documents	None	5 Minutes	Admin. Aide I/ Admin Asst. I <i>Mayor's Office</i>
2. Photocopy and submit the valid documents	2. Receives the valid documents	None	1 minute	Admin. Aide I/ Admin Asst. I <i>Mayor's Office</i>
3. Personal appearance to the Chief Executive	3. Interviews the client, then approves and signs the granted assistance.	None	10 minutes	Municipal Mayor
4. Submit himself for an interview	4. Interviews the client, if qualified as indigent patient.	None	10 minutes	Social Welfare Assistant Admin. Aide III/ Admin Aide I <i>MSWD Office</i>
5. Receive the Assistance	5. Issue a referral slip indicating the approved amount of the Medical Assistance	None	5 minutes	Admin. Aide I/ Admin Asst. I <i>Mayor's Office</i>
	<b>TOTAL</b>		<b>31 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### D. IF BURIAL ASSISTANCE:

<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>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Voter's ID or Verification Slip/Driver's License/National ID (3 photocopies)	Commission of Election Office, Subic/Concerned Agency/Offices
Death Certificate/Funeral Service Contract (6 photocopies)	Hospital/RHU/Chosen Funeral Service by the client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Voter's ID and Death Certificate/ Funeral Service Contract	1. Examines the validity of the documents and advises to photocopy the documents	None	5 Minutes	Admin. Aide I <i>Mayor's Office</i>
2. Photocopy and submit the valid documents	2. Receives the valid documents	None	1 minute	Admin. Aide I <i>Mayor's Office</i>
3. Personal appearance to the Chief Executive	3. Interviews the client, then approves and signs the granted assistance.	None	10 minutes	Municipal Mayor
4. Submit himself for an interview	4. Interviews the client, if qualified as indigent patient.	None	10 minutes	Social Welfare Assistant Admin. Aide III/ Admin Aide I MSWD Office
5. Receive the Assistance	5. Issue a referral slip indicating the approved amount of the burial assistance	None	5 minutes	Admin. Aide I <i>Mayor's Office</i>
	<b>TOTAL</b>		<b>31 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### E. IF FINANCIAL ASSISTANCE:

<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>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Voter's ID or Verification Slip/Driver's License/National ID (3 photocopies)	Commission of Election Office, Subic/Concerned Agency/Offices
Required documents (3 photocopies)	Accomplished by the client/concerned agencies

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid ID and the required supporting documents	1. Examines the validity of the documents and advises to photocopy the documents	None	5 Minutes	Admin. Aide IV/ Private Secretary II <i>Mayor's Office</i>
2. Photocopy and submit the valid documents	2. Receives the valid documents	None	1 minute	Admin. Aide IV/ Private Secretary II <i>Mayor's Office</i>
3. Personal appearance to the Chief Executive	3. Interviews the client, then approves and signs the granted assistance.	None	10 minutes	Municipal Mayor
4. Submit himself for an interview	4. Interviews the client, if qualified as indigent patient.	None	10 minutes	Social Welfare Assistant Admin. Aide III/ Admin Aide I MSWD Office
5. Receive the Assistance	5. Issue cash assistance to the client and make him sign the payroll for the cash assistance	None	5 minutes	Admin. Aide IV/ Private Secretary II <i>Mayor's Office</i>
	<b>TOTAL</b>		<b>31 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### F. IF TRANSPORTATION ASSISTANCE (RENTAL OF JEEPNEY FOR INTERMENT AND OTHER EVENTS/ACTIVITIES THAT NEEDED A SERVICE VEHICLE:

<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>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Voter's ID or Verification Slip/Driver's License/National ID (3 photocopies)	Commission of Election Office, Subic/Concerned Agency/Offices
Death Certificate/Funeral Contract (for interment) (3 photocopies)	Hospital/RHU in-charged doctor/Chosen Funeral service by the client
Letter requesting for a Jeep rental (other events/activities)	Accomplished by the client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid ID and the required supporting documents	1. Examines the validity of the documents and advises to photocopy the documents	None	10 Minutes	Admin. Aide IV/ Private Secretary II <i>Mayor's Office</i>
2. Photocopy and submit the valid documents	2. Receives the valid documents	None	1 minute	Admin. Aide IV/ Private Secretary II <i>Mayor's Office</i>
3. Personal appearance to the Chief Executive	3. Interviews the client, then approves and signs the granted assistance.	None	10 minutes	Municipal Mayor
4. Receive the Assistance	4. Schedule a jeep rental and assures the client that jeep will arrive on the requested time and date	None	10 minutes	Admin. Aide IV/ Private Secretary II <i>Mayor's Office</i>
	<b>TOTAL</b>		<b>31 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 2. SCHOLARSHIP ASSISTANCE PROGRAM

Employees in charge shall provide appropriate scholarship assistance, particularly secondary and college level, to indigent/under-privileged students who are bonafide residents of Subic, Zambales.

<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>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished scholarship assistance form	Office of the Mayor
Form 137 for new applicants/report of grades for old scholars	School Attended
Certificate of Indigency	Mun. Social Welfare & Development Office
Student Statement of Accounts	School Attended
Voter's ID/Verification Slip	Commission on Election Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid requirements and fill up Application Form for Scholarship Assistance	1. Assesses the duly accomplished scholarship assistance form and the completeness of the requested requirements	None	5 minutes	Private Secretary I <i>Mayor's Office</i>
2. Personal appearance to the Chief Executive	2. Interviews the client, then approves and signs for approval	None	10 minutes	Municipal Mayor
3. Submit himself for an interview	3. Interviews students and guardians	None	10 minutes	Social Welfare Assistant Admin. Aide III/ Admin Aide I MSWD Office
4. Receives the approved scholarship slip	4. Issue a referral slip indicating the approved amount of the burial assistance	None	5 minutes	Private Secretary I <i>Mayor's Office</i>
	<b>TOTAL</b>		<b>30 Minutes</b>	



### 3. ISSUANCE OF MAYOR’S CLEARANCE, BUSINESS AND SPECIAL PERMITS, CERTIFICATION AND OTHER RELATED COMMUNICATIONS.

This office issues different correspondence such as: Communications, letters, mayor’s Clearance; permits and clients, transmittal of letters coming from the different agencies and/or complaints from the constituents having their own legal concerns, recommendations, referrals, endorsements, programs, certifications, memorandum, officers’ orders and other related matters which are being subjected for perusal and scrutiny of the Municipal Administrator before it is signed by the Chief Executive.

This office likewise takes charge in the diffusion of some circulars and orders from the Office of the President and other agencies.

<b>Office or Division:</b>	OFFICE OF THE MAYOR
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2G – GOVERNMENT TO CITIZEN
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Clearance	Barangay Office
Community Tax Certificate (Cedula)	Barangay Office/Municipal Treasurer’s Office
Letter of Intent	Duly accomplished of the Client
Official Receipt from the Treasurer	Mun. Treasurer’s Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid requirements	1. Receives transmittals, communication, Letter of Intent, Barangay Clearance, and Official Receipts from the Mun. Treasurer’s Office and other related documents	None	10 minutes	Admin. Aide. I/ Community Affairs Officer IV <i>Mayor’s Office</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



2. Submit for an interview	2.1 Interviews clients and determines the proper correspondence to be serve	None	10 minutes	Municipal Administrator
	2.2. Constructs and encodes communication, request, recommendations, clearances and other official documents Proofreads and signs the documents	None	5 minutes	Municipal Administrator
	2.3. Proofreads and signs the documents	None	2 minutes	Municipal Mayor
3. Receives the accomplished documents	3. Releases the requested documents	None	5 minutes	Admin. Aide. I <i>Mayor's Office</i>
	<b>TOTAL</b>	None	<b>32 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 4. EXTENDING AN ADVERTISING NEEDS FOR THE COMMUNITY

- Employees-in-charge shall provide the students their schedule of the On-the-Job Training to respective offices of this municipality.
- In charge of the congratulatory tarpaulins for the High Achievers and Board Passers Students/Employees/Teachers/Constituents of this municipality.
- Provides the posting of Job Fairs/Job-Hirings and other municipality's program to promote career development and uphold the merit principle.

#### A. On-the-Job Training Students: ADMISSION

<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>	Students who will undergo On the Job Training during the school year.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Application from Dean of the school is Required for the On-the-Job Training (OJT)		School Attended		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid requirements	1. Accepts the requirements needed from the student	None	5 minutes	Community Affairs Officer IV/ Admin Aide I Mayor's Office
2. Submit himself for an interview.	2.1. Interview the students	None	10 minutes	Municipal Administrator
	2.2. Type a Memorandum of Agreement for the student	None	5 minutes	
3. Personal appearance to the Chief Executive	3. Interviews the student then approves and signs the Memorandum of Agreement	None	2 minutes	Mun. Administrator or Municipal Mayor
4. Receive the Memo	4. Releases and transmits the Memorandum of Agreement then orient and refer the student to the HRMO and its office assigned.	None	5 minutes	Admin Aide I
<b>TOTAL</b>			<b>27 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### B. On-the-Job Training Students: END OF CONTRACT

<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>	Students who completed OJT in the Municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Daily Time Record Accumulated during OJT	Student

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report and present the Daily Time Record accumulated during OJT.	1. Checks the actual attendance and prepare Certification of Completion	None	10 minutes	Admin. Aide I <i>Mayor's Office</i>
2. Appear with the Mayor	2. Congratulates the student and sign the Certificate of Completion	None	5 minutes	Municipal Mayor
3. Receive the Certificate of Completion	3. Release the Certificate of Completion	None	5 Minutes	Admin. Aide I <i>Mayor's Office</i>
	<b>TOTAL</b>		<b>20 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 5. SCHEDULING OF APPOINTMENT

- Entertains clients/visitors and/or underprivileged constituents of this municipality determining their respective concerns and/or complaints which need the attention of the Chief Executive.
- Receives request for infrastructure projects of the concerned barangays of this municipality, subject for inspection of the appropriate officers and/or staff prior to the approval of the Chief Executive.
- Assists the indigent constituents to avail financial aids.
- Schedules the appointments of the clients/visitors for different purposes such as: weddings, Oath takings, courtesy calls, meetings and the likes.
- Collates and presents to the Chief Executive pertinent documents and other communications that needs his official seal and signature.

#### A. SCHEDULE OF APPOINTMENT:

<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>	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present his/her concern	1. Receives request from the client/s does an interview and determine his concern or complaints. Upon checking the concerned official's itinerary, shall schedule the client appointment	None	30 minutes	Municipal Administrator  Community Affairs Officer IV <i>Mayor's Office</i>
	<b>TOTAL</b>	<b>None</b>	<b>15 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### B. REQUESTING FOR AN INFRASTRUCTURE PROJECT:

<b>Office or Division:</b>	OFFICE OF THE MAYOR
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2G – GOVERNMENT TO GOVERNMENT
<b>Who may avail:</b>	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present his/her concern	1. Interviews the client and determines his request	None	30 minutes	Municipal Administrator Community Affairs Officer IV <i>Mayor's Office</i>
2. As accompanied by the personnel in charge, proceed to the Mun. Mayor and explain his request	2. Does an ocular inspection of the requested project	None	2 hours	Municipal Administrator Municipal Mayor Municipal Engineer Municipal Mayor
	<b>TOTAL</b>		<b>2 Hour and 30 Minutes</b>	



**OFFICE OF THE MUNICIPAL MAYOR  
(MARKET AND FISHPORT AREA)  
External Services**

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 1. ISSUANCE OF OFFICIAL RECEIPTS

The Office of the Market implements regulations or ordinances issued by the administrative regarding the operation of both the Market and Bulungan area; facilitate an efficient measure of collecting revenues in the operation of market Bulungan area; and keeps an eye on possibilities of increasing income derived from its operation as well as strictly enforce the provisions of all ordinances affecting the same. The primary aim of the office is efficient collection of taxes and revenues out of its operation.

Any person who occupies stall/s for lease at the public market shall pay monthly rental fee and other charges imposed thereon in accordance with the market and Slaughterhouse Code of the Municipality of Subic, Zambales. The monthly rental fee shall be payable on or before the 20<sup>th</sup> day of every month. Otherwise, there shall be 25% surcharge for failure to pay the monthly rental on time.

TABLE OF FEES	
Monthly Rental Fee (Stall)	Amount (In Pesos)
Section	Monthly Rental
Dry goods, Footwear, Rice, Grocery	P522.00 or P425.00
Fish	P300.00
Meat	P350.00
Carinderia	P1500.00
Space Rental	P200.00
Vegetable's w/ Sari-Sari Vegetables, Local Fruit, Imported Fruit, Sari-Sari, Muslim Variety	P216.00
<b>Concessionaire's Fee</b>	1% or P5.00 per cooler
<b>Auxiliary Invoice Fee</b>	10% per market value
<b>Weighing Scale Calibration</b>	Refer to the Weighing Scale Calibration Fee table
10kgs	P150.00
15kgs	P160.00
20kgs	P170.00
30kgs	P180.00
40kgs	P190.00

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



50kgs	P200.00
60kgs	P210.00
100kgs	P230.00
120kgs	P270.00
150kgs	P 330.00
250kgs	P530.00
300 kgs	P630.00
<b>Parking Fee</b>	
Day Parking Rates	
Tricycle	P10.00
Private Cars and Service Vehicles	P20.00
Passenger Jeepneys	P40.00
Cargo Trucks/Delivery Vans	P150.00
Passenger Bus	P250.00
Overnight Parking Rates	
All types of Vehicles	P200.00/daily

<b>Office or Division:</b>	OFFICE OF THE MAYOR (Market and Bulungan Area)
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	ALL STALLHOLDERS AND FISH CONCESSIONAIRES

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Pay the corresponding fees and charges	1.Accept payment and issue receipts	Refer to the table of parking fees above	2 Minutes	OIC- Market Master  Admin Aide IV <i>Market Office</i>
	TOTAL		<b>2 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 2. ISSUANCE OF CASH TICKETS

A cash ticket shall be used to an occupant of the market premises or to a transient vendor as well as for parking fees.

<b>Office or Division:</b>	OFFICE OF THE MAYOR (Market and Bulungan Area)
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	ALL TRANSIENT VENDORS AND PARKED VEHICLES

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the exact amount.	1. Issue Cash Tickets in accordance with the floor area of the transient vendor.	Php. 10.00/sq .m.	1 minute	Admin. Aide I <i>Market Office</i>
2. Client accepts Cash tickets issued				
	<b>TOTAL</b>		<b>1 Minute</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 3. FISH UNLOADING FOR AUCTION BY VESSEL

Process wherein local fishing vessels unload and display fish at concessionaire's station and the volume of fish unloaded for auction to fish buyers is counted by Port Checkers.

<b>Office or Division:</b>	Market (Fishport)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	Fishing Vessel Operators, Banca Operators, Representatives

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Unload fish at the designated fishport landing area and display at the concessionaire's station	1. Count fish tubs and record the number of fish tubs in Fish Unloading Declaration Form (FUDF);	None	5 hours	Port Checkers (3) to twenty-six (26) concessionaires & reshuffled every 2 weeks
2. Get a copy of Fish Unloading Declaration Form (FUTS)	2. Prepare Fish Unloading and Market Transaction Report (FUMTR) and compute the amount due for payment	None	1 hour	-do-
3. Proceed to the Fishport Cashier and pay the corresponding fees	3. Check the FUMTR and record fish unloading data, receive payment, and issue Official Receipt	Concessionaire's fee: 1% of gross sales	3 minutes	Port Cashier <i>Market Office</i>
	<b>TOTAL</b>	<b>1% of Gross Sales</b>	<b>6 hours and 3 minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 4. FISH UNLOADING FOR AUCTION BY OVERLAND VEHICLE

Process wherein fish transported trucks and other land vehicles are unloaded and displayed at Concessionaire Station; the volume of fish unloaded for auction to fish buyers is counted by Port Checkers

<b>Office or Division:</b>	Market (Fishport)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Fish Traders/Representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Auxiliary Invoice		From the point of Origin of fishes		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Unload fish at the designated fishport landing area and display at the concessionaire's station	1. Count fish tubs and record the number of fish tubs in Fish Unloading Declaration Form (FUTS)	None	1 Hour	Port Checkers (3) to twenty-six (26) concessionaires & reshuffled every 2 weeks
2. Get a copy of Fish Unloading Declaration Form (FUTS)	2. Prepare Fish Unloading and Market Transaction Report (FUMTR) and compute the amount due for payment	None	30 minutes	-do-
3. Proceed to the Fishport Cashier and pay the corresponding fees	3. Check the FUMTR and record fish unloading data, receive payment, and issue Official Receipt.	Concessionaire's fee: 1% of gross sales	3 minutes	Port Cashier <i>Market Office</i>
	<b>TOTAL</b>	<b>1% of gross sales</b>	<b>1 hour and 33 minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 5. FISH UNLOADING FOR AUCTION BY MUNICIPAL BANCA

Process wherein fish transported trucks and other land vehicles are unloaded and displayed at Concessionaire Station; the volume of fish unloaded for auction to fish buyers is counted by Port Checkers

<b>Office or Division:</b>	Market (Fishport)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	Fish Traders/Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Auxiliary Invoice	From the point of Origin of fishes

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Unload fish at the designated fishport landing area and display at the concessionaire's station	1. Count fish tubs and record the number of fish tubs in Fish Unloading Declaration Form (FUDF)	None	1 hour	Port Checkers (3) to twenty-six (26) concessionaires & reshuffled every 2 weeks
2. Get a copy of Fish Unloading Declaration Form (FUTS)	2. Prepare Fish Unloading and Market Transaction Report (FUMTR) and compute the amount due for Payment	None	30 minutes	Port Cashier <i>Market Office</i>
3. Proceed to the Fishport Cashier and pay the corresponding fees	3. Check the FUMTR and record fish unloading data, receive payment, and issue Official Receipt	Concessionaire's fee: 1% of gross sales	3 minutes	Port Cashier <i>Market Office</i>
	<b>TOTAL</b>	<b>1% of gross sales</b>	<b>1 hour and 6 minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 6. TRANSSHIPMENT OF FISH UNLOADING BY VESSEL

Process wherein municipal fishing unloaded by Commercial or Municipal Vessel that are transported outside of the port.

<b>Office or Division:</b>	Market (Fishport)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	Fishing Vessel Operators, Banca Operators, Representatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Auxiliary Invoice	From the point of Origin of fishes

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify Port Checkers regarding the transshipment of fish	1. Inspect and count fish tubs/coolers	None	10 minutes	Port Checkers (3) to twenty-six concessionaires & reshuffled every 2 weeks
2. Claim Fish Unloading and Market Transaction Report (FUMTR)	2. Prepare FUMTR and compute the amount due for payment; issue FUMTR to the client	None	1 hour	Port Checkers (3) to twenty-six concessionaires & reshuffled every 2 weeks
3. Proceed to Port Cashier. b. Apply for Auxiliary Invoice to be presented to Fish Examiners, Gater & Checkpoint	3. Receive payment and issue Official Receipt  Issue Aux. Invoice /Fish examiners' Certification.	<b>Transshipment Fee</b> – PHP 5.00/tub - Aux. Invoice is 1% of est. sales	3 minutes  5 minutes	Port Cashier <i>Market Office</i>  Fishport staff duly authorized by the Mun. Agriculturist's Office
4. Present Official Receipt Admin Staff for Auxiliary and Fish Exam.	4. Inspect receipt's for auxiliary invoice & Fish examiners' certification for passage	None	2 minutes	-Port Cashier -Fishport Admin Staff/Fish Examiners'

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	(Gates/Checkpoints)			
	<b>TOTAL</b>	<b>Transshipment Fee – PHP 5.00/tub - Aux. Invoice is 1% of est. sales</b>	<b>1 Hour and 20 minutes</b>	

### 7. TRANSSHIPMENT OF INBOUND FRESH FISH AND OTHER FISHERY PRODUCTS

Process wherein fresh fish are transported thru overland vehicles that enter the port.

<b>Office or Division:</b>	Market (Fishport)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	Fishing Viajeros, Buyer-Sellers, Suppliers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Permit to Conduct Business Identification Card		NFPC-One Stop Center Issued from the point of origin		
Auxiliary Invoice		From the point of Origin of fishes		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present PTCB ID at the Entrance Gate including the Auxiliary Invoice issued from the point of Origin	1. Inspect fish tubs/ boxes in the vehicle and instruct the client to proceed to the market area	None	5 minutes	CSA Security Officer SPOSO
2. Claim Fish Unloading and Market Transaction Report (FUMTR)	2. Prepare FUMTR and compute the amount due for payment; issue FUMTR to the client	None	1 hour	Port Checker Market Office

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



3. Payment of Transshipment fee	Receive payment and issue Official Receipt	Transshipment Fee – PHP 5.00/tub (as per MOA: 0.25 /kg.)	3 minutes	Port Cashier Market Office
4. Present OR to Security Guard	4. Verify OR and Release vehicle	None	1 minutes	CSA Security Officer SPOSO
	<b>TOTAL</b>	<b>Per assessment</b>	<b>1 hour and 9 minutes</b>	

### 8. PAYMENT OF PARKING FEE

Parking Fee is charged to vehicle owners for the use of parking space inside the port premises.

<b>Office or Division:</b>	Market (Fishport)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	All accredited Port Clients with Vehicles (light to heavy motor vehicles)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Stop at gate upon entry	1. Issue Parking Ticket	None	1 minute	Cash Clerk of Fishport
2. Accept the parking ticket and pay the prescribed amount	2. Collect payment	Tricycle – P10.00 Private Cars and Service Vehicles – P20.00 Cargo Trucks/Delivery Vans – P150.00	1 minute	Cash Clerk of Fishport

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



		Passenger Bus – P250.00		
Heavy Motor Vehicle				
1, Stop at toll Booth upon entry and secure Parking Permit	1. Issue Vehicle Parking Permit using the Transaction billing form	None	1 minute	Cash Clerk of Fishport
2. upon departure, stop at toll booth and present Transaction Billing Form	2. Prepare assessment and determine whether they will pay or be marked “exempted” based on the parking monitoring report.	Trucks/Delivery Vans – P150.00	1 minute	Cash Clerk of Fishport
	<b>TOTAL</b>	<b>REFER TO THE FEES ABOVE</b>	<b>4 Minutes</b>	



**OFFICE OF THE MUNICIPAL MAYOR  
(SLAUGHTERHOUSE)  
External Services**

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 1. TECHNICAL SLAUGHTERING OPERATION

The Slaughterhouse implements regulations and ordinances issued by the administrative in the operation of the slaughterhouse. It facilitates efficient ways of collecting revenues in its daily operation. It strictly enforces possible measure to increase income derived out of it. It also maintains cleanliness and orderliness of the area.

<b>Office or Division:</b>	OFFICE OF THE MAYOR (SLAUGHTERHOUSE)
<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
National Meat Inspection Certificate	NMIS
Papers -Source and Origin of Animals	Place of Origin of Animals

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present needed Requirements (NMIS Certificate and source & origin of Animal)	1. Verification and inspection of pertinent documents of each animal	None	2 minutes	Livestock Officer <i>Agriculture Office</i>  Meat Inspector II <i>Market Office</i>
2. Wait for the issuance of certificate after inspection has been conducted.	2. Conduct post and ante-mortem inspection meat inspection	None	10 minutes	Livestock officer <i>Agriculture Office</i>
3. Wait for the processing of the certificate to be issued by the Local Meat Inspector or Livestock Officer	The livestock officer or Local Meat Inspector prepares the documents. Issuance of Daily Meat Inspection Certificate	None	1 minute	Livestock Officer <i>Agriculture Office</i>  Meat Inspector II <i>Market Office</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



4. Client pays the required amount to the Local Meat Inspector in charge.	4. Accept payment of Slaughter fees	Hog: P75.00  Cow: P205.00	2 minutes	Livestock Officer <i>Agriculture Office</i>  Meat Inspector II <i>Market Office</i>
5. Wait for the issuance of official receipt by the officer-in - charge	5. Local Meat Inspector issue the official receipt needed.	None	1 minute	Livestock Officer <i>Agriculture Office</i>  Meat Inspector II <i>Market Office</i>
6. During Market Inspection, present documents needed by the officers-in- charge for inspection.	6. Conduct daily meat inspection inside the market premises	None	30 minutes	OIC-Market Inspector  Livestock Officer <i>Agriculture Office</i>  Meat Inspector II <i>Market Office</i>
	<b>TOTAL</b>	<b>Hog: P 75.00</b> <b>Cow:</b> <b>P 205.00</b>	<b>46 MINUTES</b>	



### **PUBLIC EMPLOYMENT SERVICE OFFICE**

#### **External Services**

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 1. JOB SEEKER REGISTRATION

Clientele are required to register on the Skills Registration Form and submit their resume and other requirements.

<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>	Jobseekers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Resume with 2x2 picture	Provided by the client
Barangay Clearance	Barangay Hall
Transcript of Records	School where the client has graduated
Police Clearance	Police Station
Birth Certificate	PSA Office
Certificate of Work Experience	Company where the client was working
Passport for Overseas Work	DFA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit resume with requirements	1. Conduct interview, verify requirements and issue of SRS forms.	None	5 Minutes	Admin. Aide IV/ Admin. Aide I <i>PESO</i>
2. Fill up SRS form	2. Check/verify complete information.	None	5 Minutes	Admin. Aide IV/ Admin. Aide I <i>PESO</i>
3. Receive endorsement/ referral	3. Release endorsement/ referral	None	5 Minutes	Admin. Aide IV/ Admin. Aide I <i>PESO</i>
	<b>TOTAL:</b>		<b>15 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 2. RECRUITMENT ASSISTANCE TO EMPLOYERS

Employers of manpower/sourcing agencies for local jobs and licensed recruitment agencies for overseas jobs are assisted in their search for workers. Jobseekers are job matched and referred for possible job placement.

<b>Office or Division:</b>	PUBLIC EMPLOYMENT SERVICE OFFICE
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	Employers, Business Owners and Recruitment Agencies local and abroad.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request	Provided by the client
Date of SR/LR Activity	Requested by client, approved by Local Chief Executive
POEA approved agency license for overseas recruitment	POEA
Updated Job Order balances	POEA approved
Acknowledgement approved by POEA	POEA
Affidavit of undertaking	Notary public office
Authorized Agency Representative	Approved by POEA
Deployment Report	Provided by the agency

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	1. Verify requirements	None	5 Minutes	Admin. Aide IV/ Admin. Aide I PESO
2. Submit Letter of intent for schedule LRA/SRA.	2. Issuance of No Objection Certificate	None	3 Minutes	Admin. Aide IV/ Admin. Aide I PESO
3. Receive NOC	3. Schedule of LRA/SRA	None	2 Minutes	Peso Manager/ Admin. Aide IV PESO
	<b>TOTAL:</b>		<b>10 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 3. LABOR MARKET INFORMATION

Provide Jobseekers with information on various job options and employers with information regarding jobseekers.

<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>	Jobseekers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request	Provided by the client
Date of SR/LR Activity	Requested by client, approved by Local Chief Executive
POEA approved agency license for overseas recruitment	POEA
Updated Job Order balances	POEA approved
Acknowledgement approved by POEA	POEA
Affidavit of undertaking	Notary public office
Authorized Agency Representative	Approved by POEA
Deployment Report	Provided by the agency

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	1. Verify requirements	None	5 Minutes	PESO Manager/ Admin. Aide IV <i>PESO</i>
2. Submit Letter of intent for schedule LRA/SRA.	2. Issuance of No Objection Certificate	None	3 Minutes	PESO Manager/ Admin. Aide IV <i>PESO</i>
3. Receive NOC	3. Schedule of LRA/SRA	None	2 Minutes	PESO Manager/ Admin. Aide IV <i>PESO</i>
	<b>TOTAL:</b>		<b>10 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 4. EMPLOYMENT REFERRAL/JOB MATCHING

Matching and referring of jobseekers with available jobs opportunities.

<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>	Jobseekers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Resume with 2x2 picture	Provided by the client
Barangay Clearance	Barangay Hall
Transcript of Records	School where the client has graduated
Police Clearance	Subic Municipal Police Station
Birth Certificate	PSA Office
Certificate of Work Experience	Company where the client was working
Passport for Overseas Work	DFA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit resume with requirements	1. Interview and verify and issue SRS form.	None	5 Minutes	Admin. Aide IV/ Admin. Aide I <i>PESO</i>
2. Fill up SRS form	2. Verify and check SRS form.	None	3 Minutes	Admin. Aide IV/ Admin. Aide I <i>PESO</i>
3. Receive referral	3. Log in Referred applicant.	None	2 Minutes	Admin. Aide IV/ Admin. Aide I <i>PESO</i>
	<b>TOTAL:</b>		<b>10 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 5. JOB PLACEMENT

Jobseekers placed thru direct line, hired on the spot or thru local manpower sourcing.

<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>	Jobseekers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Resume with 2x2 picture	Provided by the client
Barangay Clearance	Barangay Hall
Transcript of Records	School where the client has graduated
Police Clearance	Police Station
Birth Certificate	PSA Office
Certificate of Work Experience	Company where the client was working
Passport for Overseas Work	DFA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go personally to PESO Office and submit requirements.	1. Interview/Verify documents Issue SRS form.	None	5 Minutes	Admin. Aide IV/ Admin. Aide I <i>PESO</i>
2. Fill up SRS forms	2. Check and verify SRS forms release endorsement.	None	5 Minutes	Admin. Aide IV/ Admin. Aide I <i>PESO</i>
3. Receive endorsement.	3. Log-in endorse hired applicant.	None	3 Minutes	Admin. Aide IV/ Admin. Aide I <i>PESO</i>
	<b>TOTAL:</b>		<b>13 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 6. JOB FAIRS

Jobseekers placed thru direct line, hired on the spot or thru local manpower sourcing.

<b>Office or Division:</b>	PUBLIC EMPLOYMENT SERVICE OFFICE
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B - Government to Business
<b>Who may avail:</b>	Jobseekers, Employers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>For Jobseekers:</b>	
Resume	Provided by the client
Barangay Clearance	Barangay Hall
Transcript of Records	School where the client has graduated
Police Clearance	Subic Municipal Police Station
Birth Certificate	PSA Office
Certificate of Work Experience	Company where the client was working
Passport for Overseas Work	DFA
<b>For Employers:</b>	
Copy of certificate from SEC, DTI, CDA, DOLE. Whichever is possible	SEC, DTI, CDA, DOLE
Proof of net worth amounting to ₱ 500,000.00 or paid-up capital of ₱ 2,000,000.00	SEC, DTI, CDA, DOLE
Copy of appropriate license of participating entries	SEC, DTI, CDA, DOLE
List of job vacancies local employment and approved job order for overseas employment	DOLE and POEA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employers submit complete requirements	1. Check and verify requirements.	None	5 Minutes	PESO Manager
2. Jobseekers go personally to job fair venue and bring	2. Verify documents for attendance and refer to	None	5 Minutes	PESO Manager

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



resume and documents.	employers' desk for interview.			
3. Log in for interview.	3. Initial and final interview.	None	5 Minutes	Employers
4. Receive information	4. Advice applicant if hired on the spot or qualified.	None	5 Minutes	Employers
	<b>TOTAL:</b>		<b>20 Minutes</b>	

### 7. LIVELIHOOD AND SELF EMPLOYMENT

These will give clients information on the array of livelihood programs they choose to avail of or particularly in the rural areas.

<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>	Indigent residence of Subic, Out of school youth, Ambulant Vendors – Beneficiary profile form

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Beneficiary Profile	Jobseeker
Barangay Indigency	Barangay Hall

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply personally to PESO Office.	1. Interview applicant issue a beneficiary profile form.	None	5 Minutes	PESO Manager/ Admin. Aide IV <i>PESO</i>
2. Fill up beneficiary form	2. Verify form.	None	5 Minutes	PESO Manager/ Admin. Aide IV <i>PESO</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



3. Attend skills training	3. Conduct skills training.	None	2 days	PESO Manager/ Admin. Aide IV
4. Attend entrepreneurship training.	4. Conduct entrepreneurship training.	None	Half day	DOLE Representative
5. Receive starter kit	5. Award Starter Kit	None	Half day	PESO Manager
	<b>TOTAL:</b>		<b>3 days and 10 minutes</b>	

### 8. SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENT AND OUT OF SCHOOL YOUTH (SPESOS)

This program shall endeavor to provide employment to deserving students and out-of-school youths and out-of-school youths coming from poor families during summer and/or Christmas vacations as provided under Republic Act 7323 and its implementing rules, to enable them to pursue their education.

<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>	Qualified Students from High School and College Level

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Registration Form	PESO Office
Grades (previous semester)	School where student is currently attending
Barangay Indigency of Both Parents	Barangay hall
Birth Certificate	Philippine Statistics Authority
Official Receipt	Treasurer's Office
3 pcs. of 2X2 pictures	Provided by the client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Resume and other requirements.	1. Verify and check requirements.	None	5 Minutes	PESO Manager/ Admin. Aide I PESO

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



2. Attend Orientation	2. Conduct Orientation.	None	2 Hours	PESO Manager/ Admin. Aide I <i>PESO</i>
3. Start Summer job	3. Assign student in different department.	None	5 Minutes	PESO Manager/ Admin. Aide I <i>PESO</i>
	<b>TOTAL:</b>		<b>2 hours and 10 minutes</b>	

### 9. OFW MIGRANT DESK

Provide reintegration assistance services to returning OFW's.

<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>	Returning OFW's (retiree/end of contract)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
OWWA Membership Certificate	OWWA Office
Passport	DFA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go personally to PESO Office	1. Interview OFW member	None	5 Minutes	PESO Manager/ Admin. Aide IV <i>PESO</i>
2. Submit OWWA membership copy of Passport	2. Verify documents	None	5 Minutes	PESO Manager/ Admin. Aide IV <i>PESO</i>
3. Receive updates and information	3. Refer to OWWA Provincial Officer	None	5 Minutes	PESO Manager/ Admin. Aide IV <i>PESO</i>
	<b>TOTAL:</b>		<b>15 minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 10. MUNICIPAL IDENTIFICATION (I.D.) AND AFFIDAVITS

To help constituents, especially the poor and underprivileged, the Office of the Mayor provides services through the preparation of appropriate legal documents and/or administration of oath, for free (affidavit of lost, affidavit of pawn ticket).

<b>Office or Division:</b>	PUBLIC EMPLOYMENT SERVICE OFFICE
<b>Classification:</b>	HIGHLY TECHNICAL
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	MUNICIPAL ID's – Clients who needs valid ID's AFFIDAVITS – Clients who lost Documents and for late registration of Birth

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Affidavit's – CEDULA	Municipality of Subic (Treasurer's Office)
For Municipal I.D - 1x1 Picture	Computer Shop or Photo studio
For Municipal I.D - Voter's I.D/ Voter's Verification/ Voter's Certification	COMELEC
For Municipal I.D - CEDULA	Municipality of Subic (Treasurer's Office)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go personally to PESO Office	1. Interview	None	2 Minutes	Admin. Aide IV/ Admin. Aide I PESO
2. Log-in to Logbook	2. Log name and info about client	None	2 Minutes	Admin. Aide IV/ Admin. Aide I PESO
3. Submit requirements	3. Verify and check requirements	None	2 Minutes	Admin. Aide IV/ Admin. Aide I PESO
4. Encoding and Releasing of the ID or Affidavit	4. Encoding the Necessary data	None	3 Minutes	Admin. Aide IV/ Admin. Aide I PESO
	<b>TOTAL:</b>		<b>9 minutes</b>	



### 11. TULONG PANGHANAPBUHAY SA ATING DISADVANTAGED/ DISPLACED WORKERS (TUPAD)

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 exceeds a maximum of 30 days, depending on the nature of work to be performed

<b>Office or Division:</b>	PUBLIC EMPLOYMENT SERVICE OFFICE
<b>Classification:</b>	HIGHLY TECHNICAL
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Indigent residence of Subic, out of school youth, Ambulant Vendors.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Government issued ID	Government Agency
For Senior (60 to 70 yrs old) – with Medical Certificate	Rural Health Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Displaced/ Disadvantaged workers may submit their photocopy of Valid I.D to PESO Office	1. Interview/ Validate the information	None	5 Minutes	PESO Manager/ Admin. Aide IV <i>PESO</i>
2. PESO Office submit the list of beneficiaries to DOLE Office	2. Validate and cross matching of beneficiaries names	None	2 days	PESO Manager/ Admin. Aide IV <i>PESO</i>
3. Schedule of orientation and validation of TUPAD beneficiaries	3. Conduct orientation and validation	None	15 Minutes	Peso Manager/ Admin. Aide IV/ Admin. Aide I <i>PESO</i>
4. Schedule of releasing of PPE Uniforms	4. Releasing of PPE Uniforms	None	5 Minutes	Admin. Aide IV/ Admin. Aide I <i>PESO</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



5. Schedule of 10 days cleaning	5. Monitor and documentation	None	10 days	Admin. Aide IV <i>PESO</i>
6.. Submit documents to DOLE Provincial Office	6. Checking of Pictures and DTR	None	5 days	TUPAD Coordinator
7.Payout schedule of TUPAD beneficiaries	7. Verify ID	None	10 Minutes	TUPAD Coordinator  PESO Manager Admin. Aide IV Admin. Aide I <i>PESO</i>
	<b>TOTAL:</b>		<b>17 days and 35 minutes</b>	



### **OFFICE OF THE SANGGUNIANG BAYAN**

#### **Internal Services**

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 1. REVIEW OF BARANGAY ORDINANCES

<b>Office or Division:</b>	OFFICE OF THE SANGGUNIANG BAYAN
<b>Classification:</b>	HIGHLY TECHNICAL
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Barangay/s of Subic, Zambales

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Transmittal Letter	Respective Barangay
1 Original Copy of Barangay Measure and 11 Photocopies of the Barangay Measure.	Respective Barangay
Supporting Document <b>a) Appropriation Ordinance</b> - Certification of Availability of Fund - Statement of Supplemental Appropriation - Statement of Funding Sources <b>b) General, Regulatory and Revenue Ordinance</b> - Proof of Conduct of Public Hearing - Certification of the conduct of Public Hearing	Respective Barangay Treasurer Respective Barangay Treasurer Respective Barangay Treasurer  Respective Barangay Secretary Respective Barangay Secretary

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/present copies of the required documents/ papers  and wait for the proof of receipt by the Sangguniang Bayan.	1. Receive and record the pertinent document.	None	5 Minutes	Records Officer III/ Stenographer III SB Office
2. Receive proof of receipt from the SB and leave the Office of the Sangguniang Bayan and wait for any Notice/ Invitation for Committee Hearing.	2. Present/ return the proof of receipt to the Client.  - Present the documents to the Sangguniang Bayan Secretary who will initially review the document. Calendar	None	10 Minutes  - 60 days for Appropriation Ordinance  30 Days for General,	Records Officer III/ Stenographer III SB Office

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	in the next regular session of the Sangguniang Bayan for legislative action.		Regulatory and Revenue Ordinance	
3. Receive Notice/Invitation of hearing of concerned Committee of the Sangguniang Bayan and attend the hearing called for.	3. Prepare and transmit the Notice/ Invitation of Hearing.	None	10 Minutes	Records Officer III/ LLSA III/ Stenographer III/ Admin. Assistant I/ / Admin. Aide III <i>SB Office</i>
4. Receive copy of Sangguniang Bayan measure.	4. Prepare and transmit the SB measure	None	10 Minutes	Records Officer III/ LLSA III/ Stenographer III/ Admin. Assistant I/ / Admin. Aide III <i>SB Office</i>
	<b>TOTAL:</b>		<b>Appropriation Ordinance</b> - <b>60 Days and 35 Minutes</b>  <b>General, Regulatory and Revenue Ordinance</b> - <b>30 Days and 35 Minutes</b>	



### **OFFICE OF THE SANGGUNIANG BAYAN**

#### **External Services**

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 1. ISSUANCE OF A MOTORIZED TRICYCLE OPERATORS PERMIT

Subject to the guidelines prescribed by the Department of Transportation and Communication, regulates the operations of tricycles and grant franchises for the operations thereof within the Territorial Jurisdiction of the municipality.

<b>Office or Division:</b>	Office of the Sangguniang Bayan
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen
<b>Who may avail:</b>	All Subic Tricycle Operators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Clearance	Respective Barangay Hall
Voter's ID	Comelec Office
Certification from Association of Tricycle Operators and Drivers	Respective Tricycle Operators and Drivers
Residence Certificate Number of Owner (Cedula)	Barangay Hall/Municipal Treasury of Subic
Old Franchise and Mayor's Permit	SB Office
SB Inspection	SB Office
Registration of Ownership/Certification of Ownership	LTO
SSS/PHILHEALTH Clearance	SSS/PHILHEALTH Offices

Table Of Fees		
Transaction Type	Permit Type/Schedule of Payment	Amount
New	Franchise	P1,000.00
	Mayor's Permit	P350.00
Transfer	Franchise & Mayor's Permit	P10,000.00
	Dropping	P 250.00
	Amendment	P 200.00
Renew	Franchise	P150.00
	Mayor's Permit: <ul style="list-style-type: none"> <li>• on or before January 31</li> <li>• within February</li> <li>• within March</li> <li>• beyond March (confiscation of Body Number)</li> </ul>	P350.00 P425.00 P500.00 N/A

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of application form & Requirements.	1. Receive and verify the veracity, of the requirement.	None	3 minutes	Admin. Assistant / Admin. Aide I SB Office
2. Monitoring the Inspection his unit.	<b>2. Inspection of unit</b> (once the requirements are complete) <b>&amp; Assessment of Fees</b> (once the unit passed the inspection)	None	10 minutes	Admin. Assistant / Admin. Aide I SB Office
3. Proceed to the Municipal Treasury and present the assessment fees	3. Issue Official Receipt	Please refer to the table of fees above	20 minutes	Collecting Officer <i>Treasurer's Office</i>
4. Proceed to Sangguniang Bayan and Present Official Receipt	4. Prepare and process documents	None	10 minutes	Admin. Assistant / Admin. Aide I SB Office
5. Waiting for the Signing of document.	5. Signing of Document	None	3 days	Chairman, Committee on Transportation and Traffic Management SB Office  Municipal Mayor <i>Mayor's Office</i>
6. Receive Permit & Sticker	6. Release of Franchise /Mayor's Permit	None	3 days	Admin. Assistant / Admin. Aide I SB Office
	<b>TOTAL</b>	<b>Please refer to the table of fees below</b>	<b>6 days and 43 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 2. SUBDIVISION PROJECTS

<b>Office or Division:</b>	Office of the Sangguniang Bayan
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>1 Original Copy and 5 Photocopies</b>	
Transmittal with endorsement from the Hon. Municipal Mayor.	Mayor's Office
Proof of Ownership of the concerned property of the Client;	Company
Barangay Measure of "No Objection" for the issuance of SB approval preliminary as well as subdivision and development plans and approval preliminary and final subdivision and development plans of all economic socialized housing projects under BP	Respective Barangay Council
Proof of payment of real property tax the concerned property;	Mun. Treasurer's Office
Development plans - all aspects;	Company
Current Zoning Certification and PALC from MPDC.	MPDC
<b>NOTE:</b>	
<b>CUT – OFF TIME:</b> Every Thursday, 5:00PM of the Working Week.	
<b>PROCESSING TIME:</b> Starts upon the submission of complete requirements.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and submit copies of the required documents and receive proof of receipt from the Sangguniang Bayan.	1. Receive and record the required documents.	None	15 Minutes	Records Officer III/ Stenographer III SB Office
2. Receive proof of receipt from the SB and leave the Office of the	2. Present/return the proof of receipt to the Client Forward it to the	None	5 minutes	Records Officer III/ Stenographer III SB Office

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



Sangguniang Bayan and wait for any Notice/Invitation for Committee Hearing.	Sangguniang Bayan Secretary who will calendar it in the "First Reading and Reference of Business" for legislative action.			
3. Receive Notice/Invitation of hearing of concerned Committee of the Sangguniang Bayan and attend the hearing called for.	3. Prepare and transmit the Notice/ Invitation of Hearing	None	30 days	Records Officer III/ LSSA III Stenographer III/ Admin. Assistant I/ Admin. Aide I <i>SB Office</i>
4. Accept/ receive copy of Sangguniang Bayan Measure.	4. Prepare transmittal. Release/ transmit Sangguniang Bayan Measure.	None	10 minutes	Records Officer III/ LSSA III Stenographer III/ Admin. Assistant I/ Admin. Aide I <i>SB Office</i>
	<b>TOTAL</b>		<b>30 Days and 30 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 3. RECLASSIFICATION OF LAND WITHIN SUBIC, ZAMBALES

<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>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>1 Original Copy and 5 Photocopies</b>	
Transmittal with endorsement from the Hon. Municipal Mayor.	Mayor's Office
Proof of Ownership of the concerned property of the Client;	Company
Barangay Measure of "No Objection" for the reclassification of the said land;	Respective Barangay
Proof of payment of real property tax of the concerned property;	Mun. Treasurer's Office
Clearance from the Office of the Municipal Agriculturist of Subic, Zambales that the said land ceases to be economically feasible and sound for agricultural purposes;	Municipal Agriculture Office
Clearance from the Office of the Provincial Agrarian Reform of Zambales that the said land could no longer be used for agricultural purposes;	Provincial Agrarian Reform Office
Current Zoning Certification and PALC from MPDC.	MPDC
Locational /Zoning Certification of the land to be reclassified.	MPDC
<b>NOTE:</b>	
<b>CUT – OFF TIME:</b> Every Thursday, 5:00PM of the Working Week.	
<b>PROCESSING TIME:</b> Starts upon the submission of complete requirements.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and submit copies of the required documents and receive proof of receipt from the	1. Receive and record the required documents.	None	15 Minutes	Records Officer III/ Stenographer III SB Office

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



Sangguniang Bayan.				
2. Receive proof of receipt from the SB and leave the Office of the Sangguniang Bayan and wait for any Notice/Invitation for Committee Hearing.	2. Present/return the proof of receipt to the Client Forward it to the Sangguniang Bayan Secretary who will calendar it in the "First Reading and Reference of Business" for legislative action.	None	5 minutes	Records Officer III/ Stenographer III SB Office
3. Receive Notice/Invitation of hearing of concerned Committee of the Sangguniang Bayan and attend the hearing called for.	3. Prepare and transmit the Notice/ Invitation of Hearing	None	30 Days	Records Officer III/ LSSA III Stenographer III/ Admin. Assistant I/ Admin. Aide I SB Office
4. Accept/ receive copy of Sangguniang Bayan Measure.	4. Prepare transmittal. Release/ transmit Sangguniang Bayan Measure.	None	10 minutes.	Records Officer III/ LSSA III Stenographer III/ Admin. Assistant I/ Admin. Aide I SB Office
	<b>TOTAL</b>		<b>30 Days and 30 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 4. NGO ACCREDITATION/RECOGNITION

<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>	NGO's/ PA'S/CS'S/ Associations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>1 Original Copy and 1 Photocopy</b>	
Letter of Application	Provided by the client
Duly accomplished Application Form for Accreditation	Provided by the client
Duly approved Board Resolution signifying intention for accreditation for the purpose of representation in a local special body	Provided by the client
Certificate of Registration or existing valid Certificate of Accreditation from any NGA (or in the case of IPOs, certification issued by NCIP)	Respective Registration Board (Such as; SEC, CDA, DOLE, DHSUD/ HLURB, NCIP)
List of current Officers	Provided by the client
<b>ADDITIONAL REQUIREMENTS FOR CSOs IN OPERATION FOR AT LEAST ONE (1) YEAR</b>	
Minutes of the Annual Meetings of the immediately preceding year as certified by the organization's board secretary or Certification from the board secretary certifying the annual meeting's conduct, including the date, location, attendees, and agenda	Provided by the client
Annual Accomplishment Report for the immediately preceding year	Provided by the client
Financial Statement, at the minimum, signed by the executive officers of the organization, of the immediately preceding year, and indicating therein other information such as revenue, expenses and the source(s) of funds	Provided by the client
<b>NOTE:</b>	
1. <b>ACCREDITATION</b> – is within the first two (2) months only after every local election.	
2. <b>RECOGNITION</b> - is the only Sangguniang Bayan Action given after the prescribed period above cited.	
3. <b>ACCREDITATION/ RECOGNITION</b> – is valid only until June 30, 2025.	
<b>CUT – OFF TIME:</b> Every Thursday, 5:00PM of the Working Week.	
<b>PROCESSING TIME:</b> Starts upon the submission of complete requirements.	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copies of pertinent documents and receive proof of receipt.	1. Accept and record the documents.	None	10 Minutes	Records Officer III/ Stenographer III SB Office
2. Wait and receive Notice/Invitation and attend the said hearing.	2. Prepare and Transmit Notice/ Invitation for hearing. Forward the copies to the Sangguniang Bayan Secretary who will calendar it in the appropriate Sangguniang Bayan regular session for legislative action.	None	10 minutes.	Records Officer III/ LSSA III Stenographer III/ Admin. Assistant I/ Admin. Aide I SB Office
3. Receive copy of Sangguniang Bayan Resolution	3. Prepare and transmit and release copy of Sangguniang Bayan Resolution.	None	10 minutes.	Records Officer III/ LSSA III Stenographer III/ Admin. Assistant I/ Admin. Aide I SB Office
	<b>TOTAL</b>		<b>30 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 5. COMMUNICATIONS/ REQUEST FOR LEGISLATIVE ACTION BY THE SANGGUNIAN BAYAN

<b>Office or Division:</b>	Office of the Sangguniang Bayan
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>One (1) Original Copy and Three (3) Photocopies.</b>	
1. Letter Request indicating the following; A. Name and address of the Client; B. Purpose of the Request; C. Legislative Action being requested.	Provided by the client
2. Appropriate Supporting Document of the request. <b>a) Appropriation Ordinance</b> - Certification of Availability of Fund - Statement of Funding Sources - Statement of Supplemental Appropriation <b>b) General, Regulatory and Revenue Ordinance</b> - Copy of the Agreement between concerned Parties - Legal Basis	Municipal Accountant Municipal Accountant Municipal Budget Officer  Client
<b>NOTE:</b> <b>CUT – OFF TIME:</b> Every Thursday, 5:00PM of the Working Week. <b>PROCESSING TIME:</b> Starts upon the submission of complete requirements.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Present/submit letter request with complete requirement and wait for the proof of receipt by the Sangguniang Bayan.	1.1. Receive and record the letter – request and forward it to the Sangguniang Bayan Secretary who will do initial review to the request.	None	5 Minutes	Records Officer III/ Stenographer III  SB Office

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



1.2. Discuss the request with the Sangguniang Bayan Secretary or representative, if so warrants.	1.2. Discuss the request with the client if necessary.  Calendar the Communication request in the appropriate Sangguniang Bayan regular session for legislative action.	None	15 Minutes	SB Secretary <i>SB Office</i>
2. Receive Notice/ Invitation and attend the hearing	2. Prepare the notice/ invitation as necessary, and transmit/ deliver the same to concerned invitees.	None	20 Minutes	Records Officer III/ LSSA III Stenographer III/ Admin. Assistant I/ Admin. Aide I <i>SB Office</i>
3. Receive the transmittal (with Sangguniang Bayan Measure, if so, warrant the request).	3. Release/ Transmit the appropriate legislative action.	None	20 Minutes	Records Officer III/ LSSA III Stenographer III/ Admin. Assistant I/ Admin. Aide I <i>SB Office</i>
	<b>TOTAL</b>		<b>1 Hour</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 6. CONDUCT OF ADMINISTRATIVE INVESTIGATION AGAINST ELECTED BARANGAY OFFICIAL

<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>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) Original Copy and Five (5) Photocopies 1. Verified Complaint 2. Address and Contact number(s) of Complainant	Provided by the client
<b>NOTE:</b>  <b>CUT – OFF TIME:</b> Every Thursday, 5:00PM of the Working Week. <b>PROCESSING TIME:</b> Starts upon the submission of complete requirements.  <b>R.A 7160</b> provides that maximum number of days to decide on the case is within ninety (90) days from the start of the investigation of the case.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and Submit verified complaint.	1. Receive and record the complaint.	None	5 Minutes	Records Officer III/ Stenographer III SB Office
2. Receive proof of receipt from the SB and leave the Office of the Sangguniang Bayan and wait for any Notice/Invitation for Committee Hearing.	2. Present/return the proof of receipt to the Client Forward the complaint to the SB Secretary who will calendar the complaint in the appropriate Sangguniang Bayan regular session for legislative action.	None	5 Minutes	Stenographer III/ Admin Aide. I SB Office

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



3. Receive Notice/Invitation of hearing of concerned Committee of the Sangguniang Bayan and attend the hearing called for.	3. Prepare and transmit the Notice/ Invitation of Hearing	None	Depends upon the schedule of session and its approval	Records Officer III/ Stenographer III SB Office
4. Accept/ receive copy of Sangguniang Bayan Measure.	4. Prepare transmittal. Release/ transmit Sangguniang Bayan Measure.	None	20 Minutes	Records Officer III/ LSSA III Stenographer III/ Admin. Assistant I/ Admin. Aide I SB Office
	<b>TOTAL</b>		30 Minutes	

### 7. ISSUANCE OF COPY/IES OF SANGGUNIANG BAYAN DOCUMENTS, INCLUDING CERTIFIED COPIES OF LEGISLATIVE MEASURES.

<b>Office or Division:</b>	Office of the Sangguniang Bayan
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request indicating the following: a. purpose of the request; b. full name, c. address d. contact number(s) of Client e. number of copies requested.	Provided by the client
<b>NOTE:</b> <b>CUT – OFF TIME:</b> Every Thursday, 5:00PM of the Working Week. <b>PROCESSING TIME:</b> Starts upon the submission of complete requirements.	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the request letter and wait for the proof of receipt by the Sangguniang Bayan.	<p>1.1. Receive and record the letter request.</p> <p>1.2. Search the requested documents in case the document(s) is/are available from the existing Office files/records.</p>	None	<p>5 minutes</p> <p>10 days</p>	<p>Records Officer III/ Stenographer III SB Office</p> <p>Admin Aide III SB Office</p>
2. Wait for the Notice/ Call from the Sangguniang Bayan for the status of the request.	<p>2.1. Record the requested document in the outgoing logbook and inform the client to go to the office of the Sangguniang Bayan.</p> <p>2.2. Prepare transmittal informing the Client that the document(s) is/are not available from the Office files/records.</p>	None	2 Minutes	<p>Stenographer III / Admin Aide. I SB Office</p> <p>SB Secretary</p>
3.1. Receive the document being requested.	3.1. Release the requested Documents.	None	5 Minutes	Admin. Assistant I /Admin. Aide I SB Office
3.2. Receive the letter.	3.2. Release the letter.		5 Minutes	
	<b>TOTAL</b>		<b>10 days and 17 minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 8. MISCELLANEOUS REQUEST

- A. For Financial/ Medical assistance from the personal account of the Sangguniang Bayan Members.
- B. For the presence of the Sangguniang Bayan Members to an event/ occasion.
- C. For interview or meet and greet with Sangguniang Bayan Members.

<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>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request or copy of the invitation with full name, address and contact number of the client/ requestee.	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Present/submit letter request, wait for the proof of receipt by the Sangguniang Bayan.	1.1. Receive and record the letter.	None	10 minutes	Records Officer III/ Stenographer III SB Office
1. 2. Discuss the request with the Sangguniang Bayan representative, if so warrants.	1.2. Discuss the request with the client if necessary.		b. Depends upon the understanding and reception of the Client with the result of the dialogue.	
2. Leave the Office of the Sangguniang Bayan and wait for any call or response from the SB (if necessary).	2. Forward the request/invitation to the concerned SB Member for appropriate action.	None	15 Minutes	Admin. Assistant I/ Admin Aide. III/ Admin. Aide I SB Office
3. Receive action/ response from the SB.	3. Inform the client through telephone call of the response of the concerned SB Member.	None	15 Minutes	Admin. Assistant I/ Admin Aide. III/ Admin. Aide I SB Office
	<b>TOTAL</b>		<b>40 Minutes</b>	



### **MUNICIPAL TOURISM OFFICE**

#### **External Services**

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 1. ISSUANCE OF PERMIT/AUTHORIZATION FOR THE USE OF THE FACILITY IN THE SUBIC MULTI-PURPOSE GYM, WAWANUDE, SUBIC, ZAMBALES (Subject to the Revenue Code of 2018 of the Municipality of Subic, Zambales)

<b>Office or Division:</b>	TOURISM OFFICE
<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
Valid/Legal ID	Any Government Office/Agency
SEC/HLURB/DOT/CDA Registration/ Accreditation for Associations/Agency/ Office	Respective Offices
Copy of Activities/Program to be conducted during the requested date.	Own respective office/Agency/Association
Copy of the invitees/attendees of the event/activities	

Table Of Fees		
Transaction Type	Permit Type/Schedule of Payment	Amount
Function Room	Small for first 3 hours	P 3,000.00
	Small for Succeeding Hours	P 500.00/hour
	Medium for first 3 hours	P 4,000.00
	Medium for Succeeding Hours	P 650.00/hour
	Large for first 3 hours	P 5,000.00
	Large for Succeeding Hours	P 800.00/hour
Gym	For first 3 hours	P10,000.00
	For Succeeding Hours	P 3000.00/hour

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form at Tourism Desk and fill it up then return with complete requirements to the Tourism Desk.	1. Receive and evaluate the suitability of the facility to the request	None	10 Minutes	Tourist Receptionist II <i>Tourism Office</i>
2. Wait for the given schedule for an inspection on the requested venue to ensure that the venue will meet the event.	2. An ocular inspection with the requester of the requested facility will be done and details of the activity/event will be discussed including the technical requirement, and etc.	None	1 day	Tourist Receptionist II <i>Tourism Office</i>
3. Proceed to the Municipal Treasury and present the assessment fees	3. Issue Official Receipt	Please refer to the table of fees above	20 minutes	Collecting Officer <i>Treasurer's Office</i>
4. Proceed to the Tourism Desk and present the OR	4. Process the application/request	None	10 minutes	Tourist Receptionist II <i>Tourism Office</i>
5. Receive Permit/ Authorization to use form the tourism desk	5. Release of the Permit/Authorization	None	5 minutes	Tourist Receptionist II <i>Tourism Office</i>
	<b>TOTAL</b>	<b>Please refer to the table of fees above</b>	<b>1 Day and 45 Minutes</b>	



### **OFFICE OF THE HUMAN RESOURCE AND MANAGEMENT Internal Service**



### 1. PROCESSING OF APPLICATION FOR LEAVE AND ABSENCES

Permanent, Temporary, casuals, contractual and elective officials and employees are entitled to vacation leave, sick leave and other privilege leave.

Plantilla positions, casuals and elective officials earned 1.25 days each for vacation and sick leave every month. Actual leave deducted from these leave credits. Application for vacation and special leave must be filed 5 days before the leave. For sick leave, application must be filed upon the return to work.

<b>Office or Division:</b>	Human Resource and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	LGU Subic Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Civil Service Form No. 6 Revised 2020 (Application For Leave Form) (2 Copies)			HR Office/Provided by the client	
Medical certificate for sick leave exceeding 5 days. (1 copy)			Municipal Health Office (Health Center)	
Clearance from money and property accountability if its lasts 30 days			Accounting Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ask for blank application for leave Fill up application form and have it approved by the supervisor for the recommending approval of the leave	1. Provide blank application for leave	None	1 Minute	Admin. Aide IV/ Admin. Aide VI/ Admin. Aide III HRMA/HRMO II <i>HR Office</i>
2. Submit application form to	2. Compute leave credits,	None	10 Minutes	Admin. Aide IV/ Admin. Aide VI/ Admin. Aide III <i>HR Office</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



the HRMO Office for the certification of Leave Balances	record and sign the leave application  2.1 Verifies and certifies the availability of Leave Credits			MGDH I (HRMO)
3. Receive approved application form		None	4 minutes	Admin. Aide IV/ Admin. Aide VI/ Admin. Aide III <i>HR Office</i>
	<b>TOTAL:</b>		<b>15 Minutes</b>	

### 2. ISSUANCE OF SERVICE RECORD, CERTIFICATE OF EMPLOYMENT, LEAVE CREDITS, NO PENDING ADMINISTRATIVE CASE AND NOT DUE FOR RETIREMENT WITHIN THE NEXT TWO YEARS.

Local Government Unit Employees and former employees may request the HRMO for copies of service records, certificate of employment and other certification and personnel records. These are usually required for Salary Loans and other forms of loans, step increment, promotion, retirement and terminal Leave purposes.

<b>Office or Division:</b>	Human Resource and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	LGU Subic Employees (Current and Former/Retired)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request (1 copy)		Provided by the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for needed certifications (Service Record, Certificate of Employment, Leave	1.1. Receive request and prepares needed certifications.	None	1 hour	Admin. Aide IV/ Admin. Aide III/ Admin. Aide I <i>HR Office</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



Credits, No pending Administrative Case, not due for retirement within the next two years).	1.2. Sign and release certification to HR personnel for dry seal.			
2. Receive duly signed certifications.	2. Issue documents to the client/requesting personnel	None	2 Minutes	Admin. Aide IV/ Admin. Aide VI/ Admin. Aide III HRMA/HRMO II <i>HR Office</i>
3. Sign Client Logbook for Certifications		None	1 minute	Admin. Aide IV/ Admin. Aide VI/ Admin. Aide III HRMA/HRMO II <i>HR Office</i>
	<b>TOTAL:</b>		<b>1 hour and 3 minutes</b>	

### 3. RENEWAL OF APPOINTMENT OF CASUAL, CONTRACTUALS AND JOB ORDER

Casuals, Contractual, Job Order and Contract of Service are renewed every six months upon the approval of the Appointing Authority.

<b>Office or Division:</b>	Human Resource and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	LGU Subic Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Updated Personal Data Sheet (2 Copies)		HR Office or CSC Website		
Endorsement Letter for Renewal (2 Copies)		Office assigned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements to the HR Office	1. Checks and evaluates the completeness of data and supporting documents	None	2 Hours	Admin. Aide IV/ Admin. Aide VI/ Admin. Aide III HRMA/HRMO II <i>HR Office</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	<p>1.2. Process and prepare contracts</p> <p>1.3. Review and sign the certification by the HRMO</p> <p>1.4. Issues the contracts to client for the certification of the availability of funds of the Budget Officer, Certification of the Accountant and approval of the Appointing authority</p> <p>1.5. Receives and copy furnished the contracts to finance Department (BO,Accounting )</p> <p>1.6. Issue documents to the client/requesting</p>			<p>MGDH I (HRMO)</p>
	<p><b>TOTAL:</b></p>		<p><b>2 Hours</b></p>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 4. APPLICATION FOR SEPARATION FROM THE SERVICE

Employees who opt to leave the Local Government unit are required to file an Application for Resignation/Separation/Retirement.

<b>Office or Division:</b>	HUMAN RESOURCE AND MANAGEMENT OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	LGU Subic Employees for separation (resignation/retirement)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Resignation Letter (2 copies)			Employee	
Clearance Forms (2 copies)			Treasurer, GSO, and Former Office	
Acceptance of Resignation (1 copy)			Mayor's Office	
<b>If Retirement:</b>				
Acceptance/Approval of Retirement (2 copies)			Mayor's Office	
Clearance Forms (2 Copy)			Treasurer, GSO, and Former Office	
Approved application for Terminal Leave Pay (2 Copies)			HR Office	
Applicants to deduct all financial obligation with the LGU (in affidavit form) (4 Copies)			Accounting Office, GSO and Treasury	
Affidavit of applicant that there is no pending/criminal case against him/her (R.A. No. 3019) (6 copies)			HR Office	
If elected official additional Oath of Office (3 copies)			DILG	
<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 requirements for application for separation.	1. Advise applicant as to the requirements and prepare acceptance for separation.	None	5 Minutes	Admin. Aide IV/ Admin. Aide VI/ <i>HR Office</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



2. Submit Retirement letter to the Municipal Mayor	2. Accept and approve application for separation.	None	1 hour	MGDH I (HRMO)
3. Submit Complete requirements for preparation	3. Accept, check and evaluate the completeness of data and supporting documents	None	1 Hour and 15 Minutes	Admin. Aide IV/ Admin. Aide VI/ <i>HR Office</i>
	3.1. Prepare machine copy of Leave Credit, SALN, NOSA, application for Terminal Leave Pay	None	1 hour	
	3.2. Verify and review balance of leave credit and sign application for terminal leave	None	15 minutes	MGDH I (HRMO) Admin. Aide IV/ Admin. Aide VI/ <i>HR Office</i>
	3.3. Once requirement are complete: Forward all requirements with Transmittal letter to the Municipal Accounting Office	None	5 minutes	
	<b>TOTAL:</b>		<b>3 Hours and 40 minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 5. ISSUANCE OF EMPLOYEE IDENTIFICATION CARD (I.D)

<b>Office or Division:</b>	HUMAN RESOURCE AND MANAGEMENT OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	LGU Subic Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID information form (1 copy)		HR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up information form then submit to HR Personnel	1.1. Check if there are errors in filling up the form and confirm the to employee if the information given is final.	None	2 Minutes	Admin. Aide IV/ Admin. Aide VI/ Admin. Aide III HRMA/HRMO II <i>HR Office</i>
	1.2. Employee will get his/her photo taken by the HRMA		1 Minute	HRMA <i>HR Office</i>
	1.3. Encode information and picture to the ID template		15 minutes	HRMA <i>HR Office</i>
	1.4 Print the ID		1 Minute	HRMA <i>HR Office</i>
2. Sign Logbook	2. Issue ID to the requesting employee(s)	None	1 Minute	Admin. Aide IV/ Admin. Aide VI/ Admin. Aide III HRMA/HRMO II <i>HR Office</i>
	<b>TOTAL:</b>		<b>20 minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 6. ISSUANCE OF PASS/LOCATOR SLIP

The issuance of a pass slip is granted to employees who need to leave the office premises during official working hours for valid and authorized reasons. These may include official business such as attending meetings, conducting fieldwork, or processing documents with other agencies; personal errands such as bank transactions or urgent matters; medical appointments or emergencies; attendance in trainings or seminars held outside the office; and other justifiable circumstances approved by the immediate supervisor. The pass slip serves as a monitoring and accountability mechanism to ensure that employee movements are properly documented and authorized in accordance with office rules and regulations.

<b>Office or Division:</b>	HUMAN RESOURCE AND MANAGEMENT OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	LGU Subic Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Pass Slip (2 Copies)		Provided by the Employee or in the Public Assistance and Complaint Desk (PACD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up pass slip indicating purpose and time out and submit to your supervisor for approval	1.1. The supervisor will check the pass slip for approval and sign it	None	10 Minutes	Head/Supervisor of employee
2. Submit pass slip to HR Office for signature	2. HR Staff will sign the pass slip	None	5 Minutes	Admin. Aide IV/ Admin. Aide VI/ Admin. Aide III HRMA/HRMO II/ Admin Assistant III/ MGDH I (HRMO) <i>HR Office</i>
3. Submit 1 copy of pass slip to PACD to log your pass lip	2. PACD Officer will receive the pass slip and log your pass slip	None	5 Minutes	PACD Officer <i>HR Office</i>
	<b>TOTAL:</b>		<b>20 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 7. GSIS LOAN APPROVAL

<b>Office or Division:</b>	HUMAN RESOURCE AND MANAGEMENT OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	LGU Subic Casual, Permanent Employees and Elective Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Pending Loan Application		Loan can be applied using GSIS Touch Mobile App		
Certificate of Net Take Home Pay (1 copy)		Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform HRMO that he/she applied for loan then submit certificate of net take home pay	1.1. HRMO will access GSIS if there is a pending loan application	None	5 Minutes	MDGH I (HRMO)
	1.2. If qualified*, the HRMO will approve the loan application, inform the employee then advise the employee to check his bank account within one to two days	None	5 Minutes	MDGH I (HRMO)
	<b>TOTAL:</b>		<b>10 Minutes</b>	

*\*Loan applicant should have at least 5000 pesos and above net pay as stated in his/her certificate of net pay, otherwise the loan application will be disapproved.*



### 8. PROCESSING OF LANDBANK LOAN APPLICATION

<b>Office or Division:</b>	HUMAN RESOURCE AND MANAGEMENT OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	LGU Subic Permanent Employees and Elective Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Existing Landbank Account		Landbank Olongapo		
One (1) Landbank Profile form		HR Office		
Two (2) copies of certification of net take home pay for the last 2 months		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Landbank Profile form and net take home pay	1.1. HR will review the net take home pay if he/she is qualified for loan <sup>1</sup>	None	5 Minutes	Admin Aide IV/ HRMA HR Office
	1.2. If qualified, the HR will proceed in encoding the employee information in the Electronic Salary Loan Form	None	10 Minutes	Admin Aide IV/ HRMA HR Office
	1.3. Print the loan application then submit to the HRMO and Municipal Mayor for signature	None	2 Hours	HRMA, MGDH I (HRMO) and Municipal Mayor

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	<p>1.4. Submit the pending loan application form to the Treasurer's Office staff then he will submit it to Landbank Olongapo for approval</p> <p>1.5. Inform the employee that his/her loan application is submitted to Landbank then wait for a text or email if his/her loan application is approved or disapproved<sup>2</sup>.</p>	None	4 Hours	Admin Aide IV/ HRMA HR Office  Treasurer's Office Personnel
			5 Minutes	Admin Aide IV/ HRMA HR Office
	<b>TOTAL:</b>		<b>6 Hours and 15 Minutes</b>	

*Loan applicant should have at least 5000 pesos and above net pay as stated in his/her certificate of net pay, otherwise the loan application will be denied.*

*Make sure the information stated in your Landbank Profile correct and according to the information you submitted during your application for a Landbank Account, otherwise, Landbank will disapprove your loan application.*



**OFFICE OF THE MUNICIPAL SOCIAL WELFARE  
AND DEVELOPMENT**  
External Services

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 1. ISSUANCE OF SOCIAL CASE STUDY REPORT (SCSR)

It is a comprehensive report prepared by the Municipal Social Welfare and Development Officer (MSWDO) or a social worker for the concerned agencies like PCSO, private/public hospitals and referrals of clients to other service providers and other concerned agencies.

<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>	Client or his/her nearest kin (Mother, Father, Wife, Husband and Children) Must be 18 years old and above

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>For Medical Assistance:</b>	
One (1) Photocopy of Certificate of Indigency	Barangay Captain
One (1) Photocopy of Certificate of no business	Treasurer's Office
One (1) Photocopy of Certificate of no property owned	Assessor's Office
One (1) Photocopy of Clinical Abstract/Medical Certificate	Hospital/Clinic
One (1) Photocopy of Costing of the medical procedure/treatment	Hospital/Clinic/Treatment facility
One (1) Photocopy of Identification Card	Provided by client
<b>For child referral to institution:</b>	
One (1) Photocopy of Birth certificate of minor	Local Civil Registry (LCR)/ Philippine Statistics Authority (PSA)/ Parent/Relative of the child
One (1) Original Copy of Medical Certificate/Medico Legal	Rural Health Unit (RHU)/ Hospital
One (1) Original Copy of Barangay Certification	Barangay Hall
<b>For elderly referral to institution:</b>	
One (1) Original Copy of Barangay Certification	Barangay Hall
One (1) Original Copy of Medical Certificate	Rural Health Unit (RHU)/ Hospital
One (1) Original Copy of the result of Laboratory tests/ procedures	Rural Health Unit (RHU)/ Hospital
Original Office of Senior Citizen Affairs (OSCA) ID and Booklet	Office of Senior Citizen Affairs (OSCA) Office if not registered

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements.	1. Receive, review and evaluate the requirements	None	5 Minutes	Social Welfare Assistant
2. Provide Information.	2. Conduct interview, home visitation, data encoding, and preparing of Social Case Study Report (SCSR)	None	3 days	Social Welfare Assistant
	2.2. Review and sign/approve the Social Case Study Report (SCSR).	None	10 Minutes	MGDH I (MSWDO)
3. Received Social Case Study Report (SCSR) and sign in the logbook	3. Record and release Social Case Study Report (SCSR)	None	5 Minutes	Social Welfare Assistant
	<b>TOTAL:</b>		<b>3 days and 20 Minutes</b>	



### 2. ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION (AICS) OR FINANCIAL ASSISTANCE

Assistance to Individual in Crisis Situation (AICS) is the provision of needed interventions to enable distressed individuals' families to cope with their present crisis. Assistance may be in the form of transportation, medical or hospital support, burial assistance to bereaved families, educational assistance and other financial support.

<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>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>FOR HOSPITALIZATION OR MEDICAL ASSISTANCE</b>	
One (1) Photocopy of Certificate of Indigency issued by the Barangay Captains	Barangay Hall
One (1) Photocopy of Medical Certificate/Medical Abstract	Hospital/Clinic/Attending Physician
One (1) Photocopy of Proof of Billing and Promissory Note (Payment of Hospital Bills)	Hospital/Clinic
One (1) Photocopy of Medical Prescription (Purchase of Medicine)	Hospital/Clinic/Attending Physician
One (1) Photocopy of Physician's Referral to the Hospital for laboratory examinations/medical procedures.	Attending Physician
<b>FOR BURIAL ASSISTANCE</b>	
One (1) Photocopy of Certificate of Indigency issued by the Barangay Captain	Barangay Hall
One (1) Photocopy of Registered Death Certificate	Local Civil Registrar's Office
One (1) Photocopy of Permit to transfer/health permit (for transfer cadaver)	Municipal Health Office
<b>FOR TRANSPORTATION ASSISTANCE</b>	
One (1) Photocopy of Police blotter (for victims of pick pockets, illegal recruitment, etc.)	Police Station
One (1) Photocopy of formal complaint/Court Order for victims of abuse in attending hearing	Court
One (1) Photocopy of Letter of the Barangay Captain of where they will stay (Balik-Probinsya cases or visit to relatives due to emergency situation)	Barangay Hall/Barangay Captain
One (1) Photocopy of Barangay Certificate	Barangay Hall/Barangay Captain

# MUNICIPALITY OF SUBIC

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One (1) Photocopy of Referral Letter of the Social Worker of where they will stay (if applicable)	Municipal Social Welfare and Development Office
<b>FOR EDUCATIONAL ASSISTANCE</b>	
One (1) Photocopy of Barangay Certificate of Indigency	Barangay Captain/ Barangay Hall
One (1) Photocopy of Enrolment Assessment Form or Certificate of Registration (College)	School Presently Enrolled
One (1) Photocopy of Proof of Enrolment (official receipt) (college)	School Presently Enrolled
One (1) Photocopy of Certificate of Enrolment (High school and elementary)	School Presently Enrolled
One (1) Photocopy of Grades	School Presently Enrolled
One (1) Photocopy of School ID of the students/beneficiary ID	School Presently Enrolled

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirement.	1. Received, review and evaluate the requirements.	None	5 Minutes	Admin Aide III/ Admin Aide I MSWDO
2. Provide Information.	2. Conduct interview, data encoding, and prepare required form.	None	20 Minutes	Admin Aide III/ Admin Aide I MSWDO
3. Sign/affix signature in the form and in the logbook.	3. Review, sign and recommend for approval.	None	5 Minutes	MGDH I (MSWDO)
4. Forward the documents to the Mayor's Office, Budget Office & Treasurer's Office.	4. Review and evaluate the documents submitted for their approval and signature.	None	10 Minutes	Admin Aide III/ Admin Aide I MSWDO  Mayor's Office Staff, Budget Office Staff and Treasurer's Office Staff
5. Received cash assistance and sign in the voucher.	5. Record and release the cash assistance.	None	5 Minutes	Mayor's Office
	<b>TOTAL:</b>	<b>None</b>	<b>45 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 3. ISSUANCE OF CERTIFICATE OF INDIGENCY

Certificate of Indigency is issued by the Municipal Social Welfare and Development Office (MSWDO) certifying that the said client/applicant belongs to the indigent families in their barangay to avail assistance such as Scholarship, Medical Services and Free Legal Aid from Public Attorney's Office (PAO) and the like.

<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 residents of Subic, Zambales

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) Photocopy of Barangay Indigency	Barangay Hall
One (1) Photocopy of Certificate of No Property Owned	Assessor's Office
One (1) Photocopy of Certificate of No Business	Treasurer's Office
<b>FOR SCHOLARSHIP:</b>	
One (1) Photocopy of school ID	School presently enrolled
One (1) Photocopy of Certificate of Enrolment	School presently enrolled
<b>FOR MEDICAL SERVICES:</b>	
One (1) Photocopy of Request from Blood Bank	Hospital/Attending Physician/Medical Facility
One (1) Photocopy of Quotation of Medical Equipment	Hospital/Attending Physician/Medical Facility
One (1) Photocopy of Hospital Bill	Hospital
One (1) Photocopy of Medical Certificate/Clinical Abstract	Hospital
<b>FOR LEGAL AID:</b>	
One (1) Photocopy of subpoena	Court
One (1) Photocopy of criminal case/civil case	Court

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirement.	1. Received, review and evaluate the requirements.	None	5 Minutes	Admin Aide III/ Admin Aide I MSWDO
2. Provide Information.	2. Conduct interview, home visitation (for Legal Aid) and prepare Certificate of Indigency.	None	45 Minutes	Admin Aide III/ Admin Aide I MSWDO
	2.1. Review and certify/sign the certificate	None	5 Minutes	MGDH I (MSWDO)
3. Receive the certificate and sign in the logbook	3. Record and release the certificate.	None	5 Minutes	Admin Aide III/ Admin Aide I MSWDO
	<b>TOTAL:</b>		<b>1 hour</b>	

#### 4. ISSUANCE OF PERSON WITH DISABILITY IDENTIFICATION CARD (ID) AND PURCHASE BOOKLET

Person with Disabilities (PWDs) are those suffering from restriction of different abilities as a result of a mental, physical, or sensory impairment, to perform an activity in the manner or within the range considered normal for a human being. The identification Card (ID) and Purchase Booklet can be used in the grant of 20% discount from all the establishments relative to the utilization of services in exclusive use or enjoyment of PWDs.

<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>	Person with a Disabilities or person suffering from chronic illness

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original Copy of Medical Certificate	Hospital/Attending Physician
Two (2) pcs. – passport size picture	To be provided by client
One (2) pc. – 2x2 picture	To be provided by client
One (1) pc. – whole body picture	To be provided by client
Original Copy of Barangay Residency	Barangay Hall/ Barangay Captain

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Received, review and evaluate the requirements.	None	3 Minutes	Admin Aide III/ Admin Aide I MSWDO
2. Accomplished application form and provide information.	2. Prepare and encode information in the Card and Booklet.	None	15 Minutes	Admin Aide III/ Admin Aide I MSWDO
3. Affix signature in the card and booklet.	3. Review and sign the card and booklet by the Municipal Mayor.	None	3 days	MGDH I (MSWDO)  Municipal Mayor
4. Received ID/Booklet and sign in the logbook.	4. Record and released the ID and Booklet.	None	2 Minutes	Admin Aide I
	<b>TOTAL:</b>		<b>3 days and 20 Minutes</b>	

## 5. ISSUANCE OF SOLO PARENT IDENTIFICATION CARD (ID) AND PURCHASE BOOKLET

This refers to counseling service to Solo Parents to help them resolve conflict and depression brought about by the loss or absence of their spouses either by abandonment, separation, divorce, death, or overseas employment.

<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>	Solo parents either Abandoned, Separated, Divorced Widow/Widower or Overseas Employment.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>FOR THE SOLO PARENT WITH CHILD OR CHILDREN AS A CONSEQUENCE OF RAPE (Sec. 4(a)(a) of RA 11861):</b>	
One (1) Photocopy of Birth Certificate/s of the child or children	Philippine Statistics Authority (PSA)/ Local Civil Registry (LCR)
One (1) Photocopy of Complaint Affidavit	Law Enforcement Agency/ Court
One (1) Photocopy of Medical Record on the incident of rape	Hospital
One (1) Original Copy of Sworn affidavit that the solo parent has the sole parental care and support of the child or children at the time of the execution of affidavit	Public Attorney's Office (PAO)/ Attorney's Office

<b>FOR THE SOLO PARENT ON ACCOUNT OF THE ACCOUNT OF THE DEATH OF THE SPOUSE</b>	
One (1) Photocopy of Birth Certificate/s of the child or children	Philippine Statistics Authority (PSA)/ Local Civil Registry (LCR)
One (1) Photocopy of Marriage Certificate	Philippine Statistics Authority (PSA)/ Local Civil Registry (LCR)
One (1) Photocopy of Death Certificate of the Spouse	Philippine Statistics Authority (PSA)/ Local Civil Registry (LCR)
One (1) Original Copy of Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child or children	Public Attorney's Office (PAO)/ Attorney's Office
<b>FOR THE SOLO PARENT ON ACCOUNT OF THE DETENTION OR CRIMINAL CONVICTION OF THE SPOUSE</b>	
One (1) Photocopy of Birth Certificate/s of the child or children	Philippine Statistics Authority (PSA)/ Local Civil Registry (LCR)
One (1) Photocopy of Marriage Certificate	Philippine Statistics Authority (PSA)/ Local Civil Registry (LCR)
One (1) Original Copy of Certificate of detention or a certification that the spouse is serving sentence for at least three (3) months/ Commitment Order	Law Enforcement Agency/ Court
<b>FOR THE SOLO PARENT ON ACCOUNT OF PHYSICAL OR MENTAL INCAPACITY OF THE SPOUSE</b>	
One (1) Photocopy of Birth Certificate/s of the child or children	Philippine Statistics Authority (PSA)/ Local Civil Registry (LCR)
One (1) Photocopy of Marriage Certificate or Affidavit of Cohabitation	Philippine Statistics Authority (PSA)/ Local Civil Registry (LCR)/ Public Attorney's Office (PAO)
One (1) Original Copy of Medical record or Medical Abstract evidencing the physical or mental state of the incapacitated spouse issued not more than three (3) months before the submission	Hospital/ Rural Health Unit (RHU)
One (1) Original Copy of Sworn Affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child or children	Public Attorney's Office (PAO)/ Attorney's Office
<b>FOR THE SOLO PARENT ON ACCOUNT OF LEGAL OR <i>DE FACTO</i> SEPARATION OF SPOUSE</b>	
One (1) Photocopy of Birth Certificate/s of the child or children	Philippine Statistics Authority (PSA)/ Local Civil Registry (LCR)
One (1) Photocopy of Marriage Certificate	Philippine Statistics Authority (PSA)/ Local Civil Registry (LCR)

One (1) Original Copy of Overseas Employment Certificate (OEC) or its equivalent document	Philippine Overseas Employment Administration (POEA)
One (1) Photocopy of passport stamps showing continuous twelve (12) months of overseas work	To be provided by the client
One (1) Photocopy of Employment Contract	Agency or Employer
One (1) Original Copy of Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children	Public Attorney's Office (PAO)/ Attorney's Office
<b>FOR THE UNMARRIED FATHER OR MOTHER WHO KEEPS AND REARS THE CHILD OR CHILDREN</b>	
One (1) Photocopy of Birth Certificate/s of the child or children	Philippine Statistics Authority (PSA)/ Local Civil Registry (LCR)
One (1) Photocopy of Certificate of No Marriage (CENOMAR)	Philippine Statistics Authority (PSA)
One (1) Original Copy of Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child/ children is/are under the parents care and support of the applicant solo parent	Barangay Hall
One (1) Original Copy of Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parent care and support of the child or children	Public Attorney's Office (PAO)/ Attorney's Office
<b>FOR THE SOLO PARENT WHO IS A LEGAL GUARDIAN, ADOPTIVE OR FOSTER PARENT</b>	
One (1) Photocopy of Birth Certificate/s of the child or children	Philippine Statistics Authority (PSA)/ Local Civil Registry (LCR)
One (1) Photocopy of Proof of Guardianship, Foster Care, or Adoption	Court
One (1) Original Copy of Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children are under the parental care and support of the applicant solo parent	Barangay Hall
One (1) Original Copy of Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children	Public Attorney's Office (PAO)/ Attorney's Office

<b>FOR ANY RELATIVE WITHIN THE 4<sup>TH</sup> CIVIL DEGREE OF CONSANGUINITY OR AFFINITY OF THE PARENT OF LEGAL GUARDIAN WHO ASSUMES PARENTAL CARE AND SUPPORT OF THE CHILD OR CHILDREN</b>				
One (1) Photocopy of Birth Certificate/s of the child or children		Philippine Statistics Authority (PSA)/ Local Civil Registry (LCR)		
One (1) Photocopy of Death Certificate of the parents or legal guardian, or police or barangay records evidencing the fact of disappearance or absence of the parent or legal guardian for at least 6 months		Philippine Statistics Authority (PSA)/ Local Civil Registry (LCR)/ Philippine National Police (PNP)/ Barangay Hall		
One (1) Original Copy of Affidavit of a barangay official attesting that the children are under the parental care and support of the applicant		Barangay Hall		
One (1) Original Copy of Sworn affidavit declaring that the solo parent has sole parental care and support of the child or children		Public Attorney's Office (PAO)/ Attorney's Office		
<b>FOR THE SOLO PARENT WHO IS PREGNANT</b>				
One (1) Photocopy of Medical Record of her Pregnancy		Hospital/ Rural Health Unit (RHU)		
One (1) Original Copy of Affidavit of a barangay official attesting that the applicant solo parent is a resident of the barangay and that the applicant has no spouse		Barangay Hall		
One (1) Original Copy of Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children		Public Attorney's Office (PAO)/ Attorney's Office		
<b>FOR A SOLO PARENT AVAILING SUBSIDY AND DISCOUNTS</b>				
One (1) Original Copy of Affidavit of No Employment		Public Attorney's Office (PAO)		
One (1) Photocopy of Income Tax Return (ITR)		Bureau of Internal Revenue (BIR)		
One (1) Photocopy of Any Verifiable Proof of Income		To be provided by the client		
One (1) Original Copy of Social Case Study Report		Municipal Social Welfare and Development Office (MSWDO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements.	1. Received, review and evaluate the requirements.	None	3 Minutes	Admin Aide I

2. Accomplished application form and provide information.	2.1. Conduct interview, home visitation, prepare and encode information in the card.  2.2 Prepare Social Case Study Report	None	3 days	Admin Aide I  Social Welfare Assistant
3. Affix signature in the card.	3. Review and sign the card and booklet by the Municipal Mayor.	None	5 Minutes	MGDH I (MSWDO)  Municipal Mayor
4. Received ID and sign in the logbook.	4. Record and released the ID.	None	2 Minutes	Admin Aide I
	<b>TOTAL:</b>		<b>3 days and 10 minutes</b>	

## 6. DOMESTIC ADMINISTRATIVE ADOPTION

Adoption is the social, emotional, and legal process in which children who will not be raised by their birth parents become full and permanent legal members of another family while maintaining genetic and psychological connections to their birth family.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Adoptive Parents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Three (3) Original Copies of Undertaking and Application form of the Applicants	
Three (3) Original Copies of Birth Certificates of Applicants	Philippine Statistics Authority (PSA)/ Local Civil Registry (LCR)
Three (3) Original Copies of Marriage Certificate or Certificate of No Marriage Record (CENOMAR) or Authenticated Divorce Papers with copy of Court Decision and Certificate of Finality by their consulate or Decree of Annulment or Decree of Nullity of Marriage, or Decree of Legal Separation or Certificate of Marriage with Annotation of the Annulment of Marriage, or Declaration of Nullity of Marriage, or Legal Separation for Filipino Applicant	Philippine Statistics Authority (PSA)/ Local Civil Registry (LCR)
Three (3) Original Copies of Written consent	Biological Parent/s or the person/s exercising substitute parental authority over the child and of the child
Three (3) Original Copies of Medical	Physician

Certification	
Three (3) Original Copies of Psychological Evaluation Report	Psychologist
Three (3) Original Copies of National Bureau of Investigation (NBI), Police Clearances or Court Clearances	National Bureau of Investigation (NBI), Philippine National Police (PNP), Court
Three (3) Original Copies of Latest Income Tax Return (ITR)	Bureau of Internal Revenue (BIR)
Three (3) Original Copies of Letters attesting to the character and general reputation of the Prospective Adoptive Parents (PAP)	Three (3) non-related character references
Three (3) Original Copies of Photos of the Applicants, his/her Immediate Family Members and their Home, taken within the last six (6) months from the date of submission of application	To be provided by the client
Three (3) Original Copies of Adoption decree (if with a previous adopted child)	To be provided by the client
Three (3) Original Copies of Certificate of Completion on Training on Adoption	National Authority for Child Care (NACC)
Foreign Nationals: Three (3) Original Copies of Certificate of Residency in the Philippines for at least five (5) years (as appropriate)	Bureau of Immigration, Department of Foreign affairs (DFA)
Three (3) Original Copies of Police Clearance	Police Authorities where the foreign applicant/s has lived for more than twelve (12) months any time in the past fifteen (15) years
Three (3) Original Copies of Social Case Study Report	Municipal Social Welfare and Development Office
Three (3) Original Copies of Home Study Report and Child Custody Report	Municipal Social Welfare and Development Office
Three (3) Original Copies of Child Declaring a Child Legally Available for Adoption (CDCLAA)	Department of Social Welfare and Development (DSWD)
<i>Other documents may be required by the adoption social worker as deems necessary based on their assessment and recommendation</i>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File applications with the Regional Alternative Child Care Office (RACCO)	<p>1.1. Facilitate the accomplishment of the undertaking and application form, Interview and counsel, and facilitate the signing of the type of child.</p> <p>1.2. Endorse home study report together with the complete set of supporting documents to the Regional Alternative Child Care Office (RACCO)</p>	None	6 months	Social Welfare Assistant
2. Appear before the RCPC	2. Inform the applicant on the presentation of the application with the RCPC	None	6 months	Social Welfare Assistant
3. Appear on the Regional Matching Conferences	3. Inform the applicant on the Regional Matching Conference	None	6 months	Social Welfare Assistant
	<b>TOTAL:</b>		<b>1 year and 6 months</b>	



### **BUSINESS PERMIT AND LICENSING OFFICE**

#### **External Servic**



### 1. REGISTRATION OF NEW BUSINESS AND RENEWAL OF BUSINESS PERMIT (WALK-IN/ON-LINE APPLICATION)

All the enterprises are required to secure Business License and Mayor’s Permit and pay business taxes before or at the start of commercial operation.

The license must be renewed from January 1 to 20 every year. Failure to renew the permit on time shall subject the taxpayer to a surcharge of twenty-five percent (25%) based on an interest of fees and taxes due at the rate of two percent (2%) per month until such amount is fully paid but in no case shall not exceed thirty-six (36) months.

Business taxes for new enterprises are based on capital investment. Renewals are for business with operation on the previous years. Tax dues are computed based on gross receipts/sales according to categories. Payments may be made annually, semi-annually or quarterly. Taxes are due on the first 20 days of each quarter.

When License or Permittee Retires from Business, trade or occupation permit must be surrendered to the Municipal Treasurer within ten (10) days from the date of the last entry in his/her books of accounts and by filing the corresponding return or statement of gross sales or receipts for determination of the taxes due. Failure to surrender the license or permit within the period herein prescribed, the business or occupation shall be deemed as being continue, and the taxes or fees corresponding to the succeeding quarter shall become due and payable.

It takes a minimum of 3 days and a maximum of 10 days to process new & renewal applications. This includes clearances from various offices and government agencies.

<b>Office or Division:</b>	BUSINESS PERMIT AND LICENSING OFFICE
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business
<b>Who may avail:</b>	Any person who shall establish, operate or conduct any business, trade or activity within the Municipality of Subic

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>NEW</b>	
1. Application Form (2 copies)	Business Permit and Licensing Office
2. Community Tax (Cedula) (1 Original Copy)	Treasurer's Office (Window 10)
3. Barangay Business Endorsement (1 Original Copy)	Barangay Hall (Business Location)
4. Proof of Business Registration (2 copies)	<ul style="list-style-type: none"> <li>• <b>DTI</b> (Department of Trade &amp; Industry) If single proprietorship</li> <li>• <b>SEC</b> (Securities and Exchange Commission) If Corporation</li> <li>• <b>CDA</b> (Cooperative Development Authority) If Cooperative</li> </ul>
5. Proof of Right of Applicant to use location as Business Address (1 Original or 1 Photocopy) <ul style="list-style-type: none"> <li>- Transfer of Certificate of Title</li> <li>- Tax Declaration (should be updated)</li> <li>- Contract of Lease (if renting)</li> <li>- Mayors Permit of Lessor (if needed)</li> <li>- Deed of Sale (if needed)</li> <li>- Authority to use the property (if needed)</li> </ul>	<p>Assessor's Office</p> <p>Applicant</p>
6. Picture of Business Establishment (Front & inside of the business) (1 Copy)	Applicant
7. Secretary Certificate (if corporation); Special Power of Attorney / Authorization letter (if family member) applicant is a representative of the business owner (valid I.D's of owner & representative with signatures) (1 Original Copy)	Applicant
8. Zoning Certificate (1 Original Copy)	Municipal Planning and Development Office (MPDO)
9. Sanitary Permit (1 Original Copy)	Sanitary Inspector, Municipal Health
10. Occupancy Permit (1 Original Copy)	Engineering Office
11. Building Annual Inspection Certificate (for new) (1 Original Copy)	Engineering Office
12. Barangay Clearance (1 Original Copy)	Business Permit and Licensing Office
13. Fire Safety Inspection Certificate (1 Original Copy)	Bureau of Fire Office
14. Working Permit (if needed) (1 Original Copy)	Business Permit and Licensing Office

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



15. Market Clearance ( <i>Market Stall Vendor</i> ) (1 Original Copy)	Subic Market Office
16. Other Local and National Government Agency Clearance ( <i>if needed</i> ) (1 Original Copy)	Provincial Government / National Agency
17. Tourism Certificate ( <i>if needed</i> ) (1 Original Copy)	Municipal Tourism Office

### RENEWAL

1. Previous year's Mayor's Permit
2. Same requirements for NEW Business Permit (except Brgy. Endorsement)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. <u>Walk-in:</u> Submit duly accomplished Unified Business Permit Application Form and necessary requirements.</p> <p><u>On-line:</u> Access the iBPLS on the website, register and directly fill-up application form on-line and attached scanned copy of requirements. Print application form and submit to BPLO together with the original copies of requirements.</p>	1. Accepts and verify the application form to check the completeness and authenticity of all the attached requirements.	None	15 Minutes	<p>License Inspector <i>BPLO</i></p> <p>MGDH I (MBPLO)</p>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



2. Proceed to Treasurer's Office for assessment and payment of taxes, fees and charges	2.1 Receives the application and assess/ evaluate the capital investment or gross sales declared by the client.	None	15 Minutes	Municipal Treasurer <i>Treasurer's Office</i>
	2.2. Encode application form and verifies the application to the system (walk-in/on-line)	None	20 minutes	Admin Aide I <i>Treasurer's Office Window 1</i>
	2.3 Endorse the application in the system	None	30 minutes	Admin Asst. II <i>Engineering Office</i>  Midwife II <i>MHO</i>  Senior Fire Officer I <i>Bureau of Fire</i>
	2.4 Treasury staff assess the taxes and fees to be paid and print Tax Order of Payment.	Please refer to the Treasurer's office Fees and rates	20 minutes	Revenue Collection Clerk II <i>Treasurer's Office Window 4</i>
	2.5 Accept payment and print Official Receipt	None	20 minutes	Admin Aide I <i>Treasurer's Office Window 3</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



3. Release and Claim of Business Permit.	3.1 Accept and verifies Official Receipt and Application Form.	None	30 Minutes	MGDH I (MBPLO)
	3.2 Print and Sign Business Permit	None	5 Minutes	MGDH I (MBPLO) Municipal Mayor
	3.3 Release Business Permit	None	9 Minutes	Admin Asst. I Mayor's Office
<b>TOTAL:</b>			<b>2 Hours and 45 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 2. WORKING PERMIT

To ensure public health, safety, and compliance with local ordinances, every business establishment operating within the jurisdiction of a local government unit is required to process an Individual Working Permit for its employees. This mandate serves a crucial dual purpose: first, it safeguards the community by requiring applicants to submit clearances, such as Police or NBI Clearance, to certify they are free from any derogatory criminal records; and second, it protects against the transmission of infectious diseases by requiring a Health Certificate or Health Card from the Municipal Health Office, which is issued only after medical examinations to ensure the employee is cleared of any communicable illness.

<b>Office or Division:</b>	BUSINESS PERMIT AND LICENSING OFFICE
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Any person who shall work within the Municipality of Subic

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Community Tax / Cedula ( <i>Original Copy</i> )	Treasurer's Office (Window 10)
2. Barangay Clearance ( <i>Original Copy</i> )	Barangay Hall
3. Police Clearance or NBI Clearance ( <i>Original Copy</i> )	Police Station or NBI Office
4. Health Card ( <i>Original Copy</i> )	Municipal Health Office
5. 3 pcs. 1x1 picture	Provided by the client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Verify requirements (Barangay Clearance, Police Clearance/NBI, Cedula, Health Card & 3pcs. 1x1) Encode the necessary details	None	30 Minutes	MGDH I (MBPLO)

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## CITIZENS CHARTER



2. Payment of Fee		Please refer to the Treasurer's office Fees and rates	30 Minutes	Revenue Collection Clerk II Treasurer's Office Window 4
3. Receive the Working Permit	3.1 Approval and Signing of Working Permit	None	35 Minutes	MGDH I (MBPLO)  Municipal Mayor
	3.2 Release of Working Permit	None	10 Minutes	Admin Asst. I Mayor's Office
<b>TOTAL:</b>			<b>1 Hour 45 Minutes</b>	



### 3. BUSINESS CLOSURE

Filing a business closure (or Business Retirement) with the Local Government Unit (LGU) through the Business Permits and Licensing Office (BPLO) and the City/Municipal Treasurer's Office is to officially cease the accrual of local business taxes and regulatory fees.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Previously Released Mayor's Permit <i>(Original Copy)</i>	Provided by the client
2. Barangay Clearance <i>(Original Copy)</i>	Barangay Hall
3. Personal Letter & 2 Valid I.D's <i>(Original Copy)</i>	Provided by the client
4. Book of Accounts <i>(Original Copy)</i>	Provided by the client
5. Application Form <i>(2 copies)</i>	BPLO
6. Income Tax Return / BIR Filing for the Current Year / Audited Financial Statement (If any) <i>(Original Copy)</i>	Provided by the client

**Surrender the following:**

1. *Business Plate*
2. *Zoning Certification*
3. *Sanitary Certification*
4. *Occupancy Permit*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for certifications/ clearances  A. Retirement of Business	1. Verify and Evaluates the Authenticity of the required documents <i>(Personal letter, Barangay Business Closure and previous Mayor's Permit and plate)</i>	None	30 Minutes	License Inspector II <i>BPLO</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



B. No Records found	Verify and Evaluates the Authenticity of the required documents <i>(Personal letter, Barangay Certification)</i>	None	30 Minutes	License Inspector II <i>BPLO</i>
C. Transfer of Business (location or ownership)	Verify and Evaluates the Authenticity of the required documents <i>(Closure of Old Business, DTI with New Owners name, Barangay Business Clearance)</i>			
2. Assessment and payment of corresponding fees	Assess fees and charges to be paid, accept payment and Issues official receipt	Please refer to the Treasurer's Office fees and rates	10 Minutes	Revenue Collection Clerk II <i>Treasurer's Office Window 4</i>
3. Claim Certifications / Clearances	Print and release of certifications/ clearances	None	35 Minutes	License Inspector II <i>BPLO</i>
	Approval and Signature of Certifications		10 Minutes	MGDH I (MBPLO)
<b>TOTAL:</b>			<b>1 Hour 25 Minutes</b>	



### **OFFICE OF THE MUNICIPAL TREASURER**

#### **External Services**

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 1. PAYING REAL PROPERTY TAXES

Owners of land and buildings must pay real Property taxes annually. Real Property taxes are based on the assessed value of the property, and the taxation rates used are prescribed by the Provincial Government of Zambales enacted thru a Provincial Ordinance. The Municipal Treasurer is only a deputized real property taxes collector of the Provincial Treasurer.

Taxable value is computed by multiplying a land or Building's Fair Market Value (FMV) to its Assessment Level. Fair Market Value (FMV) is based on opinion value by the Public Sector and on the conducted public hearings particularly the Real Property Owners. The Municipal Assessor prepares the Fair Market Value & Assessment Level in accordance with the procedures & guidelines embodied in Local Assessment Regulation No. 1-92 Issued by the Department of Finance and adopted pursuant to Section 201 & 219 of Republic Act No. 7160 also known as the Local Government Code of 1991.

Real property tax payments are made at the Land Tax Division of the MTO. Taxpayers may choose to pay on annual, semi-annual, or quarterly basis. Discounts are given to those who pay promptly. Penalties are imposed on taxes not paid within the prescribed period.

<b>Office or Division:</b>	MUNICIPAL TREASURER'S OFFICE
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) copy of latest Real Property Tax Declaration	Assessor's Office
One (1) copy or photocopy of latest Real Property Tax payment/Official Receipt	Client/Owner

TABLE OF FEES	
Tax Type	Amount
Basic Tax	1% of Assessed Value
Special Education Fund (SEF) Tax	1% of Assessed Value
Mode of Payment	Discount
Quarterly	10% every quarter

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



Annually				
Advance payment on or before Oct. 31 of the current year		20%		
November 1 to March 31		10%		
2% Monthly Penalty for Late Payment				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Present previous copy of Official Receipt	1. Verify and assess tax due	None	5 minutes	LRCO I/ Revenue Collections Clerk II <i>Treasurer's Office</i>
2. Pay required fees	2. Accept payment and issue Official Receipt	Please refer to Fees above	5 Minutes	LRCO I/ Revenue Collections Clerk II <i>Treasurer's Office</i>
3. Claim Official Receipt	3. Release Property Tax Receipt	None	5 Minutes	LRCO I/ Revenue Collections Clerk II <i>Treasurer's Office</i>
	<b>TOTAL:</b>	<b>Please refer to Fees above</b>	<b>15 Minutes</b>	

## 2. APPLYING FOR A NEW OR RENEWAL OR RETIRING A BUSINESS PERMIT

All enterprises are required to secure Business License and Mayor's Permit and pay business taxes before or at the start of commercial operation.

The license must be renewed from January 1 to 20 every year. Failure to renew the permit on time shall subject the taxpayer to a surcharge of twenty-five percent (25%) based on an interest of fees & taxes due at the rate of two percent (2%) per month until such amount is fully paid but in no case shall not exceed thirty-six(36) months.

Business taxes for new enterprises are based on capital investment. Renewals are for business with operation on the previous years. Tax dues are computed based on gross receipts/sales according to categories. Payments may be made annually, semi-annually, or quarterly. Taxes are due on the first 20 days of each quarter.

When License or Permittee Retires from business, trade or occupation permit must be surrendered to the Municipal Treasurer within ten (10) days from the date of the last entry in his/her books of accounts and by filing the corresponding return or statement of gross

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



sales or receipts for determination of the taxes due. Failure to surrender the license or permit within the period herein prescribed, the business or occupation shall be deemed as being continue, and the taxes or fees corresponding to the succeeding quarter shall become due and payable.

It takes a minimum of 3 days and a maximum of 10 days to process new & renewal applications. This includes clearances from various offices and government agencies

<b>Office or Division:</b>	MUNICIPAL TREASURER'S OFFICE
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>PREPARE THE APPLICABLE DOCUMENTS FOR YOUR KIND OF BUSINESS and SUBMIT ONLY THE SIX (6) INITIAL PERTINENT REQUIREMENTS IDENTIFIED BY BPLO FOR PROMPT SERVICE (SEE BUSINESS LICENSING &amp; PERMIT OFFICER FOR ASSISTANCE)</b>	
If the person processing the business permit is not the owner/proprietor of business, please exhibit a notarized authorization from the owner/ proprietor, no fixer is allowed to transact in any municipal office	Provided by the client
For Banks & Pawnshops, Registration/ Certificate of Authority from the Bangko Sentral ng Pilipinas	Bangko Sentral ng Pilipinas
For Other Financial Institutions, Certificate of Authority from the Security and Exchange Commission	Security and Exchange Commission
<b>A. FOR ALL NEW BUSINESS PERMIT APPLICATIONS</b>	
Accomplished Application Form for Business Permit	Business Permit and Licensing Office (BPLO)
Proof of business registration: DTI/ CDA/SEC registration with complete Articles of Incorporation/Partnership, and Corporate By Laws;	Department of Trade and Industry/Security and Exchange Commission
Occupancy and Zoning Clearance any business; and, Environment Compliance Certificate, and Provincial Certificate (for Big Business only);	Municipal Planning and Development Office, Department of Environment and Natural Resources

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



Contract of Lease if leased property/ Auhtorization if Family owned, or Proof of Ownership;	Provided by the client
Barangay Clearance/Sanitary and Health clerance when necessary;	Barangay Hall/Rural Health Unit Subic
Real Property Tax Clearance, and Business Tax Clearance to ascertain that an existing business is not applied as new business.	Treasurer's Office
Market Clearance if leased market stalls;	Market Office
Fire Safety Inspection Certificate	Bureau of Fire Subic
<b>COMPLIANCE TO NATIONAL LAWS &amp; REGULATORY REQUIREMENTS AS PRESCRIBED BY DILG-DTI-DICT JMC 2016-01, and REVENUE ORDINANCE NO. 2017-02</b>	
<b>B.FOR RENEWAL OF EXISTING BUSINESS PERMIT</b>	
Upon renewal, all clearances/ licenses/certificates required by national laws, and regulatory bodies, occupational and safety standards and other similar requirements that will ensure public safety, health and welfare in all workplaces, shall be complied with.	Provided by the client
Compliance to the provisions of Ordinance No. 2017-02, on registration of books of accounts with the Bureau of Internal Revenue and Office of the Treasurer, its maintenance on the place of business, automatic presentation of books of accounts to the Municipal Treasurer for verification of taxable year/s gross sales/receipts before the assessment of business permit, and certification of an accredited CPA of the gross sales/ receipts as appearing on the Book of Accounts.	Provided by the client
<b>REGISTRATION OF BUSINESS CLOSURE</b>	
Letter of Cessation of Business addressed to the Municipal Mayor and copy furnished for the Municipal Treasurer and BIR	Provided by the Client
Payment of Business Tax	Provided by the client
Return of business permits, application forms and business plate	Provided by the Client

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### TABLE OF FEES

Taxes & Fees	Amount
<b>Regulatory Fees</b>	
Application Fee	P100.00
Sanitary Permit Fee	P100.00
Business Sticker (for Renewal)	P50.00
Business Plate	P200.00
Registration of Books of Accounts	P100.00
Mayor's Permit Fee	It depends on the kind of business, trade, or occupation
<b>Business Tax</b>	
Manufacturers, assemblers, repackers, processors, brewers, distillers, rectifiers and compounders of liquours, distilled spirits, and wines or manufacturers of any article	37 ½ of 1% of Gross Sales or Receipts
Wholesalers, distributors or dealers in any article of commerce	50% of Gross Sales or Receipts
Exporters, manufacturers, millers, producers, wholesalers distributors, dealers or retailers of essential commodities	
Retailers (Other commodities)	2% of Gross Sales if less than 400,000.00 1% of Gross Sales if greater than 400,000.00
Contractors and other independent contractors	50% of 1% of Gross Sales or Receipts
Banks and other financial institutions	50% of 1% of Gross Sales or Receipts
Peddlers engaged in the sales of any merchandise or article of commerce	500.00 pesos per annum
Any other business	2% of Gross Sales or Receipts

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>REGISTRATION OF NEW BUSINESS</b>				
1. Submit duly accomplished / print out Unified Business Permit Application Form and necessary requirements. (For on-line/walk-in)	1.1 Review application form, check the approval of BPLO head and verifies Capital investment	None	10 minutes	Municipal Treasurer
	1.2 If walk-in, encode and verifies the application to the system and print application form		10 minutes	Admin. Aide I <i>Treasurer's Office</i> MGDH I (MPBLO) <i>BPLO</i>
	1.3 Endorse the application in the system		20 minutes	Admin. Assistant II <i>Engineering Office</i>  Midwife II <i>Health Office</i>  Fire Inspector <i>BFP</i>
	1.4 Assess fees and charges to be paid and print Tax Order of Payment		20 minutes	Revenue Collection Clerk II <i>Treasurer's Office</i>
2. Accept Tax Order of Payment and Pay the corresponding taxes, fees and charges.	2. Accept payment and issue electronic official receipt	Please refer to Fees above	20 minutes	Revenue Collection Clerk II
	<b>TOTAL:</b>	<b>Please refer to Fees above</b>	<b>1 hour and 20 minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>RENEWAL OF BUSINESS PERMIT</b>				
1. Submit duly accomplished / print out Unified Business Permit Application Form and necessary requirements. (For on-line/walk-in)	1.1 Review application form, check the approval of BPLO head and verifies Capital investment	None	10 minutes	Municipal Treasurer
	1.2 If walk-in, encode and verifies the application to the system and print application form		10 minutes	Admin. Aide I <i>Treasurer's Office</i> MGDH I (MPBLO) <i>BPLO</i>
	1.3 Endorse the application in the system		20 minutes	Admin. Assistant II <i>Engineering Office</i>  Midwife II <i>Health Office</i>  Fire Inspector <i>BFP</i>
	1.4 Assess fees and charges to be paid and print Tax Order of Payment		20 minutes	Revenue Collection Clerk II <i>Treasurer's Office</i>
2. Accept Tax Order of Payment and Pay the corresponding taxes, fees and charges.	2. Computes Taxes, Fees & other charges	Please refer to Fees above	20 Minutes	Revenue Collection Clerk II <i>Treasurer's Office</i>
	<b>TOTAL:</b>	<b>Please refer to Fees above</b>	<b>1 hour and 20 minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>REGISTRATION OF BUSINESS CLOSURE</b>				
1. Submit Certificate of Business Closure (Print-out form BPLO)	1.1 Review certificate and requirements	None	5 minutes	Admin Aide I <i>Treasurer's Office</i>
	1.2. Verifies Gross Income	None	5 minutes	Municipal Treasurer
2. Assessment of Taxes, Fees, and Charges	2. Computes Taxes, Fees & other charges	None	20 Minutes	Revenue Collection Clerk II <i>Treasurer's Office</i>
3. Onetime payment of taxes, fees and charges, receipt of OR	3. Accept & issue Official Receipt	Please refer to Fees above	5 Minutes	Revenue Collection Clerk II <i>Treasurer's Office</i>
	<b>TOTAL:</b>	<b>Please refer to Fees above</b>	<b>35 Minutes</b>	



### 3. ISSUANCE OF TRANSFER TAXES

Transfer Taxes are paid for transactions involving transfer of ownership of real property. The tax should be paid within 60 days from the date of execution of the deed as regards sales, barter, donation, or any mode of transferring ownership; or from the date of descendant's death, in case of transfer by succession.

Payments are made at the Municipal Treasurer's Office (MTO).

<b>Office or Division:</b>	MUNICIPAL TREASURER'S OFFICE
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Copy of Real Property Tax Declaration	Assessor's Office
Deed of Sale/Donation/Exchange, Judicial/Extra Judicial Settlement/or any applicable document proving transfer or property ownership.	Provided by the Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accepts Requirements	1. Evaluates requirements & computes transfer tax	None	5 minutes	Revenue Collection Clerk II <i>Treasurer's Office</i>
2. Payment of Transfer Tax	2. Accept payment and issue Official Receipt	½ of 1% of Market Value or Selling Price whichever is higher	5 Minutes	Revenue Collection Clerk II <i>Treasurer's Office</i>
	2.1. Print & signs Tax Clearance Certificate		5 Minutes	Admin. Aide I <i>Treasurer's Office</i>  Municipal Treasurer

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



3. Claim Transfer Tax Certificate	3. Releasing of Transfer Tax	None	1 Minute	Admin. Aide I <i>Treasurer's Office</i>
	<b>TOTAL:</b>	<b>Please refer to Fees above</b>	<b>16 Minutes</b>	

#### 4. REGISTRATION OF OWNERSHIP OF LARGE CATTLE

Any person who owns large cattle shall register his ownership for which a Certificate of Ownership of Large Cattle shall be issued upon payment of a corresponding fee thereof.

<b>Office or Division:</b>	MUNICIPAL TREASURER'S OFFICE
<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
Facsimile of Large Cattle	Provided by the client
Barangay Certification	Barangay Hall

TABLE OF FEES	
Certificate of Ownership	P5.00
Large Cattle Development Fund	P5.00
Branding Fee	P100.00
Registration of Private Brand	P200.00

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents facsimile of large cattle	1. Evaluates documents	None	5 minutes	Revenue Collection Clerk II <i>Treasurer's Office</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



2. Verification of Brand mark	2. Verify brand mark if it is duly registered & belongs to large cattle owner	None	5 Minutes	Revenue Collection Clerk II <i>Treasurer's Office</i>
3. Registration of Ownership	3. Register ownership & computes corresponding fees	None	5 Minutes	Revenue Collection Clerk II <i>Treasurer's Office</i>
4. Payment of Fees	4. Accept payment & issue official receipt	Please refer to Fees above	5 minutes	Revenue Collection Clerk II <i>Treasurer's Office</i>
	<b>TOTAL:</b>	<b>Please refer to Fees above</b>	<b>20 Minutes</b>	

### 5. SECURING CERTIFICATE OF REAL PROPERTY TAX PAYMENTS

A Certificate of Real Property Tax Payments is required, in certain transactions (e.g., transfer of ownership), to prove that taxes on real property have been paid and updated. This may be secured from the Land Tax Section of the Municipal Treasurer's Office.

<b>Office or Division:</b>	MUNICIPAL TREASURER'S OFFICE
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Current Official Receipt of Real Property Tax	Provided by the Client
Authorization from the owner in case no Official Receipt is presented	Provided by the Client
Certification Fee Payment – Official Receipt	Treasurer's Office

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



<p>If the purpose of the requested certification is for transfer of property ownership, the following are further required:</p> <ul style="list-style-type: none"> <li>• Documents supporting the transfer of ownership, duly notarized</li> <li>• Official Receipt (Transfer Tax Payment)</li> </ul>	<p>Provided by the Client</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Complete Requirements	1. Evaluates requirements & issue order of payment	None	5 minutes	Revenue Collection Clerk II <i>Treasurer's Office</i>
2. Payment of Transfer Tax Payment of Tax Clearance.	2. Accept payment & issue official receipt	Certificate of Tax Payment P100.00	5 Minutes	Revenue Collection Clerk II <i>Treasurer's Office</i>
	2.1. Print & sign of Tax Clearance Certificate	Certificate of Transfer Tax P100.00	5 Minutes	Admin. Aide I <i>Treasurer's Office</i>  Municipal Treasurer
3. Claim Certificate of Payment	3. Releasing of Transfer Tax	None	1 Minute	Admin. Aide I <i>Treasurer's Office</i>
	<b>TOTAL:</b>	<b>Please refer to Fees above</b>	<b>16 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 6. TRANSFER OF OWNERSHIP OF LARGE CATTLE

Any person who transfers ownership of large cattle shall register for which a Certificate of Transfer of Ownership of Large Cattle shall be issued upon payment of a corresponding fee thereof.

<b>Office or Division:</b>	MUNICIPAL TREASURER'S OFFICE
<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
Barangay Certification	Barangay Hall
Deed of Sale	Provided by the client

TABLE OF FEES	
Transfer of Ownership	P300.00
Large Cattle Development Fund	P3.00

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents required documents	1. Evaluates documents	None	5 minutes	Revenue Collection Clerk II <i>Treasurer's Office</i>
2. Registration of ownership	2. Fill up Certificate Transfer of Ownership	None	5 Minutes	Revenue Collection Clerk II <i>Treasurer's Office</i>
3. Payment of Fees	3. Receives payment & issue official Receipt	Please refer to Fees above	5 minutes	Revenue Collection Clerk II <i>Treasurer's Office</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



		3.1. Approval of Transfer of Ownership	None	5 minutes	Municipal Treasurer, SB Secretary, Municipal Mayor (in the absence of the SB Secretary & Municipal Mayor, their facsimile signature shall be affixed)
		<b>TOTAL:</b>	<b>Please refer to Fees above</b>	<b>20 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 7. ISSUANCE OF COMMUNITY TAX CERTIFICATE

A Community Tax Certificate (CTC) is a basic document acquired by any individual or citizen at least 18 years of age and above or juridical being for identifying himself/herself and his/her residence which can be used for legal transaction.

<b>Office or Division:</b>	MUNICIPAL TREASURER'S OFFICE
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B Government to Business
<b>Who may avail:</b>	Any natural person at age 18 above

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>For Individual</b>	
Birth Certificate (for new client) or Valid IDs or Previous CT	Client
Valid ID's for Senior Citizen	Client
<b>For Corporation</b>	
Old Cedula or SEC Registration or Income Tax Return (ITR)	Client
<b>For Renewal of Cedula</b>	
Old Cedula/Brgy. Clearance	Provided by the Client/Barangay Hall

TABLE OF FEES	
Fees	Amount
<b>For Individual (age 18 and above)</b>	
Unemployed	P10.00
Employed	P5.00 (basic) + P1.00 per 1,000.00
Senior Citizen	P5.00
<b>For Corporation (Business Permit)</b>	
New	Basic P500.00 + (Gross Sale/5000 x2)
Renewal	Basic P500.00 + (2 Pesos per 5000)

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Community Tax Certificate (CTC) information Slip or old CTC	1. Accept duly accomplished CTC information or old CTC	None	5 minutes	Admin Aide I <i>Treasurer's Office</i>
2. Pay Due Amount	2. Accept payment and issue official receipt	Please refer to Fees above	5 Minutes	Admin Aide I <i>Treasurer's Office</i>
3. Claim of CTC	3. Prepare and Release CTC	None	2 minutes	Admin Aide I <i>Treasurer's Office</i>
	<b>TOTAL:</b>	<b>Please refer to Fees above</b>	<b>12 Minutes</b>	



### **OFFICE OF THE MUNICIPAL ASSESSOR**

#### **External Services**

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 1. ISSUANCE OF OWNER'S COPY OF UPDATED TAX DECLARATION

The owner's copy of updated tax declaration is secured upon transfer of ownership of real property from previous owner to the new owner. This is done to update the records of the Municipal Assessor's Office and to transfer real property taxation to the new owner.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL ASSESSOR
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business
<b>Who may avail:</b>	Real Property Owners/Representatives of the Declarant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Action Slip	Assessor's Office
Deed of Conveyance (sale, inheritance, donation, etc.)	Notary Public
Certificate of Real Property Tax Payment/OR	Treasurer's Office
Certificate of Transfer Tax/OR	Treasurer's Office
One (1) Xerox Copy/Certified true copy of Title	Registry of Deeds, Iba, Zambales
Certificate of Authorizing Registration (capital gains tax, estate tax, etc)	Bureau of Internal Revenue
Clearance from the Dept. of Agrarian Reform (if Agricultural)	Provincial Agrarian Reform Office, Iba Zambales
Subdivision Plan (if necessary)	Geodetic Engineer
Authorization Letter or SPA from the owner (if declarant is only a representative.	Owner/Declarant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents.	1. Evaluate required document.	None	5 Minutes	Clerk I/ Bookbinder II/ Municipal Assessor
2. Secure Action Slip.	2.1. Issue Action Slip.	None	2 Minutes	Clerk I Assessor's Office

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	2.2. Prepare Field Appraisal and Assessment Sheet (FAAS) Prepare tax Declaration (TD).	None	20 Minutes	Clerk I/ Bookbinder II Municipal Assessor <i>Assessor's Office</i>
	2.3. Evaluate/ Sign Tax Declaration, FAAS.	None	3 Minutes	Municipal Assessor
	2.4. Approval of Tax Declaration by Provincial Assessor	None	2 weeks	Provincial Assessor
	<b>TOTAL:</b>		<b>2 weeks and 30 minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 2. ASSESSMENT FOR A NEW BUILDING OR MACHINERY

Tax Declaration (TD) has to be prepared for newly constructed building and newly installed machinery. The Municipal Assessor's Office conducts field inspection to assess the value of the real property. The New Tax Declaration serves as the local 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>	SIMPLE
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business
<b>Who may avail:</b>	Real Property Owners/Representatives of the Declarant

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Action Slip		Assessor's Office		
Building Permit/Occupancy Permit		Municipal Engineering Office		
Official Receipt (machinery)		Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents.	1. Evaluate required document.	None	3 Minutes	Admin. Aide I/ Tax Mapper I or Municipal Assessor
2. Secure Action Slip.	2. Issue Action Slip.	None	2 Minutes	Bookbinder II <i>Assessor's Office</i>
3. Accompany the Assessor for inspection	3. Conduct site inspection of the property and assess the value of building/machinery.	None	30 minutes	Admin. Aide I/ Tax Mapper I or Municipal Assessor
	3.1. Prepare/Sign Tax Declaration, FAAS for the approval of the Provincial Assessor.	None	20 Minutes	Clerk I/ Bookbinder II Municipal Assessor
	<b>TOTAL:</b>		<b>55 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 3. ISSUANCE OF CERTIFICATE ON TAX DECLARATION, PROPERTY HOLDINGS, AND NON-IMPROVEMENT

The Tax Declaration (TD) serves as the Municipality's permanent record for every real property unit such as land, building or machinery. A certified true copy of tax declaration or certification of property holding and no improvements thereon may be requested from the Municipal Office.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL ASSESSOR
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business
<b>Who may avail:</b>	Real Property Owners/Representatives of the Declarant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Action Slip	Assessor's Office
One (1) Copy of Tax Declaration (original/photocopy)	Assessor's Office
Realty Tax Payment	Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents.	1. Evaluate required document.	None	2 Minutes	Tax Mapper I/ Municipal Assessor
2. Secure Action Slip.	2. Issue Action Slip.	None	2 Minutes	Clerk I <i>Assessor's Office</i>
3. Pay required Fees.	3.1. Receive payment and issue.	Please refer to the Fees of MTO	5 Minutes	Revenue Collection Officer <i>Municipal Treasurer's Office</i>
	3.2. Prepare approved and verified Certified True Copy or Certifications		5 Minutes	Clerk I/ Bookbinder II Municipal Assessor

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



4. Present Official Receipt.	4. Verify, prepare and approve the certified true copy and/or certification	None	5 minutes	Bookbinder II/ Municipal Assessor
5. Receive Certification and submit Action Slip containing comments, if any.	5. Record and release certification.	None	2 Minutes	Admin Aide I/ Bookbinder II/ Tax Mapper I <i>Assessor's Office</i>
	<b>TOTAL:</b>	<b>Please refer to the Fees of MTO</b>	<b>21 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 4. CANCELLING, REVISING or CORRECTING ASSESSMENT

The Municipal Assessor assessment records of tax declaration is used for Real Property Tax purposes. Owners who would like to cancel, alter or correct their Real Property request for this service.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL ASSESSOR
<b>Classification:</b>	HIGHLY TECHNICAL
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2C – Government to Citizen
<b>Who may avail:</b>	Real Property Owners/Representatives of the Declarant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Action Slip	Assessor's Office
One (1) Tax Declaration	Assessor's Office
Tax Payment	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents.	1. Evaluate required document and Conduct Ocular Inspection of the Property for basis of cancellation, revision or correction of Assessment.	None	20 minutes	Admin. Aide I/ Tax Mapper I or Municipal Assessor
2. Secure Action Slip.	2. Issue Action Slip.	None	2 Minutes	Clerk I <i>Assessor's Office</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



3. Evaluation and Approved Assessment	3. The Municipal Assessor evaluate an inspection report (site inspection conducted) prepares a notice Cancellation, Revision or Correction.	None	20 Minutes	Admin Aide I/ Bookbinder II/ Or Municipal Assessor
	3.1 Processing and Approval of Notice for Cancellation, Revision or Correction at the Provincial Assessor Office and receiving of approved notice.	None	2 weeks	Municipal Assessor
	3.2 Records and Issuance of Owners Copy of Cancellation, Revision or Correction from the Municipal Assessor.	None	3 Minutes	Admin Aide I/ Bookbinder II/ <i>Assessor's Office</i>
	<b>TOTAL:</b>		<b>2 weeks and 35 minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 5. ISSUANCE OF OWNERS COPY TAX DECLARATION OF A NEWLY DECLARED PROPERTY (Residential Land or Agriculture Land) TITLES or ACCRETION (outside cadastral lot).

The Municipal Assessor has to prepare and secure every newly declared property from titles or accretion as per record for the Real Property Tax Purposes.

<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>	Real Property Owners/Representatives of the Declarant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Action Slip	Assessor's Office
<b>Residential Land</b> Community Environment & Natural Resources Office (CENRO) Certification	CENRO Office (Brgy. Kalaklan, Olongapo City)
Joint Affidavit Adjoining lot Owner	Attorney's Office
Barangay Certification	Barangay Hall Office
Lot Plan	Geodetic Engineer
One (1) Building/House Tax Declaration	Owner/ Assessor's Office
Building Permit	Municipal Engineering Office
Joint Statement	Assessor's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents.	1. Evaluate required document and Conduct Ocular Inspection of the Property for basis of cancellation,	None	20 Minutes	Admin. Aide I/ Bookbinder II or Municipal Assessor

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	revision or correction of Assessment.			
2. Secure Action Slip.	2. Issue Action Slip.	None	2 Minutes	Clerk I <i>Assessor's Office</i>
3. Submit Required Documents for evaluation	3.1 Preparation of New and Updated Tax Declaration	None	20 minutes	Bookbinder II / Municipal Assessor
	3.2 Processing and Approval of Tax Declaration at the Provincial Assessor Office and receiving of approved notice.	None	2 weeks	Municipal Assessor
	3.3 Records of Tax Declaration, Issuance of Owner's Copy from the Municipal Assessor's Office	None	10 minutes	Admin Aide I/ Bookbinder II <i>Assessor's Office</i>
	<b>TOTAL</b>		<b>2 weeks and 52 minutes</b>	

# MUNICIPALITY OF SUBIC

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### 6. VERIFYING HISTORY OF REAL PROPERTY TAX ASSESSMENT OR TAX DECLARATION.

Verification of a certain property (e.g., ownership, improvements, assessments etc.) can be confirmed at the Office of Assessor.

<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>	Real Property Owners/Representatives of the Declarant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Action Slip	Assessor's Office
Documents (Deed of Conveyance/Old Tax Declaration/Old receipt)	Owner/Declarant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Action Slip.	1. Issue Action Slip.	None	2 Minutes	Admin. Aide I/ Bookbinder II/ Tax Mapper I <i>Assessor's Office</i>
2. Submit required documents.	2. Check and Verify History of the Real Property	None	20 minutes	Admin. Aide I/ Bookbinder II/ Or Municipal Assessor
	2.1 Present the verified History of the Real Property to the client and release an Owner's Copy of Tax Declaration from the Municipal Assessor Office	None	5 minutes	Admin. Aide I/ Bookbinder II/ Tax Mapper I <i>Assessor's Office</i>
	<b>TOTAL</b>		<b>27 Minutes</b>	



**OFFICE OF THE MUNICIPAL PLANNING &  
DEVELOPMENT COORDINATOR  
External Services**

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 1. ZONING CERTIFICATION

Zoning Certification is requested by real property owners, developers, and other interested parties to determine the land use classification of a parcel of land in accordance with the approved Comprehensive Land Use Plan and Zoning Ordinance.

<b>Office or Division:</b>	Office of the Municipal Planning & Development Coordinator
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen)/G2B (Government to Business)
<b>Who may avail:</b>	Real property owners, developers, and other interested parties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Vicinity Map, indicating clearly and specifically the exact location of the proposed site and the existing land uses and/or landmarks within a radius of at least 500 meters</p> <p>a. duly signed by a geodetic/civil engineer or architect (<i>1 copy</i>) and the corresponding KML file or shapefile (<i>electronic copy</i>), or</p> <p>b. a printed location map generated from a digital mapping platform, verified and signed by the applicant, plus a notarized Affidavit of True and Correct Lot Location</p>	<p>Geodetic Engineer, Civil Engineer, or Architect; send the KML or shapefile of the location to <a href="mailto:subicmpdc@gmail.com">subicmpdc@gmail.com</a></p> <p>Office of the MPDC</p>
<p>2. Lot Plan duly signed by a licensed Geodetic Engineer</p>	Geodetic Engineer
<p>3. Proof of ownership or right over the property</p> <p>a. For the property owner</p> <ul style="list-style-type: none"> <li>Land Title and Tax Declaration (<i>certified true copies</i>)</li> </ul>	Registry of Deeds/ Assessor's Office

# MUNICIPALITY OF SUBIC

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<p>b. For the property owner, but the property is not yet transferred to the name of the Client:</p> <ul style="list-style-type: none"> <li>Land Title and Tax Declaration (<i>certified true copies</i>) under the name of the former owner, plus any of the following: <ul style="list-style-type: none"> <li>Deed of Sale (notarized)</li> <li>Contract to Sell (notarized)</li> <li>Extra-Judicial Settlement (notarized)</li> </ul> </li> </ul> <p>c. For a non-owner of the property</p> <ul style="list-style-type: none"> <li>Land Title and Tax Declaration (<i>certified true copies</i>), plus any of the following: <ul style="list-style-type: none"> <li>Lease Agreement (notarized)</li> <li>Authorization from the Property Owner (notarized)</li> </ul> </li> </ul> <p>d. For lands of the public domain or owned by the State:</p> <ul style="list-style-type: none"> <li>Authorization to use the subject parcel of land</li> </ul>	<p>Registry of Deeds/ Assessor's Office</p> <p>Client/Property Owner Client/Property Owner Client/Property Owner</p> <p>Registry of Deeds/ Assessor's Office</p> <p>Client/Property Owner Property Owner</p> <p>Concerned Agency</p>
<p>4. For a representative of the applicant, any of the following: (1 photocopy)</p> <ul style="list-style-type: none"> <li>Special Power of Attorney</li> <li>Notarized Authorization Letter</li> </ul>	<p>Property Owner Property Owner</p>
<p>5. Additional documents may be requested if necessary</p>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the application form and requirements</p>	<p>1.1. Receive, review, and evaluate the documents 1.2. Identify the zoning classification of the area</p>	<p>None</p>	<p>20 minutes</p>	<p>Admin. Aide I/ Project Evaluation Officer MPDO</p>
<p>2. Wait for the issuance of the order of payment</p>	<p>2. Prepare and issue order of payment</p>	<p>None</p>	<p>5 Minutes</p>	<p>Admin. Aide I/ Project Evaluation Officer MPDO</p>

# MUNICIPALITY OF SUBIC

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3. Payment of fees	3. Receive payment and issue Official Receipt	P180.00/ certification (for Locational Clearance application); P600.00/ha. (for all other transactions except for Business Permit application)	5 Minutes	Revenue Collection Clerk <i>Treasurer's Office</i>
4. Submit a copy of the Official Receipt and wait for the text message for the release of the document.	4.1. Prepare the document and record the same in the logbook	None	20 minutes	Admin. Aide I/ Project Evaluation Officer <i>MPDO</i>
	4.2. Sign the document	None	2 days	OIC-Zoning Administrator  Municipal Mayor
	4.3. Release the document	None	10 minutes	Admin. Aide I/ Project Evaluation Officer <i>MPDO</i>
	<b>TOTAL</b>	<b>P180.00/ certification (for Locational Clearance application) ; P600.00/ha. (for all other transactions except for Business Permit application)</b>	<b>2 days and 1 hour</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 2. ZONING CERTIFICATION FOR RESIDENTIAL FREE PATENT

Zoning Certification is requested by the lot owner applying for a Residential Free Patent for a parcel of land containing not more than 750 square meters.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL PLANNING & DEVELOPMENT COORDINATOR
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Any individual applying for land titling

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certified True Copy of Latest Tax Declaration (1 copy)	Assessor's Office
2. Vicinity Map, indicating clearly and specifically the exact location of the proposed site and the existing land uses and/or landmarks within a radius of at least 500 meters <ul style="list-style-type: none"> <li>• duly signed by a geodetic/civil engineer or architect (1 copy) and the corresponding KML file or shapefile (electronic copy), or</li> <li>• a printed location map generated from a digital mapping platform, verified and signed by the applicant, plus a notarized Affidavit of True and Correct Lot Location</li> </ul>	Geodetic Engineer, Civil Engineer, or Architect; send the KML or shapefile of the location to <a href="mailto:subicmpdc@gmail.com">subicmpdc@gmail.com</a>  Office of the MPDC
3. Lot Plan duly signed by a licensed Geodetic Engineer	Geodetic Engineer
4. For a representative of the applicant, any of the following: (1 photocopy) <ul style="list-style-type: none"> <li>a. Special Power of Attorney</li> <li>b. Notarized Authorization Letter</li> </ul>	Property Owner
5. Additional documents may be requested if necessary	Provided by the client

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application form and requirements	1.1. Receive, review, and evaluate the documents 1.2. Identify the zoning classification of the area	None	20 minutes	Admin. Aide I/ Project Evaluation Officer MPDO
2. Wait for the issuance of the order of payment	2. Prepare and issue order of payment	None	5 Minutes	Admin. Aide I/ Project Evaluation Officer MPDO
3. Payment of fees	3. Receive payment and issue Official Receipt	P180.00	5 Minutes	Cashier Treasurer's Office
4. Submit a copy of the Official Receipt and wait for the text message for the release of the document.	4.1. Prepare the document and record the same in the logbook	None	20 minutes	Admin. Aide I/ Project Evaluation Officer MPDO
	4.2. Sign the document	None	2 days	OIC-Zoning Administrator  Municipal Mayor
	4.3. Release the document	None	10 minutes	Admin. Aide I/ Project Evaluation Officer MPDO
	<b>TOTAL</b>	<b>P180.00</b>	<b>2 days and 1 hour</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 3. ZONING CERTIFICATION FOR BUSINESS PERMIT

A Zoning Clearance is issued to business owners to ensure that their business complies with the Zoning Ordinance.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL PLANNING & DEVELOPMENT COORDINATOR
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	Business Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b><i>For presentation only:</i></b>	
1. Properly filled-out Application for Business Permit	Business Permit and Licensing Office (BPLO)
2. Business Registration Certificate	<ul style="list-style-type: none"> <li>For Sole Proprietorship: Department of Trade and Industry (DTI)</li> <li>For Corporation: Securities and Exchange Commission (SEC)</li> <li>For Cooperative: Cooperative Development Authority (CDA)</li> </ul>
3. Business Registration Certificate	Barangay where the business is located
<b><i>For submission:</i></b>	
1. Location of the establishment (any of the following): <ul style="list-style-type: none"> <li>a. A geotagged photo of the establishment shall be submitted in original digital format (JPEG) Email: subicmpdc@gmail.com</li> <li>• Subject: Business Geotagged Location (Name of Business)</li> <li>b. A printed location map generated from a digital mapping platform signed by the applicant.</li> </ul>	Client

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<p>Indicate the following captions:</p> <ul style="list-style-type: none"> <li>• For commercial building:             <ul style="list-style-type: none"> <li>• Floor area of the establishment</li> </ul> </li> <li>• For residential/agricultural building:             <ul style="list-style-type: none"> <li>• Total floor area of the building</li> <li>• Floor area used for business</li> </ul> </li> </ul>	Office of the MPDC
2. Additional documents may be requested if necessary	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application form and requirements	1.1. Receive, review, and evaluate the documents 1.2. Identify the zoning classification of the area	None	25 minutes	Admin. Aide I/ Project Evaluation Officer <i>MPDO</i>
2. Payment of fees	2.1. Prepare the document and record the same in the logbook	P180.00	5 minutes	Cashier <i>Treasurer's Office</i>
3. Wait for the text message for the release of the document.	3.1. Prepare the document and record the same in the logbook	None	20 minutes	Admin. Aide I/ Project Evaluation Officer <i>MPDO</i>
	3.2. Sign the document	None	2 days	OIC-Zoning Administrator
4. Receive the document	4. Release the document	None	10 minutes	Admin. Aide I/ Project Evaluation Officer <i>MPDO</i>
	<b>TOTAL</b>	<b>P180.00</b>	<b>2 days and 1 hour</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### Table of Fees for Locational Clearance

Based on Revenue Ordinance No. 2017-02, Section 109  
(Enacting the 2018 Municipal Revenue Code of Subic, Zambales)

Type of Project & Cost	Fee
<b>Residential Structure: Single Attached/Detached</b>	
P100,000 and below	P240
Over P100,000 to P200,000	P480
Over P200,000	P720 + 1/10 of 1% in excess of P200,000
<b>Apartments/Townhouses</b>	
P500,000.00 and below	P1,200
Over P500,000.00 to P2,000,000	P1,800
Over P2,000,000	P3,500 + 1/10 of 1% in excess of P2,000,000.00 regardless of the number of doors
<b>Dormitories</b>	
P2,000,000.00 and below	P3,000
Over P2,000,000.00	P3,000 + 1/10 of 1% in excess of P2,000,000 regardless of the number of doors
<b>Institutional</b>	
Below P2,000,000	P2,400
Over P2,000,000	P2,400 + 1/10 of 1% in excess of P2,000,000
<b>Commercial, Industrial, Agro-Industrial</b>	
Below P100,000	P1,200
Over P100,000 to P500,000	P1,800
Over P500,000 to P1,000,000	P2,400
Over P1,000,000 to P2,000,000	P3,600
Over P2,000,000	P6,000 + 1/10 of 1% in excess of P2,000,000 regardless of the number of doors
<b>Special Uses/Special Projects (gasoline station, cell sites, slaughterhouse, treatment plant, etc.)</b>	
Below P2,000,000	P6,000
Over P2,000,000	P6,000 + 1/10 of 1% in excess of P2,000,000.00
<b>Alteration/Expansion (Affected area/cost of expansion only)</b>	
UPLC Legal Research Fee	Same as original application
<b>Sign Permit</b>	
<b>Residential Zone</b>	
P200,000 and below	P500
Over P200,000	P500 + 1/10 of 1% in excess of P200,000.00
<b>Commercial Zone</b>	
P500,000 and below	P1,000
Over P500,000	P3,000



#### 4. LOCATIONAL CLEARANCE FOR SIMPLE/NON-CRITICAL PROJECTS (Simple Transaction or one that has no restriction)

A Locational Clearance is issued to property owners, individuals, or entities as a prerequisite for a Building Permit application. It certifies that the building and its proposed use comply with the Zoning Ordinance

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL PLANNING & DEVELOPMENT COORDINATOR
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C (Government to Citizen), G2B (Government to Business), G2G (Government to Government)
<b>Who may avail:</b>	Property owners, individuals, or entities applying for a Building Permit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application form ( <i>accomplished and notarized</i> ) (1 copy)	MPDC Office
2. Lot Plan with Vicinity Map signed and sealed by a Geodetic Engineer (Vicinity Map showing the existing land uses within a minimum of 100 meters radius from the lot boundary of the project site) (1 copy) (blueprint, whiteprint, or A3 size paper)	Geodetic Engineer
3. Site Development Plan showing the project site lot area boundaries and dimensions of proposed improvements within the project site (need not be drawn to scale) (1 copy) (blueprint, whiteprint, or A3 size paper)	Civil Engineer/Architect
4. Proof of ownership of the land (whichever is applicable) <ul style="list-style-type: none"> <li>a) Certificate of Title (OCT/TCT) (certified true copy)</li> <li>b) Latest Tax Declaration (certified true copy)</li> <li>c) Latest Certificate of Real Property Tax Payment (photocopy)</li> <li>d) Deed of Sale (photocopy)</li> <li>e) Contract of Lease (photocopy)</li> <li>f) Contract to Sell (photocopy)</li> <li>g) Extra-Judicial Settlement</li> <li>h) Special Power of Attorney (SPA) authorizing the use of the subject parcel of land and all lot documents relative thereto (photocopy)</li> <li>i) If public land, authorization from the</li> </ul>	Registry of Deeds Property Owner/Assessor's Office Property Owner/Treasurer's Office Property Owner Property Owner Property Owner Property Owner Property Owner Concerned agency

# MUNICIPALITY OF SUBIC

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appropriate government agency allowing the application to use the subject public land (photocopy)	
5. Barangay Clearance for Building Permit (1 photocopy)	Barangay where the property is located
6. Bill of Materials/Estimated Cost (1 photocopy)	Civil Engineer/Architect
7. For projects to be situated in rice and/or corn lands, endorsement/recommendation for the conversion into other uses (1 certified true copy)	Department of Agrarian Reform (DAR)
8. For Manufacturing projects, Description of Industry (1 photocopy), citing among others the following: a) Types and volume of raw materials used; b) Products manufactured or stored; c) Average production output/capacity per day/ week/ month; d) Industrial wastes and plans for pollution control; e) Description and flow or manufacturing processes.	Client
9. Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC) (1 certified true copy)  <i>Note: All projects covered by the Philippine Environmental Impact Statement System (PEISS) are required to submit ECC or CNC prior to the release of the document. The list of projects may be viewed at <a href="https://eia.emb.gov.ph/wp-content/uploads/2016/06/Revised-Procedural-Manual-DAO-03-30.pdf">https://eia.emb.gov.ph/wp-content/uploads/2016/06/Revised-Procedural-Manual-DAO-03-30.pdf</a>, pp. 59-74.</i>	Department of Environment & Natural Resources – Environmental Management Bureau (DENR-EMB) Region 3
10. Special Power of Attorney (SPA) of representative allowed to follow up or claim clearance (1 photocopy)	Client
11. Additional documents may be requested if necessary	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application form and requirements	1.1. Receive, review, and evaluate the documents 1.2. Identify the zoning classification of the area 1.3. Prepare and issue order of payment	None	25 minutes	Admin. Aide I/ Project Evaluation Officer MPDO

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2. Payment of fees	2. Receive payment and issue Official Receipt	Refer to the Table of Fees for Locational Clearance	5 Minutes	Cashier <i>Treasurer's Office</i>
3. Submit a copy of the Official Receipt and wait for the text message for the release of the document.	3.1. Prepare the document and record the same in the logbook	None	20 minutes	Admin. Aide I/ Project Evaluation Officer <i>MPDO</i>
	3.2. Sign the document	None	2 days	OIC-Zoning Administrator  Municipal Mayor
	3.3. Release the document	None	10 minutes	Admin. Aide I/ Project Evaluation Officer <i>MPDO</i>
	<b>TOTAL</b>	<b>Amount reflected in the Order of Payment</b>	<b>2 days and 1 hour</b>	

# MUNICIPALITY OF SUBIC

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### 5. LOCATIONAL CLEARANCE FOR SIMPLE/NON-CRITICAL PROJECTS

(Complex Transaction or one that has restrictions and requires technical evaluation, validation, or referral)

A Locational Clearance is issued to property owners, individuals, or entities as a prerequisite for a Building Permit application. It certifies that the building and its proposed use comply with the Zoning Ordinance.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL PLANNING & DEVELOPMENT COORDINATOR
<b>Classification:</b>	COMPLEX
<b>Type of Transaction:</b>	G2C (Government to Citizen), G2B (Government to Business), G2G (Government to Government)
<b>Who may avail:</b>	Property owners, individuals, or entities applying for a Building Permit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized Application form (original copy)	MPDC Office
2. Lot Plan with Vicinity Map signed and sealed by a Geodetic Engineer (Vicinity Map showing the existing land uses within a minimum of 100 meters radius from the lot boundary of the project site) (1 copy) (blueprint, whiteprint, or A3 size paper)	Geodetic Engineer
3. Site Development Plan showing the project site lot area boundaries and dimensions of proposed improvements within the project site (need not be drawn to scale) (1 copy) (blueprint, whiteprint, or A3 size paper)	Civil Engineer/Architect
4. Proof of ownership of the land (whichever is applicable)	
a) Certificate of Title (OCT/TCT) (certified true copy)	Registry of Deeds
b) Latest Tax Declaration (certified true copy)	Property Owner/Assessor's Office
c) Latest Certificate of Real Property Tax Payment (photocopy)	Property Owner/Treasurer's Office
d) Deed of Sale (photocopy)	Property Owner
e) Contract of Lease (photocopy)	Property Owner
f) Contract to Sell (photocopy)	Property Owner
g) Extra-Judicial Settlement	Property Owner
h) Special Power of Attorney (SPA) authorizing the use of the subject parcel of land and all lot documents relative thereto (photocopy)	Property Owner
a) If public land, authorization from the	Concerned agency

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appropriate government agency allowing the application to use the subject public land (photocopy)	
5. Barangay Clearance for Building Permit (1 photocopy)	Barangay where the property is located
6. Bill of Materials/Estimated Cost (1 photocopy)	Civil Engineer/Architect
7. For projects to be situated in rice and/or corn lands, endorsement/recommendation for the conversion into other uses (1 certified true copy)	Department of Agrarian Reform (DAR)
8. For Manufacturing projects, Description of Industry (1 photocopy), citing among others the following: a) Types and volume of raw materials used; b) Products manufactured or stored; c) Average production output/capacity per day/ week/ month; d) Industrial wastes and plans for pollution control; e) Description and flow or manufacturing processes.	Client
9. Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC) (1 certified true copy)  <i>Note: All projects covered by the Philippine Environmental Impact Statement System (PEISS) are required to submit ECC or CNC prior to the release of the document. The list of projects may be viewed at <a href="https://eia.emb.gov.ph/wp-content/uploads/2016/06/Revised-Procedural-Manual-DAO-03-30.pdf">https://eia.emb.gov.ph/wp-content/uploads/2016/06/Revised-Procedural-Manual-DAO-03-30.pdf</a>, pp. 59-74.</i>	Department of Environment & Natural Resources – Environmental Management Bureau (DENR-EMB) Region 3
10. Special Power of Attorney (SPA) of representative allowed to follow up or claim clearance (1 photocopy)	Client
11. Additional documents may be requested if necessary	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application form and requirements	1.1. Receive, review, and evaluate the documents 1.2. Evaluate the proposed project to determine if it is in conformance with the provisions	None	20 minutes	Admin. Aide I/ Project Evaluation Officer MPDO

# MUNICIPALITY OF SUBIC

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	of the Zoning Ordinance 1.3. Inter-agency referral 1.4. Prepare and issue order of payment		4 days  5 minutes	OIC-Zoning Administrator  Admin. Aide I/ Project Evaluation Officer <i>MPDO</i>
2. Payment of fees	2. Receive payment and issue Official Receipt	Refer to the Table of Fees for Locational Clearance	5 Minutes	Cashier <i>Treasurer's Office</i>
3. Submit a copy of the Official Receipt and wait for the text message for the release of the document.	3.1. Prepare the document and record the same in the logbook	None	20 minutes	Admin. Aide I/ Project Evaluation Officer <i>MPDO</i>
	3.2. Sign the document	None	2 days	OIC-Zoning Administrator  Municipal Mayor
	3.3. Release the document	None	10 minutes	Admin. Aide I/ Project Evaluation Officer <i>MPDO</i>
	<b>TOTAL</b>	<b>Amount reflected in the Order of Payment</b>	<b>6 days and 1 hour</b>	

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### 6. LOCATIONAL CLEARANCE FOR TELECOMMUNICATION FACILITIES

(Base Stations, Cellular Mobile Telephone Service, Paging Service, Trunking Service, Wireless Local Loop Service, and Other Wireless Communication Services)

(Department of Human Settlements and Urban Development [DHSUD] Department Order No. 2020-009, ARTA-DICT-DILG -DHSUD-DPWH-CAAP-DOH-FDA Joint Memorandum Circular No. 01, S. 2020, ARTA-DICT-DILG-DHSUD-BFP-DPWH-CAAP-NTC-DOH-FDA Revised Joint Memorandum Circular No. 01, S. 2021)

Locational Clearance is issued to proponents of a telecommunications facilities project as a prerequisite to a Building Permit application. It certifies that the building and its proposed use comply with the Zoning Ordinance.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL PLANNING & DEVELOPMENT COORDINATOR
<b>Classification:</b>	COMPLEX
<b>Type of Transaction:</b>	G2C (Government to Citizen), G2B (Government to Business),
<b>Who may avail:</b>	Proponent of Telecommunication Facilities Project

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized Application form (original copy)	Office of the MPDC
2. Site Plan, drawn to a minimum scale of 1:500, indicating the following features: (1 copy) (blueprint, whiteprint, or A3 size paper) a) Layout of proposed project showing all structures b) Area and boundaries of lot (property line)	Civil Engineer/Architect
3. Certificate of Title (OCT/TCT) in the applicant's name (1 certified true copy) a) In the absence of OCT/TCT, any of the following: (1 photocopy) 1. Tax Declaration with proof of ownership (certified true copy) 2. Contract to sell or lease with the owner 3. Written and duly notarized owner's consent to the applicant's use of the land/property as a site for the project	Land Registration Authority/Registry of Deeds  Property Owner/Assessor's Office  Property Owner  Property Owner

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<p>4. If the proposed project is to be located on a privately-owned land within a residential subdivision</p> <p>a) Written certification under oath executed by the responsible officer of the company that there is no other available or suitable site within the coverage area except the subject property inside the subdivision project, and said location will best serve the purpose of interconnectivity effectively and efficiently</p> <p>b) An Undertaking that they will conduct social preparation among the affected homeowners, households, or families</p>	<p>Proponent</p> <p>Proponent</p>
<p>5. Barangay Clearance (1 photocopy)</p>	<p>Barangay where the property is located</p>
<p>6. Bill of Materials and Estimated Cost (1 copy)</p>	<p>Civil Engineer/Architect</p>
<p>7. If the applicant is a juridical entity or cannot personally receive the approved Locational Clearance, Board Resolution, duly notarized Authorization, or Special Power of Attorney of persons allowed to receive the same for the applicant.</p>	<p>Proponent</p>
<p>8. Environmental Compliance Certificate, if the proposed project site is within an Environmentally Critical Area (ECA) (1 certified true copy)</p> <p><i>Note: All projects covered by the Philippine Environmental Impact Statement System (PEISS) are required to submit ECC or CNC prior to the release of the document. The list of projects may be viewed at <a href="https://eia.emb.gov.ph/wp-content/uploads/2016/06/Revised-Procedural-Manual-DAO-03-30.pdf">https://eia.emb.gov.ph/wp-content/uploads/2016/06/Revised-Procedural-Manual-DAO-03-30.pdf</a>, pp. 59-74.</i></p>	<p>Department of Environment &amp; Natural Resources – Environmental Management Bureau (DENR-EMB) Region 3</p>
<p>9. Special Land Use Permit, if the land classification of the proposed project site is a forest/timber land or one that is not yet classified as Alienable and Disposable Land under P.D. 705 (1 certified true copy)</p>	<p>Department of Environment &amp; Natural Resources</p>
<p>10. Free and Prior Informed Consent, if the proposed project site is within an ancestral domain (1 certified true copy)</p>	<p>National Commission on Indigenous Peoples (NCIP) Provincial Office</p>
<p>11. Land Use Conversion if the proposed project site requires conversion of agricultural land (1 certified true copy)</p>	<p>For above 5 hectares: Department of Agrarian Reform (DAR) Central Office For 5 hectares and below: Department of Agrarian Reform (DAR) Regional Office</p>
<p>12. PEZA Clearance if the proposed site is within an ECOZONE or any other area owned, administered, or operated by the PEZA (1</p>	<p>Philippine Economic Zone Authority (PEZA)</p>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



certified true copy)	
13. Affidavit of Undertaking certified by a Geodetic Engineer, attesting that the proposed structure will be built outside the CAAP Critical Areas as received and evaluated by the CAAP	Geodetic Engineer
14. Homeowner's Association Consent if the proposed PTTI is to be constructed within a residential community WITH a duly registered Homeowner's Association	Homeowner's Association
15. If the proposed project is to be constructed in a residential community WITHOUT a duly registered Homeowner's Association <ul style="list-style-type: none"> <li>a) Certification by the owner of the property that there is no existing duly registered homeowner's association on the proposed project site</li> <li>b) An Undertaking that they will conduct social preparation or will endeavor to educate the affected homeowners, households or families as to their health and safety protocols</li> </ul>	Property Owner  Client
16. Additional documents may be requested if necessary	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application form and requirements	1.1. Receive, review, and evaluate the documents	None	20 minutes	Admin. Aide I/ Project Evaluation Officer MPDO
	1.2. Evaluate the proposed project to determine if it is in conformance with the provisions of the Zoning Ordinance		4 days	OIC-Zoning Administrator
	1.3. Inter-agency referral, if necessary		5 minutes	Admin. Aide I/ Project Evaluation Officer MPDO
	1.4. Prepare and issue order of payment			

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



2. Payment of fees	2. Receive payment and issue Official Receipt	Refer to the Table of Fees for Locational Clearance	5 Minutes	Cashier <i>Treasurer's Office</i>
3. Submit a copy of the Official Receipt and wait for the text message for the release of the document.	3.1. Prepare the document and record the same in the logbook	None	20 minutes	Admin. Aide I/ Project Evaluation Officer <i>MPDO</i>
	3.2. Sign the document	None	2 days	OIC-Zoning Administrator  Municipal Mayor
	3.3. Release the document	None	10 minutes	Admin. Aide I/ Project Evaluation Officer <i>MPDO</i>
	<b>TOTAL</b>	<b>Amount reflected in the Order of Payment</b>	<b>6 days and 1 hour</b>	



### 7. LOCATIONAL CLEARANCE FOR FUNERAL ESTABLISHMENTS (Development or Expansion)

*(HLURB Board Resolution No. 638, series of 1999)*

Locational Clearance is issued to proponents of funeral establishment projects as a prerequisite to a Building Permit application. It certifies that the building and its proposed use comply with the Zoning Ordinance.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL PLANNING & DEVELOPMENT COORDINATOR
<b>Classification:</b>	COMPLEX
<b>Type of Transaction:</b>	G2C (Government to Citizen), G2B (Government to Business)
<b>Who may avail:</b>	Proponent of Funeral Establishment Project

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized Application form (original copy)	Office of the MPDC
2. Vicinity Map, drawn to a scale of 1:10,000, showing clearly and specifically the exact location of the proposed site and all existing adjacent land uses/establishments within a 500-meter radius (1 copy) (blueprint, whiteprint, or A3 size paper)	Geodetic Engineer
3. Site Development Plan, drawn to a scale of 1:200, indicating the following features: (1 copy) (blueprint, whiteprint, or A3 size paper) a) Lot property boundaries b) Building layout and future expansion area (if any) c) Entrance or exit to the main service road and parking.	Civil Engineer/Architect
4. Certificate of Title (OCT/TCT) in the applicant's name (1 certified true copy) a) In the absence of OCT/TCT, any of the following: 1. Tax Declaration with proof of ownership (certified true copy) 2. Contract to sell or lease with the owner (photocopy) 3. Written and duly notarized owner's consent to the applicant's use of the land/property as a site for the project (photocopy)	Land Registration Authority/Registry of Deeds  Property Owner/Assessor's Office  Property Owner  Property Owner
5. Floor plan showing the different areas or rooms within the building (blueprint, whiteprint, or A3 size paper)	Civil Engineer/Architect

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6. Barangay Clearance for Building Permit purposes (1 photocopy)	Barangay where the project is to be located
7. Bill of Materials and Estimated Cost (1 photocopy)	Civil Engineer/Architect
8. If the applicant is a juridical entity or cannot personally receive the approved Locational Clearance, Board Resolution, duly notarized Authorization, or Special Power of Attorney of persons allowed to receive the same for the applicant. (1 photocopy)	Proponent
9. Environmental Compliance Certificate, if the proposed project site is within an Environmentally Critical Area (ECA) (1 certified true copy)  <i>Note: All projects covered by the Philippine Environmental Impact Statement System (PEISS) are required to submit ECC or CNC prior to the release of the document. The list of projects may be viewed at <a href="https://eia.emb.gov.ph/wp-content/uploads/2016/06/Revised-Procedural-Manual-DAO-03-30.pdf">https://eia.emb.gov.ph/wp-content/uploads/2016/06/Revised-Procedural-Manual-DAO-03-30.pdf</a>, pp. 59-74.</i>	Department of Environment & Natural Resources – Environmental Management Bureau (DENR-EMB) Region 3
10. For Category II and III, existing valid contract with a Category I establishment for embalming purposes (1 photocopy verified against the original)	Proponent
11. Additional documents may be requested if necessary	Proponent

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application form and requirements	1.1. Receive, review, and evaluate the documents	None	20 minutes	Admin. Aide I/ Project Evaluation Officer MPDO
	1.2. Evaluate the proposed project to determine if it is in conformance with the provisions of the Zoning Ordinance		4 days	OIC-Zoning Administrator
	1.3. Inter-agency referral, if necessary		5 minutes	Admin. Aide I/ Project Evaluation Officer MPDO
	1.4. Prepare and issue order of payment			

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2. Payment of fees	2. Receive payment and issue Official Receipt	Refer to the Table of Fees for Locational Clearance	5 Minutes	Cashier <i>Treasurer's Office</i>
3. Submit a copy of the Official Receipt and wait for the text message for the release of the document.	3.1. Prepare the document and record the same in the logbook	None	20 minutes	Admin. Aide I/ Project Evaluation Officer <i>MPDO</i>
	3.2. Sign the document	None	2 days	OIC-Zoning Administrator  Municipal Mayor
	3.3. Release the document	None	10 minutes	Admin. Aide I/ Project Evaluation Officer <i>MPDO</i>
	<b>TOTAL</b>	<b>Amount reflected in the Order of Payment</b>	<b>6 days and 1 hour</b>	

### 8. LOCATIONAL CLEARANCE FOR LAND TRANSPORTATION TERMINALS AND GARAGES (Bus Stations/Terminals, Freight/Truck Terminals, Jeepney/Taxi Terminals, Garages)

(HLURB Board Resolution No. 408, Series of 1988)

Locational Clearance is issued to proponents of land transportation terminal and garage projects as a prerequisite to a Building Permit. It certifies that the building and its proposed use comply with the Zoning Ordinance.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL PLANNING & DEVELOPMENT COORDINATOR
<b>Classification:</b>	COMPLEX
<b>Type of Transaction:</b>	G2C (Government to Citizen), G2B (Government to Business),
<b>Who may avail:</b>	Proponent of Land Transportation Terminals and Garage Project

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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized Application form (original copy)	Office of the MPDC
2. Vicinity Map, drawn to a scale of 1:5,000, showing clearly and specifically the exact location of the proposed site and all existing adjacent land uses and circulation system within a 500-meter radius. The map should also indicate, within a 1,000-meter radius, other transport-related establishments like ports, terminals, transport model interchanges, and other terminals, including waiting sheds, loading and unloading zones (1 copy) (blueprint, whiteprint, or A3 size paper)	Geodetic Engineer
3. Site Plan, drawn to a scale of 1:500 or larger, indicating the following features: (1 copy) (blueprint, whiteprint, or A3 size paper) a) Layout of proposed project showing all structures and future expansion, if any b) All entrances and exits to public roads c) Area and boundaries of lot (property line)	Civil Engineer/Architect
4. Certificate of Title (OCT/TCT) in the applicant's name (1 certified true copy) a. In the absence of OCT/TCT, any of the following: (1 photocopy) • Contract to sell or lease • Written and duly notarized owner's consent to the applicant's use of the land/property as site for the project	Land Registration Authority/Registry of Deeds  Property Owner Property Owner
5. Barangay Clearance (1 photocopy)	Barangay where the property is located
6. Bill of Materials and Estimated Cost (1 copy)	Civil Engineer/Architect
7. If the applicant is a juridical entity or cannot personally receive the approved Locational Clearance, Board Resolution, duly notarized Authorization or Special Power of Attorney of persons allowed to receive the same for the applicant. (1 photocopy)	Proponent
8. DAR Clearance, if the project requires conversion of tenanted rice and corn lands to urban uses (non-agricultural) (1 certified true copy)	Department of Agrarian Reform
9. Additional documents may be requested if necessary	Proponent

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application form and requirements	1.1. Receive, review, and evaluate the documents	None	20 minutes	Admin. Aide I/ Project Evaluation Officer MPDO
	1.2. Evaluate the proposed project to determine if it is in conformance with the provisions of the Zoning Ordinance		4 days	OIC-Zoning Administrator
	1.3. Inter-agency referral, if necessary			
	1.4. Prepare and issue order of payment		5 minutes	Admin. Aide I/ Project Evaluation Officer MPDO
2. Payment of fees	2. Receive payment and issue Official Receipt	Refer to the Table of Fees for Locational Clearance	5 Minutes	Cashier Treasurer's Office
3. Submit a copy of the Official Receipt and wait for the text message for the release of the document.	3.1. Prepare the document and record the same in the logbook	None	20 minutes	Admin. Aide I/ Project Evaluation Officer MPDO
	3.2. Sign the document	None	2 days	OIC-Zoning Administrator  Municipal Mayor
	3.3. Release the document	None	10 minutes	Admin. Aide I/ Project Evaluation Officer MPDO

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	<b>TOTAL</b>	<b>Amount reflected in the Order of Payment</b>	<b>6 days and 1 hour</b>	
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### 9. LOCATIONAL CLEARANCE FOR POULTRY AND PIGGERY PROJECTS

(HLURB Board Resolution No. §-674, Series of 2000)

Locational Clearance is issued to proponents of poultry and piggery projects as a prerequisite to a Building Permit application. It certifies that the building and its proposed use comply with the Zoning Ordinance.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL PLANNING & DEVELOPMENT COORDINATOR
<b>Classification:</b>	COMPLEX
<b>Type of Transaction:</b>	G2C (Government to Citizen), G2B (Government to Business),
<b>Who may avail:</b>	Proponent of Poultry or Piggery Project

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized Application form (original copy)	Office of the MPDC
2. Vicinity Map, drawn to a scale of 1:10,000, showing clearly and specifically the exact location of the proposed site and all existing adjacent land uses/establishments within a 500-meter radius from the proposed site and access road leading to it signed by a duly licensed geodetic engineer (1 copy) (blueprint, whiteprint, or A3 size paper)	Geodetic Engineer
3. Site Plan, drawn to a scale of 1:500 or larger, indicating the following features: ( <i>blueprint, whiteprint, or A3 size paper</i> ) <ul style="list-style-type: none"> <li>a) Layout of proposed project showing all structures and future expansion, if any</li> <li>b) All entrances and exits to public roads</li> <li>c) Area and boundaries of lot (property line)</li> </ul>	Civil Engineer/Architect
4. Certificate of Title (OCT/TCT) in the applicant's name (1 certified true copy) <ul style="list-style-type: none"> <li>a. In the absence of OCT/TCT, any of the following: (1 photocopy)                             <ul style="list-style-type: none"> <li>• Contract to sell or lease</li> <li>• Written and duly notarized owner's consent to the applicant's use of the land/property as site for the project</li> </ul> </li> </ul>	Land Registration Authority/Registry of Deeds  Property Owner Property Owner

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5. Barangay Clearance (1 photocopy)	Barangay where the property is located
6. Bill of Materials and Estimated Cost (1 copy)	Civil Engineer/Architect
7. If the applicant is a juridical entity or cannot personally receive the approved Locational Clearance, Board Resolution, duly notarized Authorization or Special Power of Attorney of persons allowed to receive the same for the applicant.	Proponent
8. DAR Clearance, if the project requires conversion of tenanted rice and corn lands to urban uses (non-agricultural) (certified true copy)	Department of Agrarian Reform
9. Additional documents may be requested if necessary	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application form and requirements	1.1. Receive, review, and evaluate the documents	None	20 minutes	Admin. Aide I/ Project Evaluation Officer MPDO
	1.2. Evaluate the proposed project to determine if it is in conformance with the provisions of the Zoning Ordinance		4 days	OIC-Zoning Administrator
	1.3. Inter-agency referral, if necessary 1.4. Prepare and issue order of payment		5 Minutes	Admin. Aide I/ Project Evaluation Officer MPDO
2. Payment of fees	2. Receive payment and issue Official Receipt	Refer to the Table of Fees for Locational Clearance	5 Minutes	Cashier Treasurer's Office

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3. Submit a copy of the Official Receipt and wait for the text message for the release of the document.	3.1. Prepare the document and record the same in the logbook	None	20 minutes	Admin. Aide I/ Project Evaluation Officer <i>MPDO</i>
	3.2. Sign the document	None	2 days	OIC-Zoning Administrator  Municipal Mayor
	3.3. Release the document	None	10 minutes	Admin. Aide I/ Project Evaluation Officer <i>MPDO</i>
	<b>TOTAL</b>	<b>Amount reflected in the Order of Payment</b>	<b>6 days and 1 hour</b>	



### 10. LOCATIONAL CLEARANCE FOR ADVERTISING BILLBOARDS AND BUSINESS SIGNS

Every business owner or operator of advertising billboards or business signs who wants to put up or display advertising billboards or business signs for public view, whether on or off premises of an establishment, shall apply for a locational clearance to ensure that the advertising billboard or business sign conforms with the provisions of the Comprehensive Land Use Plan (CLUP) and Zoning Ordinance (ZO).

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL PLANNING & DEVELOPMENT COORDINATOR
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen), G2B (Government to Business), G2G (Government to Government)
<b>Who may avail:</b>	Business owner or operator of advertising billboards or business signs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized Application form (original copy)	Office of the MPDC
2. Lot Plan with Vicinity Map signed and sealed by a Geodetic Engineer (Vicinity Map showing the existing land uses within a minimum of 100 meters radius from the lot boundary of the project site) (1 copy) (blueprint, whiteprint, or A3 size paper)	Geodetic Engineer
3. Billboard or Sign Plan showing the project site lot area boundaries and dimensions of proposed improvements within the project site (need not be drawn to scale) (1 copy) (blueprint, whiteprint, or A3 size paper)	Civil Engineer/Architect/Applicant
4. Proof of ownership of the land (whichever is applicable) <ul style="list-style-type: none"> <li>a) Certificate of Title (OCT/TCT) (<i>certified true copy</i>)</li> <li>b) Latest Tax Declaration (<i>certified true copy</i>)</li> <li>c) Latest Certificate of Real Property Tax Payment (<i>photocopy</i>)</li> <li>d) Deed of Sale (<i>photocopy</i>)</li> <li>e) Contract of Lease (<i>photocopy</i>)</li> <li>f) Contract to Sell (<i>photocopy</i>)</li> <li>g) Extra-Judicial Settlement (<i>photocopy</i>)</li> <li>h) Special Power of Attorney (SPA) authorizing the use of the subject parcel of land and all lot documents relative thereto (<i>photocopy</i>)</li> <li>i) If public land, authorization from the</li> </ul>	Registry of Deeds Property Owner/Assessor's Office Property Owner/Treasurer's Office Property Owner Property Owner Property Owner Property Owner Property Owner

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	appropriate government agency allowing the application to use the subject public land ( <i>photocopy verified against the original</i> )	Concerned agency		
5. Barangay Clearance for Sign Permit (1 photocopy)		Barangay where the property is located		
6. Bill of Materials and Estimated Cost (1 copy)		Civil Engineer/Architect		
7. Additional documents may be requested if necessary				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application form and requirements	1.1. Receive, review, and evaluate the documents 1.2. Identify the zoning classification of the area 1.3. Prepare and issue order of payment	None	25 minutes	Admin. Aide I/ Project Evaluation Officer MPDO
2. Payment of fees	2. Receive payment and issue Official Receipt	Refer to the Table of Fees for Locational Clearance	5 Minutes	Cashier Treasurer's Office
3. Submit a copy of the Official Receipt and wait for the text message for the release of the document.	3.1. Prepare the document and record the same in the logbook	None	20 minutes	Admin. Aide I/ Project Evaluation Officer MPDO
	3.2. Sign the document	None	2 days	OIC-Zoning Administrator  Municipal Mayor
	3.3. Release the document	None	10 minutes	Admin. Aide I/ Project Evaluation Officer MPDO
	<b>TOTAL</b>	Amount reflected in the Order of Payment	<b>2 days and 1 hour</b>	

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### Preliminary Approval & Locational Clearance (PALC) of Subdivision (including Townhouse) & Condominium Subdivision Plan

Based on Revenue Ordinance No. 2017-02, Section 109  
(Enacting the 2018 Municipal Revenue Code of Subic, Zambales)

<b>Fees per Type of Development</b>	<b>Amount</b>
<b><i>For Projects under PD 957 (Subdivision, Condominium, Townhouse)</i></b>	
Preliminary Approval & Locational Clearance (PALC)	
• Processing Fee	P300.00/ha. or a fraction thereof
• Inspection Fee	P1,200.00/ha regardless of density
Final Approval & Development Permit	
• Processing Fee	P2,400/ha. regardless of density
• Additional Fee on floor area of housing component	P2.40/sq.m.
• Inspection Fee (not to be charged if already paid in PALC Fee)	P1,200/ha. regardless of density
Alteration of Plan	Same as Final Approval & Development Permit
<b><i>Subdivision Projects under BP 220 (Socialized and Economic Housing)</i></b>	
<b><i>Socialized Housing</i></b>	
Preliminary Approval & Locational Clearance (PALC)	
• Processing Fee	P75.00/ha.
• Inspection Fee	P200.00/ha.
Final Approval & Development Permit	
• Processing Fee	P500/ha.
• Inspection Fee (not to be charged if already paid in PALC Fee)	P200/ha.
Alteration of Plan	Same as Final Approval & Development Permit
<b><i>Economic Housing</i></b>	
Preliminary Approval & Locational Clearance (PALC)	
• Processing Fee	P180.00/ha.
• Inspection Fee	P600.00/ha.
Final Approval & Development Permit	
• Processing Fee	P1,200/ha.
• Inspection Fee (not to be charged if already paid in PALC Fee)	P600/ha.
Alteration of Plan	Same as Final Approval & Development Permit
<b><i>Industrial/Commercial Subdivision</i></b>	
Preliminary Approval & Locational Clearance (PALC)	
• Processing Fee	P360.00/ha.
• Inspection Fee	P1,200.00/ha.
Final Approval & Development Permit	
• Processing Fee:	P600/ha.
• Inspection Fee (not to be charged	P1,200/ha.

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if already paid in PALC Fee)	
Alteration of Plan	Same as Final Approval & Development Permit
<b>Farm lot Subdivision</b>	
Final Approval and Development Permit	
Processing Fee:	P600/ha
Inspection Fee (not to be charged if already paid in PALC Fee)	P1,200/ha
Alteration of Plan	Same as Final Approval & Development Permit
<b>Other Transactions</b>	
Change of Name/Ownership	P1,200.00
Revalidation/Renewal of Permit	50% of assessed current processing fee including inspection fee

### Table of Fees Preliminary Approval & Locational Clearance (PALC) of Memorial Park/ Cemetery Plan

Based on Revenue Ordinance No. 2017-02, Section 109  
(Enacting the 2018 Municipal Revenue Code of Subic, Zambales)

<b>Fees per Type of Development</b>	<b>Amount</b>
<b>Memorial Park</b>	
Preliminary Approval & Locational Clearance (PALC)	
• Processing Fee	P600.00/ha.
• Inspection Fee	P1,200.00/ha.
Final Approval & Development Permit	
• Processing Fee	P2.40/sq.m.
• Inspection Fee (not to be charged if already paid in PALC Fee)	P1,200.00/ha.
Alteration of Plan	Same as Final Approval & Development Permit
<b>Cemetery</b>	
Preliminary Approval & Locational Clearance (PALC)	
• Processing Fee	P240.00/ha.
• Inspection Fee	P600.00 /ha.
Final Approval & Development Permit	
• Processing Fee	P1.20/sq.m.
• Inspection Fee (not to be charged if already paid in PALC Fee)	P600.00 /ha.
Alteration of Plan	Same as Final Approval & Development Permit
<b>Other Transactions</b>	
Change of Name/Ownership	P1,200.00
Revalidation/Renewal of Permit	50% of assessed current processing fee including inspection fee

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### 11. PRELIMINARY APPROVAL AND LOCATIONAL CLEARANCE (PALC) AND DEVELOPMENT PERMIT FOR SUBDIVISION, CEMETERY, AND MEMORIAL PARK PROJECTS

*(DHSUD Department Circular No. 2024-005, Series of 2024)*

This service is available to registered landowners and/or developers, regardless of land area, who intend to develop a parcel of land into any type of subdivision, cemetery, or memorial project and seek approval of the corresponding development plan.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL PLANNING & DEVELOPMENT COORDINATOR
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B (Government to Business, G2G (Government to Government)
<b>Who may avail:</b>	Proponent for Subdivision (residential, commercial, industrial), Cemetery and Memorial Park Projects, and Socialized housing programs, including those non-saleable, resettlement, and/or relocation programs of attached Key Shelter Agencies and other government and non-government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent addressed to the Mayor (original copy)	Client
2. Subdivision Development Plan (prepared, signed and sealed by any licensed and registered architect, environmental planner, civil engineer or geodetic engineer) consisting of the site development plan at any of the following scales: 1:200; 1:1,000; or any scale not exceeding 1:2,000; showing all proposals including the following: a) Roads, easements or right-of-way and roadway width, alignment, gradient, and similar data for alleys, if any b) Lot numbers, lines and areas and block numbers c) Site data such as number of residential and saleable lots, typical lot size, parks and playgrounds and open spaces.	Geodetic Engineer
3. Plans (blueprint) specifications (photocopy), bill of materials and cost estimates (photocopy) duly signed and sealed by the appropriate licensed professionals	Civil Engineer or Architect
4. Documents duly signed and sealed by a licensed geodetic engineer:	Geodetic Engineer

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- a) Vicinity map indicating the adjoining land uses, access, as well as existing facilities and utilities at least within 500 meters from the property boundaries of the project, drawn to any convenient scale.
- b) Topographic Plan to include the following:
  1. Boundary Lines: bearings, distances, tie point or reference point, geographic coordinates of the tie point or Bureau of Lands Locational Monument (BLLM);
  2. Streets, easements, width, and elevation of road right-of-way within the project and adjacent subdivisions/areas;
  3. Utilities within and adjacent to the proposed subdivision project; location, sizes, and invert elevations of sanitary and storm or combined sewers; location of gas lines, fire hydrants, electric and telephone poles, and streetlights, if any. If water mains and sewers are not within or adjacent to the subdivision, indicate the direction and distance to and size of the nearest one, showing invert elevations of sewers, if applicable;
  4. Ground elevation of the subdivision:
    - For ground that slopes less than 2%, indicate spot elevations at all breaks in grade, along all drainage channels, and at selected points not more than 25 meters apart in all directions
    - For ground slopes more than 2%, either indicate contours with an interval of not more than 0.5 meter, if necessary, due to irregular land or need for more detailed preparation of plans and construction drawings.
  5. Water courses, marshes, rock and wooded areas, presence of

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<p>preservable trees in caliper diameter of 200 millimeters, houses, barns, shacks, and other significant features.</p> <p>6. Proposed public improvements: highways or other major improvements planned by public authorities for future construction within/adjacent to the subdivision.</p> <p>c) Survey Plan of the lot(s) as described in TCT(s)</p>	
<p>5. Title(s) (certified true copy), Tax Declaration (certified true copy), and Latest Real Property Tax Receipt (photocopy)</p>	<p>Land Title – Registry of Deeds Tax Declaration – Assessor’s Office Tax Receipts – Treasurer’s Office</p>
<p>6. Right to use or deed of sale of right-of-way for access road and other utilities when applicable, subject to just compensation for private land. (1 photocopy)</p>	<p>Property Owner</p>
<p>7. Civil and Sanitary Works Design Engineering Plans/construction drawings based on applicable engineering code and design criteria to include the following:</p> <p>a) Road (geometric and structural) design/plan duly signed and sealed by a licensed civil engineer</p> <ol style="list-style-type: none"> <li>1. Profile derived from existing topographic map, showing the vertical control, designated grade, curve elements and all information needed for construction</li> <li>2. Typical roadway sections showing relative dimensions of pavement, sub-base and base preparation, curbs and gutters, sidewalks, shoulders benching and others</li> <li>3. Details of miscellaneous structures such as curb and gutter (barrier, mountable and drop), slope protection wall, rip rapping and retaining wall.</li> </ol> <p>b) Storm Drainage and Sanitary Sewer System duly signed and sealed by a licensed sanitary engineer or civil engineer.</p> <ol style="list-style-type: none"> <li>1. Profile showing the hydraulic gradients and properties of sanitary and storm drainage lines including</li> </ol>	<p>Civil Engineer or Architect</p>

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<p>structures in relation with the road grade line.</p> <p>2. Details of sanitary and storm drainage lines and miscellaneous structures such as various types of manholes, catch basins, inlets (curb, gutter, and drop), culverts and channel linings.</p> <p>c) Site Grading Plan with the finished contour lines superimposed on the existing ground the limits of earthwork embankment slopes, cut slopes, surface drainage, drainage outfalls and others</p>	
<p>8. Water System Layout and details duly signed and sealed by a licensed sanitary engineer or civil engineer. Should a pump motor have a horsepower (HP) rating of 50 HP or more, its pump rating and specifications shall be signed and sealed by a professional mechanical engineer (blueprint)</p>	<p>Sanitary Engineer or Civil Engineer or Mechanical Engineer</p>
<p>9. Certified true copy of Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC), whichever is applicable (certified true copy)</p> <ul style="list-style-type: none"> <li>• In the absence of ECC due to its pending application, an Undertaking (original copy) to submit the same prior to the issuance of the Development Permit with proof of filing (photocopy)</li> </ul>	<p>DENR</p>
<p>10. Earthquake hazard assessment (photocopy)</p>	<p>Philippine Institute of Volcanology and Seismology (PHIVOLCS)</p>
<p>11. Zoning Certification (original copy)</p>	<p>Office of the MPDC</p>
<p>12. Project description (photocopy) to include the following:</p> <ol style="list-style-type: none"> <li>a) Project profile indicating the cost of raw land and its development (total project cost), amortization schedule, sources of financing, cash flow, architectural plan, if any, and work program;</li> <li>b) Audited financial statement for the last 3 preceding years</li> <li>c) Income tax return for the last 3 preceding years</li> <li>d) Certificate of Registration from Securities and Exchange Commission (SEC)</li> <li>e) Articles of Incorporation or partnership</li> <li>f) Corporation by-laws and all implementing</li> </ol>	<p>Client</p>

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<p>amendments</p> <p>g) For new corporation (3 years and below), statement of capitalization and sources of income and cash flow to support work program.</p>	
<p>13. Water Distribution System Plan (blueprint) and Certificate of Service Coverage (photocopy) from the local water district for water supply, whichever is applicable, or a Permit to Drill (photocopy) duly approved by the National Water Resources Board (NWRB)</p>	<p>Subic Water District or National Water Resources Board (NWRB)</p>
<p>14. Electrical Plan (blueprint) duly certified by professional electrical engineer and a Certificate of Service Coverage (photocopy) from local power distribution utility company or electric cooperative</p>	<p>Electrical Engineer ZAMECO II</p>
<p>15. Traffic Impact Assessment (TIA) (photocopy) for subdivision projects pursuant to existing guidelines</p>	<p>Client</p>
<p>16. List of names of duly licensed professionals who signed the plans and other similar documents in connection with application filed indicating the following information: (photocopy)</p> <p>a) Full name</p> <p>b) Professional license number, date of issue and expiration of its validity</p> <p>c) Professional tax receipt and date of issue</p> <p>d) Taxpayer's Identification Number (TIN)</p>	<p>Client</p>
<p>17. Special/temporary permit (photocopy) from the Professional Regulation Commission (PRC) and a separate permit from the Department of Labor and Employment (DOLE) for foreign architects who signed on plans required under the Implementing Rules and Regulations of PD 957</p>	<p>Professional Regulation Commission (PRC) Department of Labor and Employment (DOLE)</p>
<p><b>Additional Requirements for Cemetery and/or Memorial Park</b></p>	
<p>18. Landscaping plan (blueprint) indicating plant/tree species and other natural/man-made landscaping features duly signed and sealed by a licensed landscape architect</p>	<p>Landscape Architect</p>
<p>19. Permit from the Department of Public Works and Highways (DPWH), when necessary (photocopy)</p>	<p>Department of Public Works and Highways (DPWH)</p>
<p>20. Joint Affidavit of owner and/or developer and licensed environmental planner that the memorial park and cemetery plan conforms to</p>	<p>Client</p>



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2. Submit a copy of the ordinance granting the Development Permit, wait for the issuance of the order of payment, and pay at the Treasurer's Office	2. Issue the order of payment	Refer to the Table of Fees for the Approval of Subdivision Plan, Memorial Park and Cemetery Plan	10 minutes	Admin. Aide I/ Project Evaluation Officer MPDO
3. Give the Official Receipt and wait for the issuance of the document.	3.1. Prepare the document and record the same in the logbook	None	10 minutes	Admin. Aide I/ Project Evaluation Officer MPDO
	3.2. Sign the document	None	2 days	OIC-Zoning Administrator  Municipal Mayor
	3.3. Release the document	None	10 minutes	Admin. Aide I/ Project Evaluation Officer MPDO
	<b>TOTAL</b>	<b>Amount reflected in the Order of Payment</b>	<b>37 days and 1 hour</b>	



### 12. STAMPING AND SIGNING OF THE APPROVED SUBDIVISION, MEMORIAL PARK, CEMETERY PLAN

This service involves the official stamping of duly approved subdivision, memorial park, and cemetery development plans by the LGU. The stamping signifies that the plans have undergone proper review and received the necessary approvals, making them ready for implementation, reference, and record-keeping. It ensures authenticity, facilitates compliance with regulatory requirements, and serves as a basis for future transactions, monitoring, and development control.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL PLANNING & DEVELOPMENT COORDINATOR
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B (Government to Business),
<b>Who may avail:</b>	Proponent for Subdivision (residential, commercial, industrial), Cemetery and Memorial Park Projects, and Socialized housing programs, including those non-saleable, resettlement, and/or relocation programs of attached Key Shelter Agencies and other government and non-government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Development Permit ( <i>photocopy</i> )	Proponent
2. Set(s) of plans ( <i>blueprint or whiteprint</i> )	Proponent

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.. Submit the requirements and wait for MPDO's notification for the release of the stamped and signed plans	1.1. Verify the submitted Development Permit and the copy of the subdivision plan against the office file	None	30 minutes	Admin. Aide I/ Project Evaluation Officer MPDO
	1.2. Preparation, printing, and cutting of stamps	None	30 minutes	
	1.3. Stamping of plans	None	30 minutes for 15 sheets	
	1.4. Organize the stamped plans	None	10 minutes for 15 sheets	

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	1.5. Transmit the stamped plans to the signatories f. Sign the stamped plans	None  None	10 minutes  2 days	OIC-Zoning Administrator  Municipal Mayor
2. Receive the stamped and signed plans	2.1. Organize the signed plans 2.2. Release the signed plans	None	30 minutes	Admin. Aide I/ Project Evaluation Officer MPDO
	<b>TOTAL</b>	<b>None</b>	<b>2 days, 2 hours And 20 minutes</b>	

### Table of Fees for Other Transactions

Based on Revenue Ordinance No. 2017-02, Section 109  
(Enacting the 2018 Municipal Revenue Code of Subic, Zambales)

Type of Document	Amount
Certification of Town Plan/Zoning Ordinance Approval	P180.00
Certificate of "No Record on File"	P240.00
Others not listed above	P180.00
Zoning Certification for Academic Purpose	Free

### 13. OTHER CERTIFICATIONS AND CERTIFIED TRUE COPY OF THE DOCUMENTS/PLANS

This service assists clients in requesting and obtaining certifications and certified true copies of documents or plans for personal, business, academic, or official use.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL PLANNING & DEVELOPMENT COORDINATOR		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C (Government to Citizen)/G2B (Government to Business)		
<b>Who may avail:</b>	Real property owners, developers, and other interested parties		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Request letter addressed to the Honorable Mayor or an accomplished request form (original copy or photocopy with RECEIVED stamp from the Office of the Mayor), with the following details: <ul style="list-style-type: none"> <li>specific document to be acquired</li> <li>the purpose of the request</li> </ul>		Request letter – Client Request form – MPDO	

# MUNICIPALITY OF SUBIC

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter/accomplished request form	1.1. Receive the request 1.2. Search the document 1.3. Prepare the document 1.4. Prepare the order of payment	Please refer to the Table of Fees for other transaction	40 minutes	Admin. Aide I/ Project Evaluation Officer MPDO
2. Payment of fees	2. Receive payment and issue Official Receipt	Please refer to the Table of Fees for other transactions	5 Minutes	Cashier Treasurer's Office
3. Submit a copy of the Official Receipt and wait for the text message for the release of the document.	3.1. Prepare the document and record the same in the logbook	None	20 minutes	Admin. Aide I/ Project Evaluation Officer MPDO
	3.2. Sign the document	None	2 days	OIC-Zoning Administrator  Municipal Mayor
4. Receive the document	4. Release the document	None	10 minutes	Admin. Aide I/ Project Evaluation Officer MPDO
	<b>TOTAL</b>	<b>Amount reflected in the Order of Payment</b>	<b>2 days, 1 hour and 15 minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 14. INFORMATION AND DATA REQUEST ASSISTANCE

This service provides assistance to individuals, businesses, and other entities in accessing and obtaining information or data for personal, commercial, academic, or official use.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL PLANNING & DEVELOPMENT COORDINATOR
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen), G2B (Government to Business), G2G (Government to Government)
<b>Who may avail:</b>	Any individual or entity that wishes to acquire municipal information/data for personal, business, or academic purposes.

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter addressed to the Honorable Mayor or an accomplished request form (original copy or photocopy with RECEIVED stamp from the Office of the Mayor), with the following details: <ul style="list-style-type: none"> <li>• specific document to be acquired</li> <li>• the purpose of the request</li> </ul>			Request letter – Client Request form – MPDO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter/accomplished request form	1.1 Receive the request 1.2. Determine the availability of the document and refer to other offices or agencies, if needed	None	5 minutes	Admin. Aide I/ Project Evaluation Officer <i>MPDO</i>
2. Wait for the issuance of the documents (hard or soft copy).	2.1. Prepare the requested documents and issue them (in hard copy) or email them (in soft copy).	None	1 hour	Admin. Aide I/ Project Evaluation Officer <i>MPDO</i>
	<b>TOTAL</b>	<b>None</b>	<b>1 hour and 5 minutes</b>	



**OFFICE OF THE MUNICIPAL  
ENVIRONMENT AND NATURAL  
RESOURCES OFFICER  
External Services**

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 1. CERTIFICATE OF NO OBJECTION FOR TREE CUTTING/TRIMMING PERMIT

Homeowners, property managers, developers, businesses, institutions, or any individual/organization needing permission to cut or trim trees on private or public property as required by local ordinance.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICER
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen), G2B (Government to Business), G2B (Government to Government)
<b>Who may avail:</b>	Homeowners, property managers, developers, businesses, institutions, or any individual/organization

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter addressed to Mayor through MENRO (1 copy)	Provided by the Client
2. Proof of Ownership or right over the property (whichever is applicable) (1 copy) <u>For the property owner</u> • Land Title and Tax Declaration <u>For the property owner and the property has not yet been transferred to his name</u> • Land Title and Tax Declaration under the name of the former owner, plus any of the following: - Deed of Sale - Contract to Sell - Extra-Judicial Settlement <u>For a non-owner of the property</u> • Land Title and Tax Declaration, plus any of the following, whichever is applicable): - Lease Agreement - Authorization from the Property Owner to use the subject lot <u>For untitled or undeclared property</u> • Certificate of Residency or Actual Occupancy <u>For the land of the public domain or owned by the State</u> • Authorization to use the subject parcel of land	Registry of Deeds/ Assessor's Office  Registry of Deeds/ Assessor's Office Client/Property Owner Client/Property Owner Client/Property Owner  Registry of Deeds/ Assessor's Office Client/Property Owner Client/Property Owner  Barangay Hall  Concerned Agency
3. Barangay Certificate of No Objection for the cutting/trimming of the tree (1 copy)	Barangay Hall
4. If the applicant is not the owner of the trees to be cut down, authorization from the lot owner allowing the applicant to cut/trim the subject tree(s) (1 copy)	Property Owner

# MUNICIPALITY OF SUBIC

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5. For trees located in schools, a PTA Resolution or Resolution from any organized group of No Objection and Reason for Cutting	Parents-Teachers Association (PTA) or any organized group
6. For trees located within subdivisions, a Homeowner's Association Resolution, RE: No Objection on the cutting, earthballing and/or pruning of trees	Homeowner's Association
7. Photographs of tree(s) (1 copy)	Provided by the Client
8. Additional documents may be requested if necessary	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1. Receive, evaluate, and prepare the document.	None	30 Minutes	Admin. Aide III <i>MENRO</i>
2. Wait for the text message for the release of the document.	2.1. Sign the document	None	2 days	OIC-MENRO  Municipal Mayor <i>Mayor's Office</i>
	2.2. Prepare the documents to be submitted by the client to CENRO; Release the document	None	30 minutes	Admin. Aide III <i>MENRO</i>
	<b>TOTAL</b>	<b>None</b>	<b>2 days and 1 hour</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 2. ENDORSEMENT OF THE APPLICATION FOR CUTTING/TRIMMING OF THE TREES TO SUBIC PUBLIC ORDER AND SAFETY OFFICE (SPOSO) (For emergency cases)

Homeowners, property managers, developers, businesses, institutions, or any individual/organization needing permission to cut or trim trees on private or public property as required by local ordinance.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICER
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen), G2B (Government to Business), G2B (Government to Government)
<b>Who may avail:</b>	Homeowners, property managers, developers, businesses, institutions, or any individual/organization

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter addressed to Mayor through MENRO (1 copy)	Provided by the Client
2. Proof of Ownership or right over the property (whichever is applicable) (1 copy) <u>For the property owner</u> • Land Title and Tax Declaration <u>For the property owner and the property has not yet been transferred to his name</u> • Land Title and Tax Declaration under the name of the former owner, plus any of the following: - Deed of Sale - Contract to Sell - Extra-Judicial Settlement <u>For a non-owner of the property</u> • Land Title and Tax Declaration, plus any of the following, whichever is applicable): - Lease Agreement - Authorization from the Property Owner to use the subject lot <u>For untitled or undeclared property</u> • Certificate of Residency or Actual Occupancy <u>For the land of the public domain or owned by the State</u> • Authorization to use the subject parcel of land	Registry of Deeds/ Assessor's Office  Registry of Deeds/ Assessor's Office Client/Property Owner Client/Property Owner Client/Property Owner  Registry of Deeds/ Assessor's Office Client/Property Owner Client/Property Owner  Barangay Hall  Concerned Agency
3. Barangay Certificate of No Objection for the cutting/trimming of the tree (1 copy)	Barangay Hall
4. If the applicant is not the owner of the trees to be cut down, authorization from the lot owner allowing the applicant to cut/trim the subject tree(s) (1 copy)	Property Owner

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



5. For trees located in schools, a PTA Resolution or Resolution from any organized group of No Objection and Reason for Cutting	Parents-Teachers Association (PTA) or any organized group
6. For trees located within subdivisions, a Homeowner's Association Resolution, RE: No Objection on the cutting, earthballing and/or pruning of trees	Homeowner's Association
7. Photographs of tree(s) (1 copy)	Provided by the Client
8. Additional documents may be requested if necessary	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1. Receive, evaluate, and prepare the document.	None	30 Minutes	Admin. Aide III <i>MENRO</i>
2. Wait for the text message for the release of the document.	2.1. Sign the document, Office of the Mayor transmits the signed document to MENRO.	None	2 days	OIC-MENRO  Municipal Mayor <i>Mayor's Office</i>
	2.2. Prepare the documents to be submitted by the client to CENRO; Release the document.	None	30 minutes	Admin. Aide III <i>MENRO</i>
	2.3. Office of the Mayor transmits the document to SPOSO	None		<i>Mayor's Office</i>
	2.4. SPOSO contacts the client for the schedule of cutting/trimming	None	Depends on the availability of equipment	<i>Subic Public Order and Safety Office (SPOSO)</i>
	<b>TOTAL</b>	<b>None</b>	<b>2 days and 1 hour</b>	

# MUNICIPALITY OF SUBIC

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### 3. ENDORSEMENT OF THE APPLICATION FOR CUTTING/TRIMMING OF THE TREES TO ZAMBALES II ELECTRIC COOPERATIVE, INC. (ZAMECO II) (For the trimming, pruning, cutting, or clearing activities within the Power Line Corridor [PLC])

Homeowners, property managers, developers, businesses, institutions, or any individual/organization needing permission to cut or trim trees on private or public property as required by local ordinance.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICER
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen), G2B (Government to Business), G2B (Government to Government)
<b>Who may avail:</b>	Homeowners, property managers, developers, businesses, institutions, or any individual/organization

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter addressed to Mayor through MENRO (1 copy)	Provided by the Client
2. Proof of Ownership or right over the property (whichever is applicable) (1 copy) <u>For the property owner</u> • Land Title and Tax Declaration <u>For the property owner and the property has not yet been transferred to his name</u> • Land Title and Tax Declaration under the name of the former owner, plus any of the following: - Deed of Sale - Contract to Sell - Extra-Judicial Settlement <u>For a non-owner of the property</u> • Land Title and Tax Declaration, plus any of the following, whichever is applicable): - Lease Agreement - Authorization from the Property Owner to use the subject lot <u>For untitled or undeclared property</u> • Certificate of Residency or Actual Occupancy <u>For the land of the public domain or owned by the State</u> • Authorization to use the subject parcel of land	Registry of Deeds/ Assessor's Office  Registry of Deeds/ Assessor's Office Client/Property Owner Client/Property Owner Client/Property Owner  Registry of Deeds/ Assessor's Office Client/Property Owner Client/Property Owner  Barangay Hall  Concerned Agency
3. Barangay Certificate of No Objection for the cutting/trimming of the tree (1 copy)	Barangay Hall
4. If the applicant is not the owner of the trees to be cut down, authorization from the lot owner allowing the applicant to cut/trim the subject tree(s) (1 copy)	Property Owner

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



5. For trees located in schools, a PTA Resolution or Resolution from any organized group of No Objection and Reason for Cutting	Parents-Teachers Association (PTA) or any organized group
6. For trees located within subdivisions, a Homeowner's Association Resolution, RE: No Objection on the cutting, earthballing and/or pruning of trees	Homeowner's Association
7. Photographs of tree(s) (1 copy)	Provided by the Client
8. Additional documents may be requested if necessary	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1. Receive, evaluate, and prepare the document.	None	30 Minutes	Admin. Aide III <i>MENRO</i>
2. Wait for the text message for the release of the document.	2.1. Sign the document, Office of the Mayor transmits the signed document to MENRO.	None	2 days	OIC-MENRO  Municipal Mayor <i>Mayor's Office</i>
	2.2. Prepare the documents to be transmitted by the Office of the Mayor to ZAMECO II	None	30 minutes	Admin. Aide III <i>MENRO</i>
	2.3. Office of the Mayor transmits the document to ZAMECO II	None		<i>Mayor's Office</i>
	2.4. ZAMECO II contacts the client for the schedule of cutting/trimming	None		<i>Subic Public Order and Safety Office (SPOS)</i>
	<b>TOTAL</b>	<b>None</b>	<b>2 days and 1 hour</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 4. ASSISTANCE ON COMPLAINTS FOR ENVIRONMENTAL VIOLATIONS

Any concerned individual or organization may file a complaint against any person, organization, or establishment that violates national and local environmental laws governing land, air, water, and solid waste management.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICER			
<b>Classification:</b>	Simple/Complex			
<b>Type of Transaction:</b>	G2C (Government to Citizen), G2B (Government to Business)			
<b>Who may avail:</b>	Any individual or organization			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Complaint letter with relevant attachments (1 copy)			Provided by the 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 the required documents	1.1. Receive and conduct preliminary assessment	None	1 Hour	Admin. Aide III <i>MENRO</i>
	1.2. If the case requires immediate action, refer to the appropriate department or agency			OIC-MENRO
2. Wait for the schedule of the meeting, if needed	2.1. Gather relevant information about the complaint.	None	1 day	Admin. Aide III <i>MENRO</i>
	2.2. Inform both parties and other relevant participants of the meeting schedule	None	30 minutes	OIC-MENRO
3. Attend the meeting, if any	3.1. Conduct the meeting, if any	None	2 hours	OIC-MENRO
	3.2. Prepare minutes of the meeting	None	1 day	Admin. Aide III <i>MENRO</i>
	3.3. Sign the document			OIC-MENRO
	3.4. Release the document	None	10 minutes	Admin. Aide III <i>MENRO</i>
	<b>TOTAL</b>	<b>None</b>	<b>2 days, 3 hours, and 10 minutes</b>	

# MUNICIPALITY OF SUBIC

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### 5. CERTIFICATE OF SOLID WASTE MANAGEMENT COMPLIANCE

This is a prerequisite for the approval of the Business Permit for all establishments. This also serves as proof of compliance for those individuals, organizations, or establishments that have been the subject of complaint.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICER			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen), G2B (Government to Business)			
<b>Who may avail:</b>	Any individuals, organizations, or establishments			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Solid waste management plan			Template available at MENRO	
Accomplished checklist			Template available at MENRO	
Affidavit of compliance			Template available at MENRO	
Photos, if necessary			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 the required documents	1.1. Receive documents and check for completeness.	None	30 Minutes	Admin. Aide III <i>MENRO</i>
	1.2. Conduct an inspection if necessary		1 day	Admin. Aide III <i>MENRO</i>  OIC-MENRO
2. Wait for the evaluation of documents	2.1. Final evaluation.	None	25 minutes	Admin. Aide III <i>MENRO</i>
	2.2. Prepare the document			
3. Receive the document	3.1. Sign the document	None	1 day	OIC-MENRO  Municipal Mayor <i>Mayor's Office</i>
	3.2. Release the document	None	5 minutes	Admin. Aide III <i>MENRO</i>
	<b>TOTAL</b>	<b>None</b>	<b>2 days and 1 hour</b>	



### **OFFICE OF THE MUNICIPAL ENGINEER**

#### **External Services**

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 1. SECURING BUILDING PERMIT

The Local Building Official Division (LBOD) is primarily responsible for the issuance of Building Permits and other related permits as mandated by law particularly the National Building Code (P.D. 1096) and its Implementing Rules and Regulations in order to promote public safety, order and welfare towards a sustainable and sound environment catering to Subic, Zambales development.

A Building Permit is required prior to construction, erection, alteration, major repair, or renovation or conversion of any building/structure owned by government or private entities. The permit becomes null and void if 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>	OFFICE OF THE MUNICIPAL ENGINEER
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G-Government to Government
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Five (5) fully accomplished application forms (Building, Sanitary/Plumbing, Electrical, Mechanical) whose services are hired by the client/applicant.	Engineering Office/Office of the Building Official
Five (5) certified photocopies of Transfer Certificate of Title (TCT) (Note: Submit five (5) photocopies of Contract of Lease, Deed of Absolute Sale if the applicant is not the registered owner of the lot)	From the Owner/Applicant
Five (5) photocopies of Current Tax Declaration	Assessor Office
Five (5) photocopies of Current Real Property Tax Receipt or Land Tax Clearance.	Treasurer's Office
Five (5) sets of plans duly signed and sealed by respective professionals. a. by licensed architect or civil engineer for architectural and structural plans b. by licensed sanitary engineer or master plumber for sanitary and plumbing Installation plans c. by professional electrical engineer for electrical plans	From the Owner/Applicant

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



d. by professional mechanical engineer for mechanical plans e. by professional electronics and communication engineer for electronic plans (Note: Submit additional one (1) set of plans for projects along national roads)	
Five (5) sets cost estimates/bill of materials and specifications duly signed and sealed by respective professionals whose service are hired by the client/applicant	From the Owner/Applicant
Five (5) sets of Structural Design Analysis, signed and sealed by the Civil Engineer whose services are hired by the client/applicant (for buildings two storey and higher only)	From the Owner/Applicant
Five (5) sets Boring & Plate Load Tests for buildings four (4) storeys and higher only	From the Owner/Applicant
Five (5) sets of Location Plan signed and sealed by license geodetic engineer whose services are hired by the applicant/client.	From the Owner/Applicant
One (1) copy of Locational Clearance from the Office of the Municipal Planning & Development Coordinator (MPDC)	MPDC (Mun. Planning & Development Coordinator)
One (1) copy of Fire Clearance	BFP Subic, Zambales
Five (5) copies of clearances from various government authorities/agencies if necessary; (Example: DPWH, ATO, DENR, DOTC, DOH, DEPED, PHIVOLCS, DAR, DA, NHA, PPA, Etc.)	DPWH, ATO, DENR, DOTC, DOH, DEPED, PHIVOLCS, DAR, DA, NHA, PPA, Etc
Five (5) copies of Barangay Clearance and Homeowners Clearance (for project within the subdivision)	Barangay (Depend on the Situated Area)
Five (5) copies of Authorization/Secretary's Certification for corporation.	From The Owner/Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form together with all the requirements for review.	1. Received application forms and check the completeness of the requirements.	None	30 Minutes	Administrative Assistant II/ Administrative Aide I/ Utility Foreman <i>Engineering</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



2. For evaluation	2.1. Evaluate Plans & Documents  a. Building (Line & Grade) b. Building (Land Use/Zoning & Agricultural c. Sanitary/ Plumbing d. Electrical e. Mechanical f. Electronics	None	30 Minutes	Engineer I/ Draftsman <i>Engineering</i>
3. For Assessment	3. Assess Fees and Charges and Prepare Order of Payment and Endorsement to Fire.	None	15 Minutes	Municipal Engineer/B.O/ Engineer I <i>Engineering</i>
4. Submit the endorsement to Fire and pay the corresponding fees.	4. Get the copy of FSEC and proof of payment.	None	15 Minutes	Administrative Assistant II/ Admin. Aide I <i>Engineering</i>
5. Receive the copy of receipt as proof of payment	5.1. Get the copy of OR# and Prepare the Building Permit and Approved Building Permit by BO	None	30 Minutes	Administrative Assistant II/ Admin. Aide I <i>Engineering</i>
	5.2. Review and approval		15 Minutes	Municipal Engineer
6. Record and Release of Building Permit	6. Record and Release the Approved Bldg. Permit	None	10 Minutes	Administrative Aide I <i>Engineering</i>
	<b>TOTAL</b>		<b>2 Hours and 45 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 2. SECURING CERTIFICATE OF OCCUPANCY

The Local Building Official Division is primarily responsible for the issuance of Certificate of Occupancy/Use before occupying a building or structure, as mandated by law. It is also a pre-requisite in applying for LBDO clearance and in order to avail the assistance of various financial institutions such as PAG-IBIG, BANKS, etc. Any person, firm or corporation who has secured the Building Permit and whose building or structure has been completed in its phase of construction can avail this service.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL ENGINEER
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G-Government to Government
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) original copy of approved building plan/s	From the Owner/Applicant
Two (2) copies fully accomplished application forms (Building, Sanitary/Plumbing & Electrical)	From the Office of the Building Official/Mun. Engineer
One (1) copy Inspection Report	From the Office of the Building Official/Mun. Engineer
One (1) copy Fire Safety Inspection Certificate	Bureau of Fire (BFP)
Original Construction Logbook duly signed and sealed by licensed professionals	From the Owner/Applicant
Two (2) sets of as-built plans if the approved plan was altered during actual Construction	From the Owner/Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form/EIC schedules for occupancy ocular inspection.	1. Record the Applicants Name & Location of the Project	None	5 Minutes	Administrative Asst. II/ Admin Aide I/ Utility Foreman <i>Engineering</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



2. Endorse to Bureau of Fire Protection (BFP).	2. Prepare endorsement to (BFP)	None	5 Minutes	Administrative Assistant II/ Admin Aide I <i>Engineering</i>
3. Conduct ocular inspection.	3. Schedule for Site Inspection and Visit the Area	None	2 Hours	Engineer I/ Engineering Assistant/ Draftsman and Utility Foreman <i>Engineering</i>
4. Submit application and required documents for review.	4. Check the completeness of the Requirements.	None	15 Minutes	Administrative Assistant/ Admin Aide I <i>Engineering</i>
5. For Evaluation	5. For Assessment Fees and Charges	None	15 Minutes	Municipal Engineer/B.O/ Engineer I
6. For Payment	6. Prepare Order of Payment, instruct the applicant to pay the corresponding fees	NBDCO (P.D. 1096)	10 Minutes	Administrative Assistant II/ Admin Aide I <i>Engineering</i>
7. Receive the copy of receipt as proof of payment	7. Get the copy of OR# and Prepare the Building Permit and Approved Building Permit by BO	None	15 Minutes	Municipal Engineer/ Admin. Assistant II <i>Engineering</i>
8. Receive the Approved Occupancy Permit	8. Record and Release of Occupancy Permit	None	10 Minutes	Admin Aide I <i>Engineering</i>
	<b>TOTAL</b>	<b>NBDCO (P.D. 1096)</b>	<b>3 Hours and 5 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 3. SECURING OTHER ACCESSORY PERMITS

#### (Ground Preparation & Excavation, Demolition, Fencing & Signages)

Aside from a building, the Local building Official Division issued other permits that are required by any person, firm or corporation before the renovation construction or demolition of any structure.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL ENGINEER
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Citizen, G2G-Government to Government
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Two (2) fully accomplished application forms duly signed and sealed by Respective professionals	From the Owner/Applicant
Two (2) certified photocopies of TCT	Registry of Deeds, Iba, Zambales
Two (2) photocopies of Tax Declaration	Assessor's Office
Two (2) photocopies of Current Real Property Tax Receipt or Land Tax Clearance	Treasurer's Office
Five (5) sets of layout plans (Ground Preparation & Excavation, Demolition, Fencing or Signage) duly signed and sealed by respective professionals.	From the Owner/Applicant
Two (2) sets of cost estimate/bill of materials and specifications duly signed and sealed by respective professionals	From the Owner/Applicant
Two (2) copies of Barangay Clearance and Homeowners Clearance (for projects within the subdivision)	Barangay where the Location is Built

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form together with the requirements for review	1.1. Check and evaluate the completeness of the requirements.	None	10 minutes	Admin. Assistant/ Admin. Aide I/ Utility Foreman <i>Engineering</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	1.2. Evaluate plans and assessment	None	20 minutes	Municipal Engineer/B.O /Engineer I <i>Engineering</i>
	1.3 Prepare Order of Payment and advise the client to pay the corresponding fees	NBCOP (P.D. 1096)	15 minutes	Admin. Assistant II/ Admin Aide I <i>Engineering</i>
2. Payment and Submit Proof of Payment	2.1. Record the OR# number and prepare other accessory permits	None	30 minutes	Admin. Assistant II/ Admin. Aide I <i>Engineering</i>
	2.2. Review and approval	None	5 Minutes	Municipal Engineer
3. Receive accessory permits	3. Record released accessory permits	None	10 minutes	Admin. Aide I
	<b>TOTAL</b>	<b>NBCO P (P.D. 1096)</b>	<b>1 Hour and 40 Minutes</b>	

#### 4. SECURING SMALL ELECTRICAL PERMIT

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL ENGINEER
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Citizen, G2G-Government to Government
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) original sketch plan indicating the name, complete address, location of the site and contact number of the applicant.	From the Owner/Applicant

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



Two (2) original fully accomplished application form duly signed and sealed by professional electrical engineer whose services are hired by the owner	Office of the Mun. Engineer/Bldg. Official
Two (2) original electrical layouts duly signed and sealed by a professional electrical engineer whose services were hired by the owner	From the Owner/Applicant
One (1) photocopy of Transfer of Title (TCT) to verify ownership of the property.	From the Owner/Applicant
One (1) original copy of Authorization to apply for electric meter duly notarized (if the Applicant is not the registered owner of the lot as reflected in the TCT)	From the Owner/Applicant
One (1) original copy of Barangay Certification for private lot and government lot	Barangay where the Location is Built
One (1) original Certification from City Economic Enterprise Division (CEED) for application within public market	Zameco II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form together with the requirements for review	1.1. Record the applicants name and location of the project	None	5 minutes	Admin. Aide I <i>Engineering</i>
	1.1. Receive the application forms and review requirements	None	10 minutes	Engineer I/ Administrative Assistant II <i>Engineering</i>
	1.2. Schedule of inspection and assessment	None	15 minutes	Engineering Assistant <i>Engineering</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



2. Inspection	2. Ocular inspection and issue inspection report	None	2 hours	Engineer I/ Engineering Assistant II/ Draftsman/ Utility Foreman <i>Engineering</i>
3. For payment and submission of Proof of Payment	3. Prepare Order of Payment, advise the corresponding fees	NBCOP (P.D.) 1096	15 minutes	Engineer I/ Administrative Assistant II <i>Engineering</i>
4. For approval	4. Review and approval	None	15 minutes	Municipal Engineer/B.O <i>Engineering</i>
5. Receive permit	5. Record released small electrical permit	None	15 minutes	Admin. Aide I <i>Engineering</i>
	<b>TOTAL</b>	<b>NBCO  P (P.D. 1096)</b>	<b>3 Hours &amp; 15 Minutes</b>	

### 5. SECURING FENCING PERMIT

The Local Building Official Division issued fencing permit to any person/individual putting up fence within the area intended for residential/ commercial/ industrial/ social/institutional structure of less than 20 sq.m. in order to obtain services of the fence based on the NBDCO (P.D. 1096) DPWH Memorandum Circular No. Series of 2004.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL ENGINEER
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Citizen, G2G-Government to Government
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Two (2) original copy fully accomplished application forms duly signed and sealed by license architect or civil engineer whose services are hired by the client/applicant	Office of the Building Official

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



Two (2) certified photocopies of Transfer Certificate of Title (TCT) <i>(Note: Submit two (2) photocopies of Contract of Lease, Deed of Absolute Sale if the applicant is not the registered owner of the lot)</i>	From the Owner/Applicant
Two (2) photocopies of Current Tax Declaration	From the Owner/Applicant
Two (2) photocopies of Current Real Property Tax Receipt or Land Tax Clearance.	Assessor's Office
Two (2) original sets of structural plans duly signed and sealed by respective professionals. By licensed architect or civil engineer for architectural and structural plans	From the Owner/Applicant
Two (2) original copies of Barangay Certification for private lot and government lot	Barangay where the Location is Built
Two (2) original sets of bills of materials & specification duly signed and sealed by professional civil engineer.	From the Owner/Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form together with the requirements for review	1.1. Record the applicants name and location of the project	None	5 minutes	Admin. Aide I <i>Engineering</i>
	1.2. Receive the application forms and review requirements	None	5 minutes	Admin. Assistant II <i>Engineering</i>
	1.3. Evaluate and assessment	None	15 minutes	Municipal Engineer/B.O./ Engineer I <i>Engineering</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	1.4. Prepare Order of Payment and advise the client to pay the corresponding fee	None	15 minutes	Admin. Assistant II/ Admin. Aide I <i>Engineering</i>
2. Advise the applicant to pay the corresponding fees	2. Instruct to pay the corresponding fee to the Treasurer's Office	None	5 minutes	Admin. Assistant II/ Admin. Aide I <i>Engineering</i>
3. Pay to the cashier the corresponding fees	3. Process payment and issue OR	Fencing Permit Fee Based on NBDC O (P.D. 1096)	5 Minutes	Revenue Collection Officer <i>Treasurer's Office</i>
4. Receive the copy of receipt as proof of payment	4. Record and Prepare the Fencing Permit	None	10 minutes	Admin. Assistant/ Admin. Aide I <i>Engineering</i>
5. Receive the copy of receipt as proof of payment	5. Sign and approved	None	15 minutes	Municipal Engineer / B.O. <i>Engineering</i>
6. Release of Fencing Permit	6. Release and Record the Fencing Permit	None	10 minutes	Administrative Aide I <i>Engineering</i>
			<b>1 Hour and 25 Minutes</b>	



**OFFICE OF THE MUNICIPAL ENGINEER  
BIDS AND AWARDS COMMITTEE  
External Services**

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 1. SALE OF BIDDING DOCUMENTS

To recover the cost of the preparation and development of the bidding document.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL ENGINEER: BIDS AND AWARDS COMMITTEE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	Contractors/Suppliers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of intent	Provided by the client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at Visitor's Logbook and present the requirements.	1. Check the requirements submitted if appropriate and in order	None	3 minutes	BAC Chairman/ BAC Secretary
2. Wait for the Issuance of Invitation to Bid for the payment of bid documents	2. Issue an ITB to the prospective bidder/supplier	None	3 minutes	BAC Chairman/ BAC Secretary
3. Receive the note from the BAC Secretariat and pay the bid documents at the Mun. Treasurer's Office	3. Prepare the Bidding Documents while waiting for the Official Receipt from the MTO	None	10 minutes	BAC Chairman/ BAC Secretary
4. Present the OR to BAC Secretariat	4. Photocopy the OR and give the bidding documents and checklist to the participating bidder/supplier	Rates prescribed by the GPPB	3 minutes	BAC Chairman/ BAC Secretary

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



5. Received the Bidding Documents	5. Record the sales of Bidding Documents	None	5 minutes	BAC Chairman/ BAC Secretary
			<b>24 Minutes</b>	

### 2. BIDDING PROPER

It is the commitment of the Government of the Philippines to promote good governance and its effort to adhere to the principles of transparency, accountability, equity, efficiency, and economy in its procurement process, it is the Policy of the GOP that Procurement of Goods, Infrastructure Projects and Consulting Services shall be competitive and transparent and therefore shall undergo Competitive Bidding.

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL ENGINEER: BIDS AND AWARDS COMMITTEE
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	All Prospective Bidders who purchased bidding documents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bid offer for the particular project to be bid.	Provided by the client

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at Visitor's Logbook and present its Bid Envelope	1. Accept the Bid Envelope and record the same in the bidder's logbook	None	3 minutes	BAC Secretary
2. Sign the bidder's logbook manifesting its submission of their bid offer	2. Stamp "received" the bid offer and signs the same as to date and time perceived	None	3 minutes	BAC Secretary
3. Wait for the findings and recommendation of the BAD members	3. Prepare for the BAC Meeting	None	15 minutes	BAC Chairman/ BAC Secretary

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	<p>3.1. Opening of the Bids of the bid offer/s from the participating bidders.</p> <p>3.2. Pronouncement of the Lowest Calculated Bid.</p> <p>3.3. Conduct Post Qualification on the Lowest Calculated Bid.</p> <p>3.4. Issuance of Notice of Post-Qualification to the winning bidder</p>		<p>30 minutes</p> <p>3 minutes</p> <p>5 days</p> <p>1 day</p>	<p>BAC Chairman/ BAC Secretary</p> <p>BAC Chairman</p> <p>BAC TWG</p> <p>BAC Chairman/ BAC Secretary</p>
4. Received the Notice of Post Qualification from the BAC and signed the same.	4. Prepare the Notice of Award and Contract Agreement to be signed by the HOPE	None	5 days	BAC Secretary/ HOPE (BAC Office)
5. Received the "signed" Notice of Award and Contract Agreement and furnish the BAC with the Performance Security	5. Received the Performance Security, Notarized Contract and Issuance of the Notice to Proceed	None	5 days	BAC Secretary/ HOPE (BAC Office)
			<b>16 Days and 54 Minutes</b>	



### **LOCAL CIVIL REGISTRY OFFICE**

#### **External Services**



### 1. REGISTRATION OF LIVE BIRTH

The birth of a child, being a vital event for a person must be registered within 30 days from the time of birth at the Local Civil Registry where the birth occurred.

#### Live Birth

1. Live birth is the complete expulsion or extraction of a product of conception from its mother, irrespective of the duration of pregnancy, which after such separation, breathes or shows any other evidence of life, such as beating of the heart, pulsation of the umbilical cord, or definite movement of voluntary muscles, whether or not the umbilical cord has been cut off or the placenta is still attached; each product of such birth is considered alive. (N)
2. A fetus with an intra-uterine life of seven (7) months or more and born alive at the time it was completely delivered from the maternal womb but died later shall be considered as live birth and shall be registered in the Register of Births. (22:2a)
3. However, if the fetus had an intra-uterine life of less than seven (7) months, it is not deemed born if it dies within twenty-four (24) hours after its complete delivery from the maternal womb (Article 41, R.A. 386). For statistical purposes, certificate of Live Birth shall be prepared in duplicate, a copy of which shall be forwarded to the Office of the Civil Registrar-General and the other for the civil registrar's file. (22:3a)

#### Reglementary Period and Place of Registration

1. Office of the Civil Registrar of the city municipality where the birth occurred, except in the following cases:
  - a. when a child is born aboard a vehicle, vessel or airplane while in transit within the Philippine territory and the exact place of birth cannot be ascertained, the birth shall be recorded in the civil register of the mother's destination or the city or municipality where the mother habitually resides;
  - b. when the child is born aboard a vessel or airplane en route to the Philippines and the exact place of birth cannot be ascertained, the birth shall be recorded in the civil register of the city or municipality where the mother habitually resides if she is a resident of the Philippines, and if either the father or mother or both parents are citizens of the Philippines. If the parents of the child are both foreigners but residents of the Philippines, the birth shall be recorded in the city or municipality where the mother habitually resides in the Philippines. If the parents are both foreigners but not residents of the Philippines, the birth may be recorded in the civil register of Manila, if they so desire; and
  - c. when the child, whose mother or father or both parents are citizens of the Philippines, is born aboard a vessel or airplane en route to another country from the Philippines, or from any country, the birth shall be recorded in the Philippine Foreign Service Establishment of the country of the mother's destination. 8:2a)
2. In any case under this Rule, the place of birth shall be entered in the civil register as follows:

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



- a. if birth occurred aboard a vehicle, indicate in the civil register as the place of birth the name of the vehicle, route, plate number and other necessary description of the vehicle;
- b. if birth occurred aboard a vessel, indicate in the, civil register as the place of birth the name of the vessel, route, voyage number, registry number and other necessary description of the vessel; and
- c. if birth occurred aboard an airplane, indicate in the civil register as the place of birth, the name of the airplane, route, flight number and other necessary description of the airplane. (N)

### Out-of-Town Registration of Birth

Out-of-town reporting of Birth occurs when the Certificate of Live Birth is presented to the civil registrar of a municipality which is not the place of birth, not for registration but to be forwarded to the civil registrar of the municipality or city where the birth occurred and where it should be registered.

<b>Office or Division:</b>	Local Civil Registry Office
<b>Classification:</b>	Simple (On-Time), Complex (Delayed)
<b>Type of transaction:</b>	G2C – Government to Citizen
<b>Who can file:</b>	Person himself, Parents Siblings of legal age Birth attendant Spouse

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>A. Timely registration</b></p> <ol style="list-style-type: none"> <li>1. Four (4) copies of Municipal Form 102 - Certificate of Live Birth (COLB) duly accomplished completely and signed by the concerned parties. Data supplied in the certificate must be typewritten on line and no erasures.</li> <li>2. Marriage certificate if married outside the Municipality Subic and if mixed marriage</li> <li>3. If parents are not married and covered by RA 9255                             <ul style="list-style-type: none"> <li>- Father may execute Affidavit of Acknowledgement/ Admission of Paternity at the back of COLB</li> <li>- Mother/Child may execute Affidavit to Use the Surname of the Father in four (4) copies</li> </ul> </li> </ol>	<p>Birthing Station or Birth Attendant or Local Civil Registry Office</p> <p>Personal copy or PSA</p> <p>Local Civil Registry Office or Notary Public</p>



<p><b>B. Delayed registration</b></p> <p><b>1. Child to be Registered</b></p> <ul style="list-style-type: none"> <li>• Requirement for timely registration</li> <li>• PSA negative certification (not be more than 6 months from the date of issuance) (3 photocopies)</li> <li>• Accomplished Affidavit for Delayed Registration at the back of the COLB by the father, mother or guardian. In case the party seeking late registration of the birth of an illegitimate child is not the mother, declare in a sworn statement the present whereabouts of the mother (4 copies)</li> <li>• National ID (3 photocopies)</li> <li>• 2x2 picture with white background with (3 copies)</li> <li>• Barangay Certification as proof of Residency (3 copies)</li> <li>• Affidavit of Delayed Registration of Birth (3 copies)</li> <li>• If 7 years old and above, presence and signature of child</li> </ul> <p><b>Original copy of any two (2) of the following</b></p> <p><b>2. Documentary evidences</b> which may show the name of the child, date and place of birth and the name of the parents:</p> <ul style="list-style-type: none"> <li>• baptismal certificate</li> <li>• school records (Elementary or High School – Form 137)</li> <li>• medical records</li> <li>• voter’s records (certified copy)</li> <li>• Old NBI/Police Clearance</li> <li>• Passport</li> <li>• SSS Record</li> <li>• Insurance Policy</li> <li>• Barangay Certification for Delayed Registration of Birth</li> <li>• other documents with date and place of birth of the child</li> </ul> <p><b>3. Parents</b></p> <ul style="list-style-type: none"> <li>• Birth Certificate</li> <li>• Valid Government ID</li> </ul>	<p>Philippine Statistics Authority (PSA)</p> <p>Local Civil Registry Office or Notary Public</p> <p>Philippine Statistics Authority (PSA) Provided by the client</p> <p>Concerned Barangay</p> <p>Local Civil Registry Office or Notary Public Child to be registered</p> <p>Concerned Agency</p> <p>Concerned Agency</p>
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<ul style="list-style-type: none"> <li>• Death Certificate if applicable</li> <li>• If married, Marriage Certificate</li> <li>• If not married; Affidavit of Acknowledgement by the Father and Affidavit to Use the Surname of the Father by the Mother</li> <li>• Cedula of both parents</li> <li>• <b>4. Additional</b></li> <li>• Attendant of Birth</li>   <li>• Original 2 copies of Affidavit of two disinterested persons with individual CTC who might have witnessed or who have known the birth of the child</li> <li>• Notice of Posting</li> </ul>	<p>Local Civil Registry Office or Notary Public</p> <p>Treasurer's Office</p> <p>Midwife, Hilot, Nurse, Physician etc.</p> <p>Local Civil Registry Office</p> <p>Local Civil Registry Office</p>
<p><b>C. For Out-of-Town Registration</b></p> <ol style="list-style-type: none"> <li>1. All requirements for Timely or Delayed Registration</li> <li>2. Postal Money Order</li> </ol>	<p>- Courier</p>
<p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>- If Indigenous People (IPs), certification as to the identity of the registrant from Punong Barangay of the place of birth</li> <li>- If not married whether timely or delayed registration: <ul style="list-style-type: none"> <li>• Father may execute Affidavit of Acknowledgement/Admission of Paternity</li> <li>• May execute Affidavit to Use the Surname of the Father by: <ol style="list-style-type: none"> <li>a. Child is 0-6 years of age - Mother</li> <li>b. Child is 7-17 years of age - Child with Mother's Attestation</li> <li>c. Child is 18 and above years of age - Child</li> </ol> </li> </ul> </li> </ul>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> <li>1. Reporting of Birth with complete requirements</li> </ol>	<ol style="list-style-type: none"> <li>1. Examine and review the documents on the correctness and completeness</li> <li>1.1 Preparation of necessary</li> </ol>	<p>None</p>	<p>30 minutes</p>	<p>LCR Personnel on Birth Registration</p>

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	documents			
2. Payment of applicable fees	2. Process payment, encoding and issuance of receipt: a. Affidavit of Acknowledgement /Admission of Paternity b. Affidavit to Use the Surname of the Father (AUSF) c. Delayed Registration	250.00  250.00  100.00		Collecting Officer <i>Treasurer's Office</i>
3. Registration of documents  - <b><i>If delayed</i></b> , wait for the termination of the ten (10) days posting - <b><i>if out-of-town</i></b> , mail the document with postal money order for endorsement to the place of birth	3. Review and register the civil registry documents and be recorded in the registry book	None	3 Days  10 Days  Once returned from the place of birth	Municipal Civil Registrar  Registration Officer IV  LCR Personnel on Birth Registration

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4. Review and acceptance of the registered document	4. Release the clients copy	None	5 minutes	LCR Personnel on Birth Registration
	<b>TOTAL</b>	<b>NO FEES, if on time and married</b>  <b>P600, if delayed registration and not married</b>	<b>3 days and 35 minutes</b>  <b>10 Days and 35 minutes if delayed registration</b>	

### 2. APPLICATION FOR MARRIAGE LICENSE

The Local Civil Registrar concerned shall enter all applications for marriage licenses file with him in the registry book strictly in the order in which the same are received. He shall record in said book the names of the applicants, the date on which the marriage license was issued, and such other data as may be necessary. (Art. 25, Family Code)

<b>Office or Division:</b>	Local Civil Registry Office
<b>Classification:</b>	COMPLEX
<b>Type of transaction:</b>	G2C – Government to Citizen
<b>Who can file:</b>	Only the applicants for marriage license can file

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>For Filipino Applicant:</b> <ol style="list-style-type: none"> <li>1. Personal appearance of applicant/s.</li> <li>2. Certified true copy/Photocopy of birth certificate of applicants</li> <li>3. Pre-Marriage Counseling Certificate (2 original copies)</li> <li>4. Certificate of No Marriage (CENOMAR-PSA) not more than three (3) months from the date of issuance</li> <li>5. Parents' advice for applicants who are 21 and under 25 years old (2 original copies)</li> <li>6. Parents' consent for applicants who are 18 and under 21 years old (2 original copies)</li> <li>7. Death Certificate of the deceased spouse if applicant's status is widow or widower</li> <li>8. Court Decision and Certificate of Finality if former marriage was annulled or declared null and void</li> </ol>	Personal Copy or PSA  POPCOM  PSA  LCR or Notary Public  LCR or Notary Public  Personal Copy or PSA  Personal Copy or Court
<b>For Foreign Applicant:</b> <ol style="list-style-type: none"> <li>1. Personal appearance of applicant</li> <li>2. Copy of the Decree of Divorce or Divorce Certificate, if divorced</li> </ol>	Applicant Copy or Court

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3. Issued and sworn Legal Capacity to contract marriage or Affidavit of No Legal Impediment to contract marriage
4. Valid passport- photocopy of the page where the picture e of the applicant and the page where the date of arrival of the same appear (2 photocopies)

Embassy of the Foreign Applicant in the Philippines

Provided by the applicant

**Note:**

The marriage license shall be issued after the completion of the posting period of ten (10) consecutive days.

**Exception:**

**Rule 45 of IRR AO1: Marriages exempt from the License Requirement**

1. Article 27- either or both of the contracting parties are at the point of death.
2. Article 28- if the residence of either party is so located that there is no means of transportation to enable such party to appear personally before the Civil Registrar.
3. Article 33- marriages among Muslims or among members of the ethnic cultural communities.
4. Article 34- the marriage of a man and a woman who have lived together as Husband and wife for at least five years (5) and without any legal impediment to marry each other.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents	1.1. Interview the applicants 1.2. Examine the documents presented on the correctness and completeness 1.3. Preparation of necessary documents	None	30 minutes	LCR Personnel on Marriage Registration
2. Payment of fees	2. Process payment, coding and issuance of receipt:			Collecting Officer <i>Treasurer's Office</i>
if applicable:		Application Fee 500.00 Family Planning 200.00 Marriage License 100.00 Marriage Registration 200.00 Solemnization for Filipino Citizen 500.00 Sponsor fee (each) 100.00 Solemnization for Foreigner 2,000.00 Consent/Advice for Subic residents 100.00 Consent/Advice other than Subic 200.00		

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	resident			
3. Termination of 10 days posting	3. Posting of the notice at the municipal bulletin board	None	10 days	LCR Personnel on Marriage Registration
4. Payment of Marriage License	4. Encoding of Marriage License	P2.00	5 minutes	LCR Personnel on Marriage Registration
5. Review and acceptance of the applied document	5. Review, sign and release the license	None	5 minutes	Municipal Civil Registrar  Registratio n Officer IV  MCR LCR Personnel on Marriage Registration
	<b>TOTAL</b>	Please refer to the fees above	<b>10 Days and 40 Minutes</b>	

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### 3. REGISTRATION OF CERTIFICATE OF MARRIAGE

**Marriage** is a special contract of permanent union between man and woman. The time for submission of the certificate of Marriage is within fifteen (15) days following the solemnization of marriage while in marriage exempt from license requirement, the prescribed period is thirty (30) days, at the place where the marriage was solemnized.

<b>Office or Division:</b>	Local Civil Registry Office
<b>Classification:</b>	Simple
<b>Type of transaction:</b>	G2C – Government to Citizen
<b>Who can file:</b>	<ul style="list-style-type: none"> <li>- Solemnizing officer</li> <li>- Spouse/s</li> <li>- Parents</li> <li>- Siblings of legal age</li> <li>- Children of legal age</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>For timely registration</b>                      Certificate of Marriage (Municipal Form No. 97) duly accomplished completely and signed by the concerned parties. Data supplied in the certificate must be typewritten on line and no erasures. (4 original copies)</p>	Solemnizing Officer
<p><b>For delayed registration</b>                      1. Original Affidavit of the solemnizing officer or the person reporting or presenting the marriage certificate for registration.                      2. Where the original or duplicate copy of the Certificate or Marriage could not be presented, a certification issued in lieu thereof, by the church or solemnizing officer.                      3. Other original requirements to establish the authenticity of the certificate of marriage presented for late registration such as CENOMAR and affidavit of the couple executed from private attorney such as CENOMAR and affidavit of the couple executed from private attorney.</p>	

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required document	1. Examine the document presented to the correctness and completeness	None	5 minutes	LCR Personnel on Marriage Registration
2. Payment of fees	2. Coding and issuance of receipt	200.00		Collecting Officer <i>Treasurer's Office</i>
3. Registration of document	3. Review, register and sign the document	None	3 days	Municipal Civil Registrar  Registration Officer IV
4. Acceptance	4. Register and release copy	None	5 minutes	LCR Personnel on Marriage Registration
	<b>TOTAL</b>	<b>P200</b>	<b>3 days and 10 minutes</b>	

#### 4. REGISTRATION OF DEATH

**Death** is a permanent disappearance of all evidence of life at any time after live birth. Registration shall be made in the Office of the Civil Registrar of the city/municipality where it occurred within thirty (30) days from the time of death. The spouse or nearest relative who has knowledge of the death of a person who died without medical assistance must report the same within 48 hours. The Municipal Health Officer examines the cause of death, signs the death certificate, and directs the registration of the death certificate at the Municipal Civil Registrar.

**Fetal Death** is death prior to the complete of a product of conception of pregnancy. The registration of fetal death shall follow the procedure in the registration of death.

<b>Office or Division:</b>	Local Civil Registry Office
<b>Classification:</b>	Simple
<b>Type of transaction:</b>	G2C – Government to Citizen
<b>Who can file:</b>	<ul style="list-style-type: none"> <li>- Parent/s</li> <li>- Siblings of legal age</li> <li>- Children of legal age</li> <li>- Spouse</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>For timely registration</b> <ol style="list-style-type: none"> <li>1. Certificate of Death duly accomplished correctly, completely and signed by proper parties (4 original copies)</li> <li>2. If applicable, autopsy report from the doctor or the police</li> <li>3. If applicable, certification of the embalmer</li> </ol>	LCR Office  Police Station Embalmer

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CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<b>For delayed registration</b> <ol style="list-style-type: none"> <li>1. Certificate of No Record from PSA</li> <li>2. Affidavit of Delayed Registration (at the back of the Certificate of Death) which shall be executed by the attendant-at-death or the person presenting the death certificate for registration</li> <li>3. Municipal Health Officer and the embalmer reviewed and signed the death certificate</li> <li>4. If applicable, copy of autopsy report, church and the embalmer certification</li> </ol>				PSA Registrant  Health Office  Whichever is applicable
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Examine the document presented to the correctness and completeness	None	10 minutes	LCR Personnel on Death Registration
2. Payment of applicable fees	2. Process payment, coding and issuance of receipt: Burial Permit depending on the location  Transfer fee	30.00 to 130.00  100.00		Collecting Officer <i>Treasurer's Office</i>
3. Registration of document	3. Review, register and sign in the document	None	3 days	Municipal Civil Registrar  Registration Officer IV
4. Acceptance	4. Register and release copy	None	5 minutes	LCR Personnel on Death Registration
	<b>TOTAL</b>		<b>3 days and 15 minutes</b>	



### 5. REQUESTING COPY/IES OF CIVIL REGISTRY DOCUMENTS

Civil registry documents such as birth, marriage and death certificates may be availed of by securing a certified transcript. Any person/individual concerned or his/her duly authorized person who are 18 and above of age, can secure a copy of registered civil registry documents. Certified transcript of an individual can only be availed by the person itself or next of kin with proper identification as required by the employee/s concern.

<b>Office or Division:</b>	Local Civil Registry Office
<b>Classification:</b>	Simple
<b>Type of transaction:</b>	G2C – Government to Citizen
<b>Who can avail:</b>	<ul style="list-style-type: none"> <li>- Owner of document, if legal age</li> <li>- Siblings of legal age</li> <li>- Children of legal age</li> <li>- Parents</li> <li>- Spouse</li> <li>- Duly authorized representative</li> <li>- If minor, Guardian or Institution legally in-charge of the owner</li> <li>- The court or proper public official whenever absolutely necessary in administrative, judicial or other official proceedings to determine the identity of a person</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Valid Identification Card of the requesting party b. Identity Documents stated in Memorandum Circular No. 2019-16 dated June 11, 2019  <b>Thru Authorization:</b> a. Original Authorization Letter or Special Power of Attorney b. Photocopy of valid Identification Card of document owner c. Original and photocopy (showing front and back) of valid Identification Card of authorized representative Note: All IDs/Identity Documents to be presented by the requesting party and authorized representative shall bear clear photo, full name in print and signature and issued by an official authority	Personal Copy

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit ID and applicable required documents	1. Examine the ID and document presented to the correctness and completeness and availability of	None	30 minutes	LCR Personnel on Records

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	requested document			
2. Payment of fees	2. Coding and issuance of receipt	100.00/ copy		Collecting Officer <i>Treasurer's Office</i>
3. Review and acceptance of the requested document	3. Sign and release the requested copy of document		5 minutes	Municipal Civil Registrar  Registration Officer IV  LCR Personnel on Records
	<b>TOTAL</b>		<b>35 Minutes</b>	

### 6. REQUESTING ENDORSMENT OF REGISTRY RECORDS TO THE CIVIL REGISTRAR-GENERAL

As a rule, all civil registrars shall submit civil registry documents to the Office of the Civil Registrar-General (OCRG) thru their respective PSA provincial offices.

There are instances when the PSA cannot issue copy/copies to the interested party because their Office have no available record in its archive, or the current document is still with the PSA provincial office being processed.

To facilitate the issuance of requested documents, the concerned Provincial Statistics Officer (PSO) or Civil Registrar is required to submit or indorse the needed document on a piecemeal basis to the PSA.

<b>Office or Division:</b>	Local Civil Registry Office
<b>Classification:</b>	Simple
<b>Type of transaction:</b>	G2C – Government to Citizen
<b>Who can avail:</b>	<ul style="list-style-type: none"> <li>- Document owner, if legal age</li> <li>- Parents</li> <li>- Spouse</li> <li>- Siblings of legal age</li> <li>- Children of legal age</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. PSA Negative Result Certification (Not more than 6 months from the date issued) 2. If the OCRG copy of the document is still at the Provincial Statistics Office, the party may request the endorsement of the document at the PSO	PSA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit ID and applicable required	1. Examine the ID and document presented to the	None	30 minutes	LCR Personnel on Records

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documents	correctness and completeness and availability of requested document			
2. Payment of fees	2. Coding and issuance of receipt	P100.00/ copy		Collecting Officer <i>Treasurer's Office</i>
3. Review and acceptance of the requested document	3. Sign and release the requested copy of document	None	5 minutes	Municipal Civil Registrar  Registration Officer IV  LCR Personnel on Records
	<b>TOTAL</b>	<b>P100.00/ copy</b>	<b>35 Minutes</b>	

### 7. REGISTRATION OF FOUNDLING

Foundling is a deserted or abandoned infant or a child found, with parents, guardian, or relatives being unknown, or a child committed in an orphanage or charitable or similar institution with unknown facts of birth and parentage.

<b>Office or Division:</b>	Local Civil Registry Office
<b>Classification:</b>	Simple
<b>Type of transaction:</b>	G2C – Government to Citizen
<b>Who can avail:</b>	The finder

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original Affidavit of the finder	Notary Public
Original Certification of the barangay captain or police authority regarding the report made by the finder	Barangay Hall or Police Station where the child found

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents	1.1. Examine the document on the correctness and completeness	None	10 minutes	LCR Personnel on Birth
	Prepare the Certificate of Foundling	None	30 minutes	LCR Personnel on Birth

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2. Review and accept the signed document	Register, sign and release the clients copy	None	3 days	Municipal Civil Registrar Registration Officer IV LCR Personnel on Birth
	<b>TOTAL</b>		<b>3 days and 40 Minutes</b>	

### 8. BIRTH REGISTRATION OF CHILDREN IN NEED OF SPECIAL PROTECTION (CNSP)

The Birth Registration of Children in Need of Special Protection is sixty (60) days from the date of the actual custody of the child except during armed conflicts, emergencies, natural calamities and other difficult circumstances, in which case, registration shall be made after the cessation thereof.

CNSP refers to all persons below 18 years of age, or those 18 years old and over but are unable to take care of themselves because of physical or mental disability or condition; who are vulnerable to or victims of abuse, neglect, exploitation, cruelty, discrimination and violence and other analogous conditions prejudicial to their development. CNSP includes, but not limited to:

- a. Sexually/physically-abused children
- b. Children in commercial sexual exploitation
- c. Children in conflict with the law
- d. Children involved in armed conflict
- e. Working children or victims of child labor
- f. Children in various circumstances of disability
- g. Children directly affected by Human Immuno-deficiency Virus (HIV)/Sexually Transmitted Infections/Diseases (STI/D)
- h. Street Children
- i. Children in substance abuse
- j. Mentally challenged children
- k. Abandoned children/children without primary caregiver

<b>Office or Division:</b>	Local Civil Registry Office
<b>Classification:</b>	Simple
<b>Type of transaction:</b>	G2C – Government to Citizen
<b>Who can avail:</b>	The finder (given the custody of the child) Government institution or NGO accredited by DSWD

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certification of no-birth record (negative certification) from the PSA	- PSA
2. Original Certification of DSWD that the child is a CNSP indicating the following information: <ol style="list-style-type: none"> <li>a. Name of the child</li> <li>b. Sex of the child</li> <li>d. Place of birth</li> <li>e. Name of at least one present</li> </ol>	- DSWD

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c. Date of birth		f. Citizenship of parent/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents	1.1. Examine the document on the correctness and completeness	None	10 minutes	LCR Personnel on Birth
	1.2. Prepare the Certificate of Foundling	None	30 minutes	LCR Personnel on Birth
2. Review and accept the signed document	Register, sign and release the clients copy		3 days	Municipal Civil Registrar  Registration Officer IV LCR Personnel on Birth
	<b>TOTAL</b>		<b>3 days and 40 Minutes</b>	

### 9. EXECUTION OF ADVICE AND/OR CONSENT FOR MARRIAGE

Applicants of marriage from other city/municipality but are residents of this town and wishes to secure their parents' and/or guardian's Advice/Consent for marriage may apply.

<b>Office or Division:</b>	Local Civil Registry Office
<b>Classification:</b>	Simple
<b>Type of transaction:</b>	G2C – Government to Citizen
<b>Who can avail:</b>	Parents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal appearance of parents and/or guardian.	Personal copy
Proper identification of the parents and/or guardian as maybe required by the MCR.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally appear before the MCR, present proper identification and sign the advice and/or consent	1. Examine the document presented to the correctness and completeness	None	5 minutes	LCR Personnel on Marriage

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2. Payment of fees	2. Process payment, coding and issuance of receipt - Subic residents - Other localities	100.00 200.00	-	Collecting Officer <i>Office of Treasury</i>
3. Present OR	3. Prepare, encode, review and sign the document	None	20 minutes	LCR Personnel on Marriage  Municipal Civil Registrar  Registration Officer IV
4. Review and accept the signed document	4. Release documents	None	3 days	LCR Personnel on Marriage
	<b>TOTAL</b>		<b>3 days and 25 minutes</b>	

### 10 PROCESSING OF PETITION FOR CHANGE OF FIRST NAME (CFN), CORRECTION OF CLERICAL ERROR (CCE) AND/OR PETITION FOR CORRECTION OF SEX AND/OR DATE OF BIRTH (R. A. NO. 9048/R. A. NO. 10172)

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

<b>Office or Division:</b>	Local Civil Registry Office
<b>Classification:</b>	Highly Technical
<b>Type of transaction:</b>	G2C – Government to Citizen
<b>Who can avail:</b>	<ul style="list-style-type: none"> <li>- Document owner himself, if legal age</li> <li>- Parents</li> <li>- Spouse</li> <li>- Siblings of legal age</li> <li>- Children of legal age</li> </ul>

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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE																
<p>1. <b>Petition Form</b> accomplished in triplicate</p> <p><u>Distributions:</u></p> <ul style="list-style-type: none"> <li>• first copy to the registrant</li> <li>• second copy to the Civil Registrar-General</li> <li>• third copy to be retained in the file of the Municipal Civil Registrar</li> </ul> <p><b>a. Supporting papers for Correction of Clerical Error (CCE):</b>            Section 5(2) of R. A. No. 9048 requires the submission of at least 2 original public or private documents showing the correct entry/ies upon which the correction shall be based.            Examples of these documents are the following:</p> <table border="0"> <tr> <td>Baptismal Certificate</td> <td>Civil registry records of ascendants</td> </tr> <tr> <td>Voter's Affidavit</td> <td>Land Titles</td> </tr> <tr> <td>Employment record</td> <td>Bank Passbook</td> </tr> <tr> <td>GSIS record</td> <td>NBI/Police Clearance</td> </tr> <tr> <td>Medical record</td> <td>Business record</td> </tr> <tr> <td>School record</td> <td>Certificate of Land Transfer</td> </tr> <tr> <td>Driver's license</td> <td>Others</td> </tr> <tr> <td>Insurance</td> <td></td> </tr> </table> <p><b>b. Supporting papers for Change of First Name (CFN) and/or Petition for Correction of sex and/or date of birth (R. A. 10172):</b>            Section 4, original supporting papers for change of first name:</p> <ul style="list-style-type: none"> <li>• All documents, which are required to be submitted by the petitioner for the correction of clerical error, shall be submitted also by the petitioner.</li> <li>• Petitioner shall be required to submit clearances from the following authorities:               <ul style="list-style-type: none"> <li>○ Employer, if employed</li> <li>○ National Bureau of Investigation</li> <li>○ Philippine National Police</li> <li>○ Other such clearances or certification as may be required by the concerned C/MCR</li> </ul> </li> <li>• The petition is required to be published in a newspaper of general circulation at least once a week for two (2) consecutive weeks. As proof of the publication, the petitioner is required to submit the following:               <ul style="list-style-type: none"> <li>○ Original Affidavit of publication from the publisher</li> <li>○ Original Copy of the newspaper clipping</li> </ul> </li> </ul>	Baptismal Certificate	Civil registry records of ascendants	Voter's Affidavit	Land Titles	Employment record	Bank Passbook	GSIS record	NBI/Police Clearance	Medical record	Business record	School record	Certificate of Land Transfer	Driver's license	Others	Insurance		
Baptismal Certificate	Civil registry records of ascendants																
Voter's Affidavit	Land Titles																
Employment record	Bank Passbook																
GSIS record	NBI/Police Clearance																
Medical record	Business record																
School record	Certificate of Land Transfer																
Driver's license	Others																
Insurance																	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the document and fill-up the petition form	1. Examine the document presented to the correctness, completeness and sufficiency	None	15 minutes	Registration Officer IV
2. Pay to the cashier the corresponding fees	Process payment and issue OR - RA 9048 - RA 10172	1,000.00 3,000.00		Collecting Officer <i>Treasurer's Office</i>
3. Return after the termination of prescribed period:  If CCE: - Return after 10 days  If CFN/RA 10172: Return after publication on a newspaper for two (2) consecutive weeks	3. Prepare and process the petition, notice of posting, certificate of posting and notice of publication  Render a decision and sign	None	20 minutes	Municipal Civil Registrar Registration Officer IV
4. Mailing of the petition and present the OR afterwards	4.1. Provide copy of the petition and advise the petitioner to come back upon the arrival of the decision of Civil Registrar General  4.2. Review, render a decision and register the petition	None  None	5 minutes  2 months	Registration Officer IV  Civil Registrar General

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



5. Return to the office upon advised and photocopy the documents	5. Prepare and sign the annotation of the Document, Certificate of Finality, Record Sheet and Endorsement to the OCRG copy	None	30 minutes	Municipal Civil Registrar  Registration Officer IV
6. Pay to the cashier the corresponding fees	6. Process payment and issue OR - RA 9048 - RA 10172 - Endorsement	250.00 500.00 200.00	-	Collecting Officer <i>Treasurer's Office</i>
7. Mail the document at PSA-Quezon City and present OR in exchange for the copy.	7. Provide copy of the document	-	5 minutes	Registration Officer IV
8. Secure a copy after 10 days at PSA-Quezon City by presenting the copy from LCRO	8. Provide approved and corrected copy of the document	-	-	PSA Officers
	<b>TOTAL</b>	<b>RA 9048 – P1450.00</b> <b>RA 10172 – P3700.00</b>	<b>2 months, 1 hour and 15 minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 11. REGISTRATION OF COURT DECREE/ORDER

The Civil Registry Office where the event of the decree/order was registered shall forward a certified true copy of the decision to the Office of the Civil Registrar where the event affected was originally registered. The latter shall make the proper annotations in the document and in the applicable registry book. He shall likewise send a certified true copy of the annotated document and the registered court decree to the OCRG within ten days after receipt hereof.

The following are registrable court decrees:

- Adoption
- Declaration of Nullity of Marriage
- Court decisions or order to correct or change entries in any certificate of births, marriage or death
- Declaration of Presumptive Death

<b>Office or Division:</b>	Local Civil Registry Office
<b>Classification:</b>	Simple
<b>Type of transaction:</b>	G2C – Government to Citizen
<b>Who can avail:</b>	Document owner, if legal age Parents                      Siblings of legal age Spouse                        Children of legal age

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original/certified xerox copy of the court order	Court
Original Certificate of finality	
Original Certificate of court registration issued by the concerned Municipal/City Civil Registrar where the Court Order was issued	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the document	1. Examine the document presented to the correctness and completeness	None	10 minutes	LCR Clerk
2. Pay to the cashier the corresponding fees	2. Process payment and issue OR - Annulment - Adoption Other similar registrable instruments	P1,000 P1,000 P1,000	-	Collecting Officer <i>Treasurer's Office</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



3. Present OR	3. Review, sign, register, annotate and endorse documents	None	3 days	LCR Clerk Registration Officer IV Municipal Civil Registrar
4. Mailing of documents to PSA, Quezon City and present OR.	4. Issue client's copy and advise client to follow-up document at PSA-Quezon City after 4-5 days	None	10 minutes	LCR Clerk
	<b>TOTAL</b>	<b>Annulment P1000.00 Adoption P1000.00 Others P1000.00</b>	<b>3 days and 20 Minutes</b>	



### 12. REGISTRATION OF COURT DECREE/ORDER LEGITIMATION BY SUBSEQUENT MARRIAGE OF PARENTS OF THE NATURAL CHILD

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

#### RA NO. 9255 - AFFIDAVIT TO USE THE SURNAME OF THE FATHER (AUSF)

Act allowing illegitimate children to use the surname of their father.

#### AFFIDAVIT OF ACKNOWLEDGMENT/ADMISSION OF PATERNITY

Affidavit of Acknowledgment/Admission of Paternity shall be registered in the civil registry of the place where the birth occurred.

#### ACCOMPLISHMENT OF SUPPLEMENTAL REPORT OF BIRTH, DEATH AND MARRIAGE

A supplemental report for birth, death and marriage may be filed to supply information inadvertently omitted when the document was registered.

<b>Office or Division:</b>	Local Civil Registry Office
<b>Classification:</b>	COMPLEX
<b>Type of transaction:</b>	G2C – Government to Citizen
<b>Who can avail:</b>	Document owner, if legal age Parents                      Father Guardians                    Mother

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>LEGITIMATION BY SUBSEQUENT MARRIAGE OF PARENTS OF THE NATURAL CHILD</b> 1. CENOMAR (not more than three (3) months from the date of issuance); 2. Certificate of marriage of the parents; 3. Certificate of Live Birth of the child; 4. Original Acknowledgment/affidavit of the father at the back; and 5. Original Affidavit of legitimation executed by both parents	- PSA - Personal copy
<b>RA NO. 9255</b> Affidavit to Use the Surname of the Father (AUSF)	- Notary Public - MCR
<b>ACKNOWLEDGMENT/ADMISSION OF PATERNITY</b> Affidavit of Acknowledgment/Admission of Paternity	- Notary Public - MCR
<b>SUPPLEMENTAL REPORT OF BIRTH, DEATH AND MARRIAGE</b> Record to be supplemented Valid Identification	- Personal copy

# MUNICIPALITY OF SUBIC

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the document	1. Examine the document presented to the correctness and completeness	None	10 minutes	LCR Clerk
2. Pay to the cashier the corresponding fees	2. Process payment and issue OR - Legitimation - AUSF - Affidavit of Acknowledgment/ Admission of Paternity - Supplemental Report Certified true copy of the child	P1,000 P250 P250  P500  P100	-	Collecting Officer <i>Treasurer's Office</i>
3. Present OR	3. Review, sign, register, annotate and endorse documents	None	3 days	LCR Clerk  Registration Officer IV  Municipal Civil Registrar
4. Mailing of documents to PSA, Quezon City and present OR.	4. Issue client's copy and advise client to follow-up document at PSA-Quezon City after 4-5 days	None	10 minutes	LCR Clerk
	<b>TOTAL</b>	<b>Refer to the fees above</b>	<b>3 days and 20 Minutes</b>	



### **OFFICE OF THE MUNICIPAL AGRICULTURIST**

#### **External Services**

### AGRICULTURAL SERVICES TO CLIENTS

The Municipal Agriculture Office focuses on the development, implementation and strengthening of its agricultural services to sustain food security and alleviate the quality of life of present and future generations of farmer-fisher folks and low-income clients.

Services (technical and in-kind) provided to clients can be availed thru office premises and/or during field or home visitations. During field and home visitations, the government is brought to the people thru actual farm-home visitation to assess the needs of the clients on the production of his crops, livestock, fish & or fish products as well as on additional income thru livelihood programs.

The present administration is on the process of ensuring the maximum productivity of basic commodities like rice, corn and other high value crops to go with the mission of “*available and affordable foods*”. Crops Production services include distribution of subsidized farm inputs (seeds, fertilizers, ameliorants, etc.) and monitoring of production areas during Wet and Dry Seasons to ensure increase of crop production. Technical assistance include: Crop Management (i.e., Varietal selection, Different Types of Planting, Pest and Disease Management, Fertilizer Management, Water Management, Post-Harvest Management, Marketing, Bookkeeping, Record Keeping, etc.); Occasional survey and demos on crops (such as Farmers Field School, Palayamanan, Varietal Trial, etc.); Crop Insurance, etc.

Promotion of Inland Fishery Development through fishpond management assessment, monitoring and information dissemination including visitations to backyard fishpond from site selection, development up to marketing age is also one of the office’s regular tasks.

To support the animal production industry, the office provides Animal Health Care services such as deworming, vitamin administration and artificial insemination to small and large farm animals. We also advocate for responsible pet (dogs and cats) ownership thru regularly conducting massive anti rabies for dogs and cats and rabies campaign with the assistance of barangay officials. Technical assistance include: Animal treatment & medication, disease prevention and control; Large animal management particularly on Dairy Development and Genetic Improvement Program; Livestock Insurance, etc.

The office also facilitates the registration and updating of information of farmers, farm workers, and fisherfolks into various registry systems in order to be eligible to avail various agricultural programs from the government:

1. Registry System for Basic Sectors of Agriculture (RSBSA)
2. Fisherfolk Registration
3. Boat Registration

Moreover, the Municipal Agriculture office also caters to People Empowerment and Building Institution by providing assistance on associations and cooperatives with their registrations, accreditations, and requests for livelihood programs relative to the products of our farmer, fisher, and livestock raiser clients. The office conducts

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



trainings/seminars/demos to the requesting group on:

- a. Food processing (Meat processing; Fish processing; Fruit processing; Vegetable processing, etc.)
- b. Animal production (Swine, goat, poultry, cattle and carabao) production management
- c. Cattle / carabao production and management seminar
- d. Crops (rice, corn, cassava and high value crops) production seminar
- e. Other seminars that can be provided relative thereto.

### 1. AVAILING FARM & FISHERY INPUTS

<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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Written request (1 original copy)	Provided by Client
Valid ID of recipient (1 photocopy)	Provided by Client
If Authorized Representative, Authorization Letter (1 original copy), valid ID of recipient (1 photocopy) and valid copy of representative (1 photocopy)	Provided by Client
Receiving form (4 original copies)	Agriculture Office
Client Satisfactory Feedback form (1 original copy)	Agriculture Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request (Written or verbal) for any of the following planting material such as: a. Certified & Hybrid Rice seeds b. Yellow and White Corn seeds c. Vegetable seeds d. Fertilizers (organic and inorganic) e. Soil ameliorants f. other farm inputs available	1. Check if the client's name is included in the General Master list.	None	3 minutes	Municipal Agriculturist  Agriculturist I/ Agricultural Technologist <i>Agriculture Office</i>  MFVRU Staff <i>Agriculture Office</i>
2. Sign on the receiving form and	2. Receive signed forms.	None	3 minutes	Municipal Agriculturist

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Client Satisfactory Feedback form.				Agriculturist I/ Agricultural Technologist <i>Agriculture Office</i>  MFVRU Staff <i>Agriculture Office</i>
3. Receive input.	3. Release farm input and discuss with recipient the proper use of the received product.	None	10 minutes	Municipal Agriculturist  Agriculturist I/ Agricultural Technologist <i>Agriculture Office</i>  MFVRU Staff <i>Agriculture Office</i>
	<b>TOTAL</b>		<b>16 Minutes</b>	

### 2. CROPS & LIVESTOCK INSURANCE APPLICATION & CLAIMING

<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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Crop Insurance form (1 original copy)		Agriculture Office		
Valid government I.D. (1 photocopy)		Provided by client		
Pictures of damage commodity (4 different angles printed in bond paper, 1 copy)		Provided by client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Receive documents. Interview client and fill out form. Send insurance application via Philippine Crop Insurance Corporation email.	None	10 minutes	Municipal Agriculturist  Agriculturist I/ Agricultural Technologist Admin. Aide III <i>Agriculture Office</i>
	<b>TOTAL</b>		<b>10 minutes</b>	

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### 3. REGISTRY SYSTEM FOR BASIC SECTORS IN AGRICULTURE (RSBSA) ENROLLMENT/UPDATING

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL AGRICULTURE
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Farmers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>FOR FARMER (Rice, HVC, Livestock)</b>	
2X2 picture (1 pc)	Provided by client
Any valid government I.D. (1 photocopy)	Provided by client
Ownership document (1 photocopy)	Provided by client
If tenant, lessee or others, barangay certificate (1 original copy), Declaration of Farming Activity (1 original copy) and ownership document of the registered owner (1 photocopy)	Provided by client
RSBSA form	Agriculture Office
<b>FOR FARMWORKER/LABORER, LIVESTOCK RAISER &amp; FISHERFOLK</b>	
2X2 picture (1 pc)	Provided by client
Any valid government I.D. (1 photocopy)	Provided by client
Barangay certificate (1 original copy)	Provided by client
RSBSA form (1 original copy)	Agriculture Office
<b>FOR FISHERFOLKS</b>	
2x2 picture (1 pc)	Provided by client
Fisherfolk Certificate (1 copy)	Agriculture Office
Any valid government I.D. (1 photocopy)	Provided by client
For boat owner, latest boat registration (1 photocopy)	Provided by client
<b>FOR AGRI YOUTH</b>	
2X2 picture (1 pc)	Provided by client
Any valid government I.D. or current school I.D. (1 photocopy)	Provided by client
If no I.D. available, barangay residency (1 original copy)	Provided by client
Any of the following: certificate of registration on agricultural related course or certificate of agricultural related training/seminar (1 photocopy)	Provided by client
RSBSA form (1 original copy)	Agriculture Office
Slip A form (2 copies)	Agriculture Office
Slip B form (1 copy)	Agriculture Office

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## CITIZENS CHARTER



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enroll in RSBSA.	1. Interview farmer and assist in filling out form. Evaluate documents.	None	10 minutes	Municipal Agriculturist  Agriculturist I/ Agricultural Technologist <i>Agriculture Office</i>
	2. Encode enrollment to RSBSA website. Provide RSBSA reference number.	None	5 minutes	Municipal Agriculturist  Agriculturist I/ Agricultural Technologist <i>Agriculture Office</i>
	<b>TOTAL</b>		<b>15 minutes</b>	

#### 4. FISHER FOLKS REGISTRATION

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL AGRICULTURE
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Fisher folks

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fisher folk Registration Form (1 original copy)	Agriculture Office
Any valid government I.D. (1 photocopy)	Provided by client
2X2 picture (1 pc)	Provided by client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Fisher folk's registration.	1.1. Assist client in accomplishing Fish R form and evaluate attachments.  1.2. Encode data in Juan Magsasaka Fish R System.	None	5 minutes	Agricultural Technologist <i>Agriculture Office</i>

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	1.3. Return form to the client with the system generated Fish R Number.			
2. Sign Client Satisfactory Feedback form.	2. Receive form.	None	3 minutes	Agricultural Technologist <i>Agriculture Office</i>
	<b>TOTAL</b>		<b>8 Minutes</b>	

### 5. BOAT REGISTRATION

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL AGRICULTURE
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Boat owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Boat Registration Form (1 original copy)	Municipal Fishing Vessel Registration Unit
Printed photos of boat to be registered (1 original copy)	Provided by client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request boat registration	1. Determine boat measurements, fill out boat registration form and request photos of boat to attached to the form.	None	20 Minutes	Municipal Fishing Vessel Registration Unit staff <i>Agriculture Office</i>
2. Pay the corresponding fees to the cashier.	2. Process payment and issue OR	Depending on the type of fishing gear used	5 minutes	Revenue Collection Clerk <i>Treasurer's Office</i>
3. Receive Boat registration number.	3. Encode data to the system and provide registration number.	None	5 minutes	Agricultural Technologist <i>Agriculture Office</i>
	<b>TOTAL</b>		<b>30 minutes</b>	

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### 6. AUXILIARY INVOICE

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL AGRICULTURE
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Fisher folks

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List of fish and total price (3 original copies)	Provided by client
Auxiliary Invoice (2 original copies)	Agriculture Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary documents.	1. Evaluate documents and prepare auxiliary invoice.	None	5 minutes	Agricultural Technologist/ Admin. Aide III <i>Agriculture Office</i>
2. Pay the corresponding fees to the cashier.	2. Process payment and issue OR	1% of total value amount (based on SB Res No. 14 Reg Ord No.2)	5 minutes	Revenue Collection Clerk <i>Treasurer's Office</i>
	<b>TOTAL</b>		<b>10 minutes</b>	



### 7. FINGERLING DISPERSAL

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL AGRICULTURE
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Fisher folks

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Written Request (1 original copy)	Provided by client
Endorsement Letter (2 original copies)	Agriculture Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Fingerlings.	1. Receive written request letter, write endorsement letter to BFAR-Looc, Castillejos and instruct fisher folk to deliver the request and endorsement letter to BFAR	None	10 minutes	Municipal Agriculturist  Agricultural Technologist <i>Agriculture Office</i>
	1.1 Communicate with BFAR personnel for updates and relay to client.	None	Depends on the availability of fingerlings	Agricultural Technologist <i>Agriculture Office</i>
	<b>TOTAL</b>		<b>10 minutes</b>	



### 8. WALK-IN ANIMAL HEALTH SERVICES

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL AGRICULTURE
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Animal owners

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire services.	1. Analyze the services needed by the animal.	None	10 minutes	Livestock Inspector I <i>Agriculture Office</i>
	1.1. Administer medication.	Anti rabies vaccination is free. Other medications not available in the office are shouldered by clients.	5 minutes	Livestock Inspector I <i>Agriculture Office</i>
	1.2. Advise client on health care management of the animal treated.	None	10 minutes	Livestock Inspector I <i>Agriculture Office</i>
	<b>TOTAL</b>		<b>25 Minutes</b>	



### 9. MASSIVE ANTIRABIES 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>	Dog and cat owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter (original copy)	Provided by the Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present written request from Barangay Captain.	1. Approve request.	None	5 minutes	Municipal Mayor
2. Submit approved request.	3. Receive letter and schedule massive rabies vaccination.	None	5 minutes	Municipal Agriculturist  Livestock Inspector I <i>Agriculture Office</i>
3. Assist AEWs during anti rabies vaccination.	2. Conduct anti rabies vaccination.	None  Note: Syringes are shouldered by the requesting group.	5 hours per site	Municipal Agriculturist  Livestock Inspector I <i>Agriculture Office</i>
	<b>Total</b>		<b>5 hours and 10 minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 10. LARGE ANIMAL MANAGEMENT

<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>	Large animal raisers/owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Written Request (1 original copy)	Provided by client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present written request.	1. Accept request and schedule orientation.	None	5 minutes	Municipal Agriculturist  Livestock Inspector I <i>Agriculture Office</i>
2. Assist AEWs during: a. Artificial Insemination and Heat Synchronization b. Deworming c. Vitamin administration	2.1 Conduct deworming, vitamins administration, heat synchronization, and artificial insemination depending on the available supplies	None	5 hours per site	Livestock Inspector I <i>Agriculture Office</i>
	<b>TOTAL</b>		<b>5 hours and 5 minutes</b>	

# MUNICIPALITY OF SUBIC

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### 11. ANIMAL DISPERSAL

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL AGRICULTURE
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Animal raisers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Written Request (1 original copy)	Provided by client
Forms (4 original copies)	Agriculture Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for animal dispersal.	1.1. Accept the request and inspect the location/site for the animal.	None	2 hours	Livestock Inspector I <i>Agriculture Office</i>
	1.2. Recommend to the LCE for approval.	None	2 hours	Municipal Mayor  Livestock Inspector I <i>Agriculture Office</i>
2. When approved by LCE, sign contract agreement and Client Satisfactory Feedback Form.	2.1. Prepare documents for the transfer of animal to the new beneficiary.	None	20 minutes	Municipal Agriculturist  Livestock Inspector I <i>Agriculture Office</i>
	2.2. Orient the recipient on the rules in the contract.	None	10 minutes	Municipal Agriculturist  Livestock Inspector I <i>Agriculture Office</i>
	<b>TOTAL</b>		<b>4 Hours and 30 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 12. TECHNICAL ASSISTANCE ON FIELD PROBLEMS

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL AGRICULTURE
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Farmers

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on some field problems that need technical assistance (pests, diseases, etc.)	1. Interview the client to analyze & identify the solutions needed; may refer to other office staff specialized in some areas that could respond to a better solution.	None	20 minutes	Municipal Agriculturist  Agriculturist I/ Agricultural Technologist <i>Agriculture Office</i>
	1.1 If needed, schedule field inspection. ( <i>See Field Visitation/On site Inspection</i> )	None	5 minutes	Municipal Agriculturist  Agriculturist I/ Agricultural Technologist <i>Agriculture Office</i>
2. Assist AEW during field visitation	2. Conduct home or field inspection, provide information needed; lay out and present technical recommendation.	None	4 hours	Municipal Agriculturist  Agriculturist I/ Agricultural Technologist/ Livestock Inspector I <i>Agriculture Office</i>
	<b>TOTAL</b>	None	<b>4 hours and 25 Minutes</b>	

# MUNICIPALITY OF SUBIC

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### 13. ASSISTANCE ON ASSOCIATION AND COOPERATIVE ACCREDITATION, REGISTRATION AND REQUESTS

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL AGRICULTURE
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Farmers Group, Association and Cooperatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Board Resolution, Officers and members list, Articles and By-Laws of Association or Cooperative (3 original copies)	Provided by client
Other required documents by regulatory agencies (D.A., DOLE, SEC, CDA, etc.)	Provided by client
Endorsement letter (3 original copies)	Agriculture Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seek assistance in preparation of documents & other requirements.	1. Assistance in documents preparation for registration/ accreditation/request	None	2 days	Municipal Agriculturist  Agriculturist I/ Agricultural Technologist <i>Agriculture Office</i>
	<b>TOTAL</b>	None	<b>2 Days</b>	

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### 14. DEMOS/TRAINING/SEMINARS

<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>	Farmer/Fisher folk Organizations/Cooperatives

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request (written or verbal) regarding: <ul style="list-style-type: none"> <li>a) Food processing (Meat, fish, fruit and vegetable processing)</li> <li>b) Small and Large Animal production management (Swine, goat, poultry, cattle and carabao)</li> <li>c) Crops (rice, corn, cassava and high value crops) production seminar</li> <li>e) Other agriculture related training that clients are interested in</li> </ul>	1. Discuss and schedule training/demos/seminars.	None	1 Day	Municipal Agriculturist  Agriculturist I/ Agricultural Technologist <i>Agriculture Office</i>  And/or other support staff from other involved agencies

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



Attend or assist during training/demo/seminar.	<p>2. Conduct Training/ Demo/Seminar.</p> <p>Note: Funded thru LGU, private sponsors or other government agencies</p>	<p>None</p> <p>Note: Depending on the program, materials are free or counterpart of the requesting group</p>	<p>1 day</p>	<p>Municipal Agriculturist</p> <p>Agriculturist I/ Agricultural Technologist <i>Agriculture Office</i></p> <p>And/or other support staff from other involved agencies and companies</p>
	<b>TOTAL</b>		<b>2 Days</b>	



### **KOLEHIYO NG SUBIC** **External Services**

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 1. ISSUANCE OF TRANSCRIPT OF RECORDS AND DIPLOMA

The official Transcript of Records is a document showing the academic records of a student and is used for reference and for transfer purposes. A student copy be issued as many copies of the Transcript of Records (TOR) as long as said record has not been issued to another school and the purpose for which it is issued is indicated on the copy or copies.

A diploma is issued to a student after completing all the requirements of the degree program set by CHED and TESDA and Kolehiyo ng Subic. It may only be issued once but a duplicate copy may be issued upon request. However, the remarks “Duplicate copy” and the date if was prepared should be indicated, usually in the lower right-hand portion of the document.

<b>Office or Division:</b>	KOLEHIYO NG SUBIC - REGISTRAR'S OFFICE
<b>Classification:</b>	COMPLEX
<b>Types of Transaction:</b>	G2C-Government of Citizen
<b>Who may avail:</b>	Owner or any Representative who is legal age

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Applicant-Valid Identification Card	Applicant
Official Receipt of Payment	Municipal Treasurer's Office
Claim Slip	Registrar's Office
Documentary Stamp Tax	Treasurer's Office or BIR Office
<b>For Representative:</b>	
Authorization letter	Applicant
Identification Card	Representative
Official Receipt of Payment	Municipal Treasurer's Office
Claim Slip	Registrar's Office
Documentary Stamp Tax	Treasurer's Office or BIR Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present accomplished clearance and secure Request Form. (Ask for a copy of clearance if necessary)	1. Provide Clearance/Request Form	None	1 Minute	Admin Aide I <i>Kolehiyo ng Subic</i>
2. Accomplish the Request Form and proceed to Accounting Office	2. Verifies accounts then signs the request form	None	5 Minutes	Accounting Clerk <i>Accounting Office</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



for verification of accounts/balances.				
3. Proceed to Treasurer's Office (Municipal Hall) for Payment of Fees	3. Receives payment and issues Official Receipt	Transcript of Records – P500 Diploma – P200	5 Minutes	Collection Officer <i>Treasurer's Office</i>
4. After payment, submit the accomplished form and photocopy of the Official Receipt to the Registrar's Office	<p>4.1. Receive the accomplished form and the photocopy of Official Receipt.</p> <p>4.2. Retrieval of Student records.</p> <p>4.3. Checking and verifying of entrance credentials, grades, Board Resolution Number and other school records related to a student's acceptance, performance and accomplishments.</p> <p>4.4. Encoding of personal information and grades of the student.</p> <p>4.5/ Checking and correcting wrong entries in the printed TOR and Diploma.</p> <p>4.5 The Records Clerk, Accounting Office and the College Registrar affixed their signatures in the Transcript of Records and Diploma</p>	None	<p>5 Minutes</p> <p>1 day</p> <p>5 days</p> <p>3 days</p> <p>1 day</p> <p>1.5 days</p>	Admin Aide I <i>Kolehiyo ng Subic</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



5. Secure the signature of the Chairman of the Board.	5. The Chairman of the Board Signs the Transcript of Records and Diploma.	None	2 days	<i>Chairman of the Board of Trustees</i>
6. Secure documentary stamp/s	6. Provide Documentary Stamp/s.	P40	5 Minutes	BIR
7. Returns the signed Transcript of Records and Diploma to the Registrar's Office together with the documentary stamp	7. Examine/Check the signature affixed to the Transcript of Records and Diploma. Paste the documentary stamp and notarial seal the Transcript of Records and Diploma. Stamp the official seal of the college	None	5 Minutes	Student Assistant in Charge <i>Kolehiyo ng Subic</i>
8. Release the Transcript of Record/s and Diploma	8. Record and release the Transcript of Record/s and Diploma	None	2 Minutes	Admin Aide I <i>Kolehiyo ng Subic</i>
	<b>TOTAL:</b>	<b>Transcript of Records – P500.00 Diploma – P200.00</b>	<b>15 working days</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 2. ISSUANCE OF CERTIFICATE OF GRADES AND UNITS EARNED

List of subjects with grades and units earned, issued by the registrar's office as reference for the academic standing of a student enrolled in a particular program of study.

<b>Office or Division:</b>	REGISTRAR'S OFFICE
<b>Classification:</b>	COMPLEX
<b>Types of Transaction:</b>	G2C-Government of Citizen
<b>Who may avail:</b>	Owner or any Representative who is legal age

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Applicant-Valid Identification Card	Applicant
Official Receipt of Payment	Municipal Treasurer's Office
Claim Slip	Registrar's Office
Documentary Stamp Tax	Treasurer's Office or BIR Office
<b>For Representative</b>	
Authorization letter	Applicant
Identification Card	Representative
Official Receipt of Payment	Municipal Treasurer's Office
Claim Slip	Registrar's Office
Documentary Stamp Tax	Treasurer's Office or BIR Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present accomplished clearance and secure Request Form. (Ask for a copy of clearance if necessary)	1. Provide Clearance/Request Form	None	1 Minute	Admin Aide I <i>Kolehiyo ng Subic</i>
2. Accomplish the Request Form and proceed to Accounting Office	2. Verifies accounts then signs the request form	None	5 Minutes	Accounting Clerk <i>Accounting Office</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



for verification of accounts/balances.				
3. Proceed to Treasurer's Office (Municipal Hall) for Payment of Fees	3. Receives payment and issues Official Receipt	P200.00	5 Minutes	Collection Officer <i>Treasurer's Office</i>
4. After payment, submit the accomplished form and photocopy of the Official Receipt to the Registrar's Office	<p>4. Receive the accomplished form and the photocopy of Official Receipt.</p> <p>4.1 Retrieval, checking and verifying of, grades, Board Resolution Number (<i>if graduate</i>) and other school records related to a student's acceptance and accomplishments</p> <p>4.2 Encoding of grades, checking and correcting wrong entries</p> <p>4.3 Printing and checking of the Certificate of Grades and Certificate of Units Earned and signing of the said documents by the College Registrar. Paste the documentary stamp in the Certificate of Grades &amp;/or Certificate of Units Earned. Stamp</p>	None	<p>5 Minutes</p> <p>4 days</p> <p>2 days</p> <p>1 day</p>	Admin Aide I <i>Kolehiyo ng Subic</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	the official seal of the college			
5. Release the Certificate of Grades & Certificate of Units Earned	5. Record and release the Certificate of Grades & Certificate of Unites Earned and released.	None	2 Minutes	Admin Aide I <i>Kolehiyo ng Subic</i>
	<b>TOTAL:</b>	<b>P200.00</b>	<b>7 days &amp; 18 Minutes</b>	

### 3. ISSUANCE OF CERTIFICATE OF ENROLLMENT, GRADUATE, GOOD MORAL & CERTIFICATION AUTHENTICATION AND VERIFICATION (CAV)

<b>Office or Division:</b>	REGISTRAR'S OFFICE
<b>Classification:</b>	SIMPLE
<b>Types of Transaction:</b>	G2C-Government of Citizen
<b>Who may avail:</b>	Owner or any Representative who is legal age

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Applicant-Valid Identification Card	Applicant
Official Receipt of Payment	Municipal Treasurer's Office
Claim Slip	Registrar's Office
Documentary Stamp Tax	Treasurer's Office or BIR Office
<b>For Representative</b>	
Authorization letter	Applicant
Identification Card	Representative
Official Receipt of Payment	Municipal Treasurer's Office
Claim Slip	Registrar's Office
Documentary Stamp Tax	Treasurer's Office or BIR Office

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present accomplished clearance and secure Request Form. (Ask for a copy of clearance if necessary)	1. Provide Clearance /Request Form	None	1 Minute	Admin Aide I <i>Kolehiyo ng Subic</i>
2. Accomplish the Request Form and proceed to Accounting Office for verification of accounts/balances.	2. Verifies accounts then signs the request form	None	5 Minutes	Accounting Clerk <i>Accounting Office</i>
3. Proceed to Treasurer's Office (Municipal Hall) for Payment of Fees	3. Receives payment and issues Official Receipt	Certificate of Enrollment , Graduation and Good Moral – P50 CAV – P150	5 Minutes	Collection Officer <i>Treasurer's Office</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



<p>4. After payment, submit the accomplished form and photocopy of the Official Receipt, and photocopy of Transcript of Record/s (request for CAV only) to the Registrar's Office</p>	<p>4.1. Receive the accomplished form and the photocopy of Official Receipt.</p> <p>4.2. Retrieval, checking and verifying of, grades, Board Resolution Number (<i>if graduate</i>) and other school records related to a student's acceptance and accomplishments</p> <p>4.3 Encoding of grades, checking and correcting wrong entries</p> <p>4.4. Printing and checking and signing of the said documents by the College Registrar</p>	<p>None</p>	<p>5 Minutes</p> <p>1 day</p> <p>1 day</p> <p>1 day</p>	<p>Admin Aide I <i>Kolehiyo ng Subic</i></p>
<p>5. Release the Certification/s</p>	<p>5. Record and release the Certificate of Enrollment, Graduation, Good Moral and CAV.</p>	<p>None</p>	<p>2 Minutes</p>	<p>Admin Aide I <i>Kolehiyo ng Subic</i></p>
	<p><b>TOTAL:</b></p>	<p><b>Certificate of Enrollment, Graduation and Good Moral – P50</b></p> <p><b>CAV – P150</b></p>	<p><b>3 days &amp; 18 Minutes</b></p>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 4. ISSUANCE FOR CERTIFIED TRUE COPY OF TRANSCRIPT OF RECORDS AND DIPLOMA AND GENERAL WEIGHTED AVERAGE (GWA)

General Weighted Average- the average of grades in all subjects taken

<b>Office or Division:</b>	KOLEHIYO NG SUBIC - REGISTRAR'S OFFICE
<b>Classification:</b>	SIMPLE
<b>Types of Transaction:</b>	G2C-Government of Citizen
<b>Who may avail:</b>	Owner or any Representative who is legal age

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid Identification Card	Applicant
Official Receipt of Payment	Municipal Treasurer's Office
Claim Slip	Registrar's Office
Documentary Stamp Tax	Treasurer's Office or BIR Office
<b>For Representative</b>	
Authorization letter	Applicant
Identification Card	Representative
Official Receipt of Payment	Municipal Treasurer's Office
Claim Slip	Registrar's Office
Documentary Stamp Tax	Treasurer's Office or BIR Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present previous accomplished clearance and secure Request Form. (Ask for a copy of Clearance if necessary)	1. Provide Clearance/Request Form	None	1 Minute	Admin Aide I <i>Kolehiyo ng Subic</i>
2. Accomplish the Request Form and proceed to	2. Verifies accounts then signs the request	None	5 Minutes	Accounting Clerk <i>Accounting Office</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



Accounting Office for verification of accounts/balances	form			
3. Proceed to Treasurer's Office (Municipal Hall) for Payment of Fees	3. Receives payment and issues Official Receipt	P100	5 Minutes	Collection Officer <i>Treasurer's Office</i>
4. After payment, submit the accomplished form, photocopy of the Official Receipt, and photocopy of Transcript of Record/s to the Registrar's Office	4.1. Receive the accomplished form and the photocopy of Official Receipt.	None	5 Minutes	Admin Aide I <i>Kolehiyo ng Subic</i>
	4.2. Checking, verifying and computing of grades (GWA) and other school records related to a student's acceptance and accomplishments		1 day	
	4.3. Encoding, checking and correcting wrong entries		1 day	
	4.4. Printing, checking, place documentary stamp & signing of the said documents by the College Registrar		1 day	
5. Release the General Weighted Average (GWA)	5. Record and Release the General Weighted Average (GWA)	None	2 Minutes	Admin Aide I <i>Kolehiyo ng Subic</i>
	<b>TOTAL:</b>	<b>P100.00</b>	<b>3 days &amp; 18 Minutes</b>	



### 5. ISSUANCE FOR CERTIFIED TRUE COPY OF TRANSCRIPT OF RECORDS and HONORABLE DISMISSAL

Certified True Copy- the photocopy of the original diploma/transcript of records, certificate of grades and other certificates, bearing the school seal and the signature of the College Registrar.

Transfer Credential/Honorable Dismissal-issued by the Registrar's Office to a student who voluntarily withdraw from the college for purposes of transferring to another school.

<b>Office or Division:</b>	KOLEHIYO NG SUBIC - REGISTRAR'S OFFICE
<b>Classification:</b>	SIMPLE
<b>Types of Transaction:</b>	G2C-Government of Citizen
<b>Who may avail:</b>	Owner or any Representative who is legal age

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid Identification Card	Applicant
Official Receipt of Payment	Municipal Treasurer's Office
Claim Slip	Registrar's Office
Documentary Stamp Tax	Treasurer's Office or BIR Office
<b>For Representative</b>	
Authorization letter	Applicant
Identification Card	Representative
Official Receipt of Payment	Municipal Treasurer's Office
Claim Slip	Registrar's Office
Documentary Stamp Tax	Treasurer's Office or BIR Office

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present previous accomplished clearance and secure Request Form. (Ask for a copy of Clearance if necessary)	1. Provide Clearance/Request Form	None	1 Minute	Admin Aide I <i>Kolehiyo ng Subic</i>
2. Accomplish the Request Form and proceed to Accounting Office for verification of accounts/balances	2. Verifies accounts then signs the request form	None	2 Minutes	Accounting Clerk <i>Accounting Office</i>
3. Proceed to Treasurer's Office (Municipal Hall) for Payment of Fees	3. Receives payment and issues Official Receipt	Certified True Copy – P50/set  Honorable Dismissal – P 50	5 Minutes	Collection Officer <i>Treasurer's Office</i>
4. After payment, submit the accomplished form, photocopy of the Official Receipt, and photocopy of Transcript of Record/s ( <i>Certified True Copy request only</i> ) to the Registrar's Office	4. Receive the accomplished form, photocopy of the Official Receipt, and photocopy of Transcript of Record/s to the Registrar's Office.	None	5 Minutes	Admin Aide I <i>Kolehiyo ng Subic</i>
5. Release the Cert	5. Released the Certified True Copy and Honorable Dismissal	None	2 Minutes	Admin Aide I <i>Kolehiyo ng Subic</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	<b>TOTAL:</b>	<b>Certified True Copy – P50/set</b>	<b>15 Minutes</b>	
		<b>Honorable Dismissal – P 50</b>		

### 6. CERTIFICATION OF NON-ISSUANCE OF ID

<b>Office or Division:</b>	KOLEHIYO NG SUBIC – OFFICE OF THE STUDENT AFFAIRS
<b>Classification:</b>	SIMPLE
<b>Types of Transaction:</b>	G2C-Government of Citizen
<b>Who may avail:</b>	Owner or any Representative who is legal age

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid Identification Card	Applicant
Photocopy of Enrollment Form & Old ID	Applicant
<b>For Representative</b>	
Authorization letter	Applicant
Identification Card	Representative

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present previous accomplished Enrollment form and Photocopy of Old ID	1. Issuance of Certification	None	5 Minutes	Head of Office of Student Affairs <i>Kolehiyo ng Subic</i>
	<b>TOTAL:</b>		<b>5 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 7. RELEASING OF ADMISSION SLIP

<b>Office or Division:</b>	KOLEHIYO NG SUBIC – OFFICE OF THE STUDENT AFFAIRS
<b>Classification:</b>	SIMPLE
<b>Types of Transaction:</b>	G2C-Government of Citizen
<b>Who may avail:</b>	Owner or any Representative who is legal age

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request form and Letter of Request	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up form Letter of Request duly noted by the instructor of the subject the student incurred a warning at.	1. Receives request and have a dialogue with the Head of Student Affairs (OSA)	None	10 Minutes	Head of Office of Student Affairs <i>Kolehiyo ng Subic</i>
	<b>TOTAL:</b>		<b>10 Minutes</b>	



### 8. RELEASING OF EXCUSE SLIP

<b>Office or Division:</b>	KOLEHIYO NG SUBIC – OFFICE OF THE STUDENT AFFAIRS
<b>Classification:</b>	SIMPLE
<b>Types of Transaction:</b>	G2C-Government of Citizen
<b>Who may avail:</b>	Owner or any Representative who is legal age

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request form and necessary letters needed as attachment	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up form Letter of Excuse, Letter of Invitation (in case of school related seminars and activities), medical certificate (in case of sickness etc.)	1.1. Receives request 1.2. Have a dialogue with the Head of Student Affairs. 1.3. Releasing of Slip	None	10 minutes	Head of Office of Student Affairs <i>Kolehiyo ng Subic</i>
	<b>TOTAL:</b>		<b>10 minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 9. RECOMMENDATION LETTER

<b>Office or Division:</b>	KOLEHIYO NG SUBIC – OFFICE OF THE STUDENT AFFAIRS
<b>Classification:</b>	SIMPLE
<b>Types of Transaction:</b>	G2C-Government of Citizen
<b>Who may avail:</b>	Owner or any Representative who is legal age

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up form Request Letter for recommendation stating the purpose and other needed details in the letter.	1.1. Receives request and requirements. 1.2. Interview with the Head of Student Affairs. 1.3. Releasing of Recommendation Letter.	None	15 Minutes	Head of Office of Student Affairs <i>Kolehiyo ng Subic</i>
	<b>TOTAL:</b>		<b>15 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 10. RECOMMENDATION LETTER

<b>Office or Division:</b>	KOLEHIYO NG SUBIC – DEAN’S OFFICE
<b>Classification:</b>	SIMPLE
<b>Types of Transaction:</b>	G2C-Government of Citizen
<b>Who may avail:</b>	Owner or any Representative who is legal age

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up form Request Letter for recommendation stating the purpose and other needed details in the letter.	1.1. Receives request and requirements. 1.2. Interview with the Dean. 1.3. Releasing of Recommendation Letter.	None	15 Minutes	Dean of Respective Departments <i>Kolehiyo ng Subic</i>
	<b>TOTAL:</b>		<b>15 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 11. RECOMMENDATION LETTER

<b>Office or Division:</b>	KOLEHIYO NG SUBIC – GUIDANCE OFFICE
<b>Classification:</b>	SIMPLE
<b>Types of Transaction:</b>	G2C-Government of Citizen
<b>Who may avail:</b>	Owner or any Representative who is legal age

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up form Request Letter for recommendation stating the purpose and other needed details in the letter.	1.1. Receives request and requirements. 1.2. Interview with the Guidance Counselor. 1.3. Releasing of Recommendation Letter.	None	15 Minutes	Guidance Councilor <i>Kolehiyo ng Subic</i>
	<b>TOTAL:</b>		<b>15 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 12. SCHOLARSHIP

<b>Office or Division:</b>	KOLEHIYO NG SUBIC – ADMISSION AND SCHOLARSHIP OFFICE
<b>Classification:</b>	SIMPLE
<b>Types of Transaction:</b>	G2C-Government of Citizen
<b>Who may avail:</b>	Owner or any Representative who is legal age

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Latest Enrollment Form, ID	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present latest Enrollment Form and School ID	1.1. Receives requirements 1.2. Release Scholarship Certification	None	5 Minutes	Head of Admission and Scholarship <i>Kolehiyo ng Subic</i>
	<b>TOTAL:</b>		<b>5 Minutes</b>	



### **OFFICE OF THE MUNICIPAL BUDGET**

#### **Internal Services**

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 1. CERTIFICATION AS TO AVAILABILITY OF APPROPRIATION

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL BUDGET
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government of Citizen
<b>Who may avail:</b>	LGU Subic Departments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Vouchers with Supporting Documents, Payrolls and Purchase Requests	Concerned/Requesting Department/Section/ Employee/Official

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Certification on Appropriation, Funds and Obligation of Allotment (CAFOA) with necessary documents	1.1 Check attached documents/ stamping of date and time received /Assigns control number/ encoding /attach tracking slip and distribute to assigned budget staff	None None	10 minutes	Admin. Aide I/ Admin Aide III <i>Budget Office</i>
	1.2 Review, evaluate, record as to the existence of appropriation, process and sign the Certification on Appropriation, Funds and Obligation of Allotment (CAFOA)		5 minutes	Admin Aide IV/ Admin. Asst. II/ Admin. Asst. I <i>Budget Office</i> Budget Officer II Municipal Budget Officer

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	1.3 Transmit approved Certification on Appropriation, Funds and Obligation of Allotment (CAFOA) to Municipal Accounting Office (DV/ Payroll) or Procurement Department (PR, BAC Resolution)	None	5 minutes	Admin. Aide I/ Admin Aide III <i>Budget Office</i>
	<b>TOTAL</b>		<b>20 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 2. PREPARATION OF ANNUAL/SUPPLEMENTAL BUDGET OF THE MUNICIPALITY

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL BUDGET			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	LGU Subic Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Document 1 Budget Proposal with prescribed Local Budget Preparation Forms (3 hard copies)		Assigned Budget Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Confer with the Local Finance Committee in coordination with the revenue generating departments to determine budgetary ceiling / income estimates	None	1 day	Budget Officer II  Municipal Budget Officer
2. Receive memorandum letter and prepare budget proposals	2.1 Disseminate memorandum letter with attached Budget Call, required budgetary forms and calendar of activities stating the submission of budget proposals	None	2 days	Admin. Assistant II <i>Budget Office</i>
3. Attend budget orientation	3.1 Conduct budget orientation	None	1 day	Local Finance Committee/ Budget Staff

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



4. Submit budget proposals with attached necessary budgetary document/ requirements	4.1 Check attached budgetary requirements/ documents/ stamping of date and time received and distribute to assigned budget staff	None	10 days	Budget Officer II/ Admin Aide III/ Admin. Aide I <i>Budget Office</i>
5. Coordinate with the budget staff incharge	5.1 Review, evaluate and analyze the submitted budget proposal and recommend in accordance with the guidelines in the budget call.	None	15 days	Municipal Budget Officer
6. Attend Preliminary Budget Hearing	6.1 Conduct Preliminary Budget Hearing	None	5 days	Local Finance Committee/ Budget Office
	6.2 Finalize the proposed budget based on the findings and recommendations of LFC during budget hearing	None	7 days	Budget Officer II
	6.3 Submit the proposed budget to the Municipal Mayor for approval	None	1 day	Local Finance Committee/ Municipal Budget Officer

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	6.4 Reproduce copies of the proposed annual budget	None	2 days	Budget Officer II Admin. Asst. II <i>Budget Office</i>
7. Receive proposed Annual Budget	7. Submit proposed annual budget to the Office of the Sangguniang Bayan Secretary for deliberation and approval of the Municipal Council	None	1 day	Budget Officer II Admin. Aide IV <i>Budget Office</i>
<b>TOTAL</b>			<b>48 days</b>	

### 3. REVIEW OF ANNUAL/SUPPLEMENTAL BARANGAY BUDGET

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL BUDGET	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	Government to Government	
<b>Who may avail:</b>	Barangay Officials and residents concerned	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<p><b>FOR ANNUAL BUDGET:</b></p> <ol style="list-style-type: none"> <li>1. <i>Barangay Appropriation Ordinance</i></li> <li>2. <i>Transmittal Letter</i></li> <li>3. <i>Sanggunian-approved AIP</i></li> <li>4. <i>Lists of Projects Chargeable against 20% Development Fund</i></li> <li>5. <i>Plantilla of Personnel</i></li> <li>6. <i>Statement of Indebtedness (if any)</i></li> <li>7. <i>DILG-endorsed Gender and Development Plan and Budget</i></li> <li>8. <i>Local Budget Preparation Form No. 6 – Statement of Statutory and Contractual Obligations and Budgetary Requirements</i></li> </ol> <p><b>FOR SUPPLEMENTAL BUDGET:</b></p> <ol style="list-style-type: none"> <li>1. <i>Barangay Appropriation Ordinance</i></li> <li>2. <i>Transmittal Letter</i></li> <li>3. <i>Approved Supplemental AIP</i></li> <li>4. <i>Certificate of Source of Funds</i></li> </ol>	<p>16 Barangays of the Municipality</p>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Barangay Annual / Supplemental Budget with other pertinent documents required	1.1 Check attached documents (per checklist)/ stamping of date and time received, review and evaluate in accordance with the guidelines.	None	5 days	Admin. Aide IV/ Budget Officer II <i>Budget Office</i>
	1.2 Endorsement to the Sangguniang Bayan for favorable review	None	1 day	Municipal Budget Officer
<b>TOTAL</b>			<b>6 days</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 4. PREPARATION, COLLECTION AND UPLOADING OF DOCUMENTS TO NATIONAL GOVERNMENT PORTALS

<b>Office or Division:</b>	OFFICE OF THE MUNICIPAL BUDGET			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	National Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Preparation, collection and uploading of documents to national agency portals	1.1 Prepare, collect and upload documents to portals  (GAD, eESRE, POPS, PFMAT, Full Disclosure Policy Portal)	None	15 days	Municipal Budget Officer/ Budget Officer II/ Admin. Asst. I Admin. Aide IV/
<b>TOTAL</b>			<b>15 days</b>	



### **OFFICE OF THE MUNICIPAL ACCOUNTANT**

#### **Internal Services**

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 1. PROCESSING OF DISBURSEMENT VOUCHERS AND ACCOUNTANT'S ADVICE

<b>Office or Division:</b>	Accounting Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All Departments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Disbursement Voucher	Prepared by the Requesting Office/Unit
Certification on Appropriations, Funds and Obligation of Allotment (CAFOA)	Prepared by the Requesting Office/Unit
Journal Entry Voucher (JEV)	Accounting Office
BIR Forms 2307 and 2306	Accounting Office
Approved Payroll for granting of cash advance for payroll	Accounting Office
Approved Travel Order for granting of cash advance for travel/training expenses	Prepared by the Requesting Office/Unit
Letter of invitation for granting of cash advance for travel/training expenses	Hosting organization or agency
Approved Itinerary of travel for granting of cash advance for travel/training expenses	Prepared by the Requesting Office/Unit
Purchase Request (PR)	Prepared by the Requesting Office/Unit
Purchase Order (PO)	Prepared by the Requesting Office/Unit
Abstract of Bid	BAC
Request for Quotation	BAC
Bids and Award Committee Resolution	BAC
Approved Contract supported by documentary requirement under COA circular No. 2009-001 dated Feb 12, 2009 and COA memorandum No. 2005-027 dated Feb 28, 2005 in case of Procurement through Public Bidding	BAC
Acceptance and Inspection Report	GSO
Sales Invoice/ Delivery Receipt/ Official receipts or other proof	Supplier/Contractor

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



Request for Certification of Indigency	DSWD
Hospital billing, Death Certificate, Referral from Doctors (for medical and funeral assistance)	Hospital, Funeral, Medical Facilities/Laboratory
School Assessment (for Scholarship)	School attended
Voter's ID	COMELEC
Accountant's Advice	Accounting Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.1. Requestor secure requirements, prepare disbursement voucher and CAFOA, attach supporting documents.</p> <p>1.2 Forward to Budget Office for CAFOA approval as to existence of appropriation, Budget Office forward Disbursement voucher to Accounting Office</p>	<p>1.1. Receives Disbursement Voucher for Budget Office</p> <p>1.2 Checks all the supporting documents attached to the vouchers, if complete and proper, Journal Entry Voucher is prepared</p>	None	20 Minutes	Admin Aide III/ Admin Aide IV <i>Accounting</i>
	<p>2.1. If taxable, computes the required withholding taxes</p> <p>2.2. Prepare BIR Forms applicable to the transaction (Form 2306 and 2307)</p>	None	15 Minutes	Admin Aide III/ Admin Aide IV <i>Accounting</i>  Admin. Aide III <i>Accounting</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	2.3. Record the CAFOA in the Registry of Appropriations, Allotment and Obligations			Admin. Aide III/ Student Assistant <i>Accounting</i>
	3. Vouchers and supporting documents will then be reviewed by the Municipal Accountant before signing to certify completeness and propriety of supporting documents. In case of trust funds, certification as to the existence of the trust account.	None	10 Minutes	Municipal Accountant
	4.1. Release approved vouchers to the Mayor's Office for Approval  4.2. Log to the record book for receiving  4.2 Mun. Mayor or Mun. Administrator (if remittance) approved disbursement voucher	None	20 minutes	Admin. Aide III <i>Accounting</i>  Admin. Aide III <i>Accounting</i>  Municipal Mayor/ Municipal Administrator (for regularly recurring administrative expenses)

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



				<p>Municipal Vice Mayor (For expenditures appropriated for the operation of the Sangguniang Bayan)</p>
	5.1. Forward disbursement vouchers to the Treasurer's Office for the preparation of check & approval	None	25 minutes	<p>Admin. Aide III Accounting</p> <p>Municipal Treasurer</p>
	6. Forward check and disbursement vouchers to the Mayor's Office for signature	None	10 minutes	Admin. Aide III Treasurer's Office
	<p>7.1. Receive approved check and disbursement voucher from Mayor's Office</p> <p>7.2 Post to the Check Disbursement Journal and update Registry of Appropriations, Allotment and Obligations for the check number</p>	None	10 minutes	Admin Aide I and Admin. Aide III Accounting

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	8.1. Prepare Accountant's Advice	None	10 minutes	Admin. Aide I <i>Accounting</i>
	8.2. Municipal Accountant reviews the Advice and approve			Municipal Accountant
	9. Submit Accountant's Advice to the bank	None	2 hours	Admin. Aide III <i>Accounting</i>
	<b>TOTAL:</b>		<b>4 Hours</b>	

## 2. PREPARATION OF PAYROLL

<b>Office or Division:</b>	Accounting Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All Departments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Daily Time record	Human Resource Office
Appointment and Oath of Office	Human Resource Office
Premiums and loan billings	Pag-ibig, Philhealth, GSIS, Landbank
Journal Entry Voucher (JEV)	Accounting Office
Payroll	Accounting Office
Overtime Request	Mayor's Office

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Human Resource Office forward approved Daily Time Record. Appointments (for newly hired employees), Oath of Office and other payroll documents to the Accounting Office	1.1. Receives payroll documents from Human Resource Office and review 1.2. Compute salary of employees	None	8 hours	Admin Aide VI, Admin Aide IV, Administrative Assistant II and Admin Aide III <i>HRMO</i>  Admin Aide I <i>Accounting</i>
	2. From Employees Gross Salary: Compute/Deduct absences, Premiums, loans and other to get the net take home pay	None	8 hours	Admin Aide III, Admin Aide I <i>Accounting</i>
	3. Finalize and Print Payroll	None	30 Minutes	Admin Aide III <i>Accounting</i>
	4. Prepare Disbursement voucher	None	30 Minutes	Admin Aide III <i>Accounting</i>
	5. Forward payroll and disbursement voucher to budget office for Obligation Request preparation and approval. Return to the Accounting Office	None	2 hours	Admin Aide III <i>Accounting</i>  Admin. Asst. I <i>Budget Office</i>  Municipal Budget Officer
	6.1 Receive with DV and CAFOA, record the CAFOA in the Registry of Appropriations, Allotment and Obligations	None	30 minutes	Admin Aide III <i>Accounting</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	6.2. Forward to Municipal Accountant for review before signing to certify completeness and propriety of supporting documents and that the accountable officer has no unliquidated cash advances.			Municipal Accountant
	7.1. Forward payroll and disbursement vouchers to the Mayor's Office for Approval  7.2 Municipal Mayor, or Municipal Administrator or Municipal Vice Mayor (for SB) Approve Disbursement Voucher	None	30 minutes	Admin. Aide III <i>Accounting</i>  Municipal Mayor  Municipal Administrator (for regularly recurring payroll)  Vice Mayor (For payroll of the Sanggunian)
	8. Forward Payroll and disbursement vouchers to the Treasurer's Office for the preparation of check & approval	None	2 hours	Admin. Aide I <i>Mayor's Office</i>  Municipal Treasurer
	9. Forward Payroll and disbursement vouchers to the Mayor's Office for signature	None	10 minutes	Admin. Aide I <i>Accounting</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	<p>10.1. Receive approved check disbursement voucher from Mayor's Office</p> <p>10.2 Post to the Check Disbursement Journal and update Registry of Appropriations, Allotment and Obligations for the check number</p>	None	30 minutes	Admin Aide I and Admin. Aide III <i>Accounting</i>
	<p>11.1. Prepare Accountant's Advice</p> <p>11.2. Municipal Accountant reviews the advice and approve</p>	None	20 minutes	Admin. Aide III <i>Accounting</i>  Municipal Accountant
	12. Submit Accountant's Advice to the bank	None	2 hours (including travel time to bank)	Admin. Aide III <i>Accounting</i>
	<b>TOTAL:</b>		<b>3 days and 1 hour</b>	



### **OFFICE OF THE MUNICIPAL ACCOUNTANT**

#### **External Services**

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 1. ASSESSMENT AND COLLECTION OF TUITION FEES

<b>Office or Division:</b>	Accounting Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Citizen
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Enrollment Form	Kolehiyo ng Subic Registrar
Scholarship Slip	Mayor's Office
Waiver (for students who opted out)	Kolehiyo ng Subic Registrar
Official Receipts (proof of payment)	Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students/Enrollee present Approved Enrollment Form (must be signed by the registrar)	1. Receives enrollment form and check if approved by the registrar	None	1 minute	Admin. Aide III <i>Accounting Office</i>
	2.1. Check in the system the status of account of the students.  2.1 If without balance, stamped "OK FOR ENROLLMENT"  2.2 If with balance, issue assessment stub indicating the amount that	None	6 minutes	Admin. Aide III <i>Accounting Office</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	should be paid by the student.			
3. Student pay at the Treasurer's Office	3.1 Present the assessment stub to the cashier and pay the amount due 3.2 Issue Official Receipt	Amount included in the assessment stub	7 Minutes	Revenue Collection Clerk II <i>Treasurer's Office</i>
4. Student present Official Receipt to the Accounting Office	4. Record payment in the system to update the account and stamp "OK FOR ENROLLMENT"	None	5 minutes	Admin. Aide III <i>Accounting Office</i>
	5. Municipal Accountant check the enrollment form and sign for approval	None	1 minute	Admin. Aide III <i>Accounting Office</i>  Municipal Accountant
	<b>TOTAL:</b>		<b>20 minutes</b>	



## 2. ISSUANCE OF EXAMINATION PERMITS

<b>Office or Division:</b>	Accounting Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Citizen
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Scholarship Slip	Mayor's Office
Waiver (for students who opted out)	Kolehiyo ng Subic Registrar
Official Receipts (proof of payment)	Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student present  duly signed Scholarship slip or waiver and OR for students who opted out and/or not qualified for scholarship	1. Receive  Scholarship slip or waiver and OR	None	1 minute	Admin. Aide III <i>Accounting Office</i>
	2.1. If not a scholar and with balance issue assessment stub indicating the amount that should be paid by the student, otherwise, issue Examination Permit	None	6 minutes	Admin. Aide III <i>Accounting Office</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



3. Student pay at the Treasurer's Office	3.1. Present the assessment stub to the cashier and pay the amount due the issue the examination permit	Amount included in the assessment stub	7 Minutes	Revenue Collections Clerk II <i>Treasurer's Office</i>
4. Student present Official Receipt to the Accounting Office	4.1. Record payment in the system to update the account  4.2. Issue Examination Permit	None	5 minutes	Admin. Aide III <i>Accounting Office</i>
	5. Municipal Accountant sign for approval	None	1 minute	Admin Aide III Municipal Accountant
	<b>TOTAL:</b>		<b>20 minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 3. ISSUANCE OF PAYMENT SLIP FOR REQUESTS FOR CERTIFICATIONS

<b>Office or Division:</b>	Accounting Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Citizen
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form	Kolehiyo ng Subic Registrar

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students present duly signed Request Form	1. Receive Request Form	None	1 minute	Admin. Aide III <i>Accounting Office</i>
	2. Determine the corresponding fees to the type of certification/document requested and issue Payment Slip	None	5 minutes	Admin. Aide III <i>Accounting Office</i>
2. Student pay at the Treasurer's Office	3.1 Present the assessment stub to the cashier and pay the amount due 3.2 Issue Official Receipt	Amount included in the assessment stub	5 minutes	Revenue Collections Clerk II <i>Treasurer's Office</i>
	<b>TOTAL:</b>		<b>11 minutes</b>	



### **MUNICIPAL HEALTH OFFICE**

#### **External Services**

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 1. CONSULTATION SERVICES

The Municipal Health Office through its Main Health Center and Barangay Health Stations aims to provide the best consultation service to any person in the community. The health office provides free consultations.

<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>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Philhealth ID Number/Member Data Record Number (for members)		Philhealth Office		
4P's ID (for members)		DSWD or MSWDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient goes to Triage area	<p>1.1. Triage according to the patient's chief complaint and needs</p> <p>1.2 Conduct interview if PHIC holder, provide form for profiling.</p> <p>if emergency case, check Vital Signs then refer to Physician or referring institution: If non-emergency case proceed to step 2.</p>	<p>None</p> <p>None</p>	5 minutes	Nurse I/ Midwife I
2. Proceed to information	<p>2.1 For new patient, registration to the system and securing the ID requirements</p> <p>2.2 For returning patient, retrieval of individual treatment record</p>	None	5 minutes	<p>Information Clerk</p> <p>Municipal Health Worker</p>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



3. Proceed to vital signs station	3. Blood pressure, temperature, Pulse rate, Respiratory rate, oxygen saturation, weight and height of the client will be taken	None	5 minutes	Information Clerk  Municipal Health Worker
4. Proceed to consultation area	4. Patient will be assessed and consult with the health care provider. Laboratory requests, medicine prescription or referral to specialists or to secondary level of facility will be provided to the patient	None	20 minutes	Municipal Health Officer/ Rural Health Physician Medical Officer III/ Nurse I/ Midwife
5. Proceed to:  • Laboratory  or  • Cashier	5a. Patient will be submitting specimen to the laboratory section. Refer to laboratory Citizen's Charter  5b. Secure payment and release of official result.	None  P150	Refer to Laboratory services Citizen's charter  5 minutes	Medtech II  Laboratory Assistant:  Admin Aide IV Health office
6. Return to the consultation area and provide the OR	Release of Medical Certificate. Advise on the next schedule of follow-up if necessary	None	3 minutes	Municipal Health Officer/ Rural Health Physician Medical Officer III/ Nurse I/ Midwife

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



7. Accomplish client's satisfaction form.		None	3 minutes	Information Clerk
	<b>TOTAL</b>	<b>P150</b>	<b>46 minutes</b>	



### 2. MATERNAL HEALTH CARE SERVICES

The Municipal Health Office thru its Main Health Center, Clinic and Barangay Health Stations aims to provides maternal services to pregnant and lactating mothers. This service ensures safe motherhood and deliveries to healthy babies.

<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>	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Home-based maternal record (HBMR)		Information		
PHILHEALTH Id (optional)		PHILHEALTH OFFICE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The applicant/client proceeds to birthing station. Provide personal information and/or present HBMR or present ECCD Card	1.1 Register new patients and retrieve patient's record for old patients.	None	5 minutes	Nurse I/ Midwife III/ Midwife II
	1.2. Check and record vital signs	None	5 minutes	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



2. Proceed to the Midwives Table/Room	2.1. Check and record vital signs. Examine, assess and educate the patient.	None	5 minutes	
	2.2 For pregnant mothers, give vitamin supplement (ferrous sulfate and calcium carbonate) For postpartum mothers: health teaching about breastfeeding and self-care and vitamin A supplementation) Give prescription and lab request if necessary.	None	5 minutes	Nurse I/ Midwife III/ Midwife II/ Midwife
3. Proceed at the Laboratory for examination	3. Perform HIV testing HBsAg testing and Syphilis screening Urinalysis and blood typing	None	25 minutes	Medical Technologist II
4. Return result of the Laboratory Examinations	4.1 Assess the Laboratory Result			
	4.2 For Normal results: Give prescription if necessary and advise for next follow up	None	10 minutes	Nurse I/ Midwife III/ Midwife II/ Midwife

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	4.3 For abnormal results refer to physician			
5. In case of imminent or emergency delivery:	<p>5.1. Check vital signs and record</p> <p>5.2. Proceed to Delivery Room for examination (Normal Delivery)</p> <p>5.3. If high-risk case or complicated case refer to hospital of choice</p>		30 minutes	<p>Municipal Health Officer/ Rural Health Physician Medical Officer III</p> <p>Nurse I/ Midwife III/ Midwife II/ Midwife</p>
6. Post - Partum Management (after delivery)	<p>6.1. Check vital signs and neonatal care</p> <p>6.2. Provide Vit. K and Hepa Vaccine before sending home 24 hours after the delivery</p>		1 Day	<p>Municipal Health Officer/ Medical Officer III</p> <p>Nurse II/ Nurse I/ Midwife III/ Midwife II/ Midwife</p>
	<b>TOTAL</b>	<b>None</b>	<b>1 Day, 1 Hour and 25 minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 3. IMMUNIZATION SERVICES

The Municipal Health Office thru its 16 Barangay Health Stations provides immunization services to 0-12 months old babies to make them immune from seven vaccine preventable diseases (Polio, TB, Measles, Hepatitis A and B, HiB, Cholera and Varicella) The Municipal Health Office also gives immunization to pregnant mothers on their 2<sup>nd</sup> trimester to prevent the occurrence of Tetanus neonatorum in infants

<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>	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ECCD card	HEALTH CENTER
PHILHEALTH Id (for members)	PHILHEALTH OFFICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicant/ client proceeds to Barangay Health Station. Provide personal information and/or present ECCD.	1.1. Register new patients and issue ECCD card and retrieve patient record for old patients	None	5 Minutes	Nurse I/ Midwife III/ Midwife II/

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



2. Proceed to the Midwives Table/Room	2.1.1. Check and record vital signs. Examine, assess and educate the mother/guardian /Patient.	None	5 Minutes	Nurse I/ Midwife III/ Midwife II/
	2.1.2. <b>For well babies/well pregnant patients:</b> inject the vaccine			
	2.2.1 <b>For sick babies:</b> Advise the mother to seek medical consult and return on the next scheduled vaccination once the baby is well.	NONE	5 Minutes	Nurse I/ Midwife III/ Midwife II/
	2.2.2. <b>For sick pregnant mothers:</b> Advise the patient to seek medical consult and return on the next scheduled vaccination.			
	<b>TOTAL</b>		<b>15 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 4. DENTAL SERVICES

The Municipal Health Office Dental Services are available to the general public especially to preschoolers, targeted school children, pregnant women and senior citizens. The Public Health Dentist also visits schools to conduct oral examination, and oral problem prevention and teachings to preschoolers.

<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>	ALL

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Dental Room and provide personal information.	1.1. Register and/or retrieve patient's dental record form (for old patients) For new patients, register the patient.  1.2. For adult patients: Check BP, medications and ask if diabetic.  1.3. For general patients: Check for allergy.	None	5 Minutes	Dental Assistant
2. Attend the Oral Examination	2.1. Conduct oral examinations.  2.2. Conduct tooth extraction.  2.3. Prescribe medications and advise patient for proper oral hygiene.	None	30 minutes	Dentist II
	<b>TOTAL</b>	<b>None</b>	<b>35 Minutes</b>	



### 5. LABORATORY SERVICES

Laboratory testing involves receiving or collecting specimens for testing (pre-analytical phase), performing the appropriate tests (Analytical phase), and generating results (post-analytical phase).

<b>Office or Division:</b>	MUNICIPAL HEALTH OFFICE – Laboratory Dept./RTDL/TML
<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
Official Laboratory Request Form issued by a Doctor, Midwife, or Nurse	Service provider of choice

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the laboratory request at the laboratory window.	1.1 Receive and check laboratory request 1.2 Provide appropriate sample container 1.3 If with sample, checks sample's condition	None	10 minutes	MedTech II Medical Assistant
2. Waits for the specimen to be collected	2.1 Collects and/or extracts sample 2.2 For tests that require fasting, instructions are given.	None	30 minutes	MedTech II
3. Specimen Processing	3.1 Samples are processed according to the request given	None	Routine Lab Tests - 1 hour	MedTech II

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



			GeneXpert – 3 Days  RT-PCR – 2 days	
4. Releasing of Results	4.1 Request for Claimant ID for Identification  4.2 Results are given to the patient/relative	None	10 minutes	MedTech II  Medical Assistant
	TOTAL		<b>Routine Lab Tests - 1 hour and 50 minutes</b>  <b>GeneXpert - 3 days and 50 minutes</b>  <b>RT - PCR - 2 days and 50 minutes</b>	

Notes:

- Pregnant – Tuesday & Thursday
- Last receiving hour of specimen (4:00 pm)



### 6. REPRODUCTIVE HEALTH CARE (SOCIAL HYGIENE SERVICES)

The Municipal Health Office runs an aggressive Reproductive Health Program especially for workers in the entertainment industry. The objective of the program is to prevent sexually transmission of Sexually Transmissible Infection. The program also aims to promote wholesome family and community welfare in keeping the municipality AIDS free.

<b>Office or Division:</b>	MUNICIPAL HEALTH OFFICE – Social Hygiene Clinic/Laboratory Department
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C GOVERNMENT TO CITIZEN
<b>Who may avail:</b>	OPD Clients / Private Clinic Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>New Entertainer:</b> birth certificate, dental record and 3 pcs 1x1 ID picture	PSA, Dental Office
<b>Old Entertainer:</b> previous health card, smear card, Xray result, laboratory result	Social hygiene clinic

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Social Hygiene Clinic Room and provide personal information.	1. Register and/or retrieve patient's record form (for old patients). For new patients: Register the patient.	None	5 minutes	Midwife II
2. Smearing of Clients	2.1. Instruct the client to pay 25 at the stationed cashier.  2.2. Conduct physical examination and	P25	25 Minutes	Cashier  Midwife II

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	<p>Prepare patient for smearing.</p> <p>2.3. Smear the patient and instruct to come back the following day for release of result</p>			Midwife II
3. Get the Results	<p>3.1 Refer the patient to the Social Hygiene Physician for further evaluation</p> <p>3.2 Prescribe medicine if necessary</p> <p>3.3 Instruct the patient to come back the following week for smearing</p>	None	30 minutes	<p>Midwife II</p> <p>Municipal Health Officer</p> <p>Cashier</p>
	<b>TOTAL</b>	<b>P25</b>	<b>1 Hour</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 7. ENVIRONMENTAL SANITATION SERVICES

The Municipal Health Office Sanitation Services provides Health Certificates and Sanitation Services to any individual for a certain legitimate purpose such as employment, application for licenses and among others.

<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>	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Chest X-ray	Patient's choice of service provider  (Free Chest X-ray on the first Thursday of the month)
Laboratory Result	Patient's choice of service provider  (Basic Laboratories like U/A, F/A, Hepa B, HBsAg and BSM are available for free c/o LGU)
Official receipt for health certificate	Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Municipal Treasurers office to pay Health certificate.	1. Issue receipt for health certificate	P 150.00	10 Minutes	Collections Officer <i>Treasurer's Office</i>
2. Submit Requirements	2.1. Assess the documents submitted by the client  2.2 Instruct the client on when to come back for the releasing of permits	None	1 day	Sanitary Inspector

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



3.Claiming of Permits	3 Release permits to the client and instruct on the next schedule	None	10 minutes	Sanitary Inspector Municipal Health Officer
	<b>TOTAL</b>	<b>P 150.00</b>	<b>1 Day and 20 Minutes</b>	

### 8. TB DIRECTLY OBSERVED TREATMENT SYSTEM FACILITY

The Municipal Health Office thru its TB facility aims to provide utmost assistance to all patients undergoing treatment for tuberculosis. The TB facility also provides laboratory services for its patient for the immediate determination of active TB Cass, HIV voluntary testing and counseling, provides PPD examination for pediatric patients and gives medications to those Multi Drug Resistant patients.

<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>	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Chest X-ray	Patient's choice of service provider  (Free Chest X-ray on the first Thursday of the month)
Laboratory Result (sputum result)	Subic RHU Rapid Treatment Diagnostic Laboratory
Referral Form	Subic MHO, Barangay Health Stations

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to TB facility	1.1 Assess the patients for the services needed	None	20 Minutes	Nurse I

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	<p>1.2 Request for laboratory if necessary (sputum examination and HIV testing)</p> <p>1.3 If the patient is ready for enrollment to TB medication, assess and counsel the patient and issue meds</p> <p>1.4. If the patient needs further evaluation refer to physician</p>			
2. Follow up check up	2. Instruct the patient on when to come back for follow up check up	None	10 Minutes	Nurse I
	<b>TOTAL</b>	<b>None</b>	<b>30 Minutes</b>	



### 9. ANIMAL BITE TREATMENT CENTER

The Municipal Health Office through its Main Health Center, aims to provide animal bite treatment services to any person in the community. The Animal Bite Treatment Center also provides free health education on how to prevent and manage animal bites.

<b>Office or Division:</b>	SUBIC MUNICIPAL HEALTH OFFICE
<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. Secure number at the information desk	1. If the patient is new register, if old check for anti-rabies vaccination card. Ask for the Philhealth or 4P's ID if available.	None	5 minutes	Nurse I
2. Proceed to consultation area of Animal Bite Treatment Center (ABTC)	2. Check for vital signs and weight of the patient. Conduct initial assessment and chief complain.  2.1 Conduct history taking and wound cleaning of the patient. Categorize animal bite and recording.  2.2 Administer Tetanus Toxoid (if needed), Anti-Rabies Vaccine (active) and ERIG	None	55 minutes	Nurse I

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	(passive) for CATEGORY 3  2.3 Conduct health teaching on rabies prevention and control, responsible pet ownership and importance of treatment completion.			
3. Return at the consultation area of ABTC	3. Advise for the next schedule of follow-up vaccination, until end of the treatment.	None	5 minutes	Nurse I
	<b>TOTAL</b>	<b>None</b>	<b>1 hour and 5 minutes</b>	



### 10. ISSUANCE OF PRE-MARRIAGE ORIENTATION AND COUNSELLING CERTIFICATE

The Population Program and Development Office spearheads the conduct of Pre-Marriage and counseling to would-be couples. A PMOC certificate is a pre-requisite to all couples while a PMC certificate is a pre-requisite to all couple ages 18 to 25 years old. Facilitations from the Municipal Social Welfare and Development Office (MSWDO), the Municipal Health Office (MHO), Local Civil Registry (LCR), and the Municipal Population Office conduct the seminars.

The PMOC and PMC certificates are awarded to the participants right after the activity.

<b>Office or Division:</b>	SUBIC MUNICIPAL HEALTH OFFICE – POPULATION OFFICE
<b>Classification:</b>	COMPLEX
<b>Type of Transaction:</b>	G2C GOVERNMENT TO CITIZEN
<b>Who May Avail:</b>	COUPLE'S APPLYING FOR MARRIAGE LICENSE

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application for Marriage License	Local Civil Registry (LCR)
Couple's Information Sheet	Local Civil Registry (LCR)
Marriage Inventory Form	Municipal Population Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the information sheet	1. Issue PMOC information sheet	None	15 minutes	Municipal Population Officer Population Office Assistant
2. Answer the Marriage inventory form	2. Receive the Marriage inventory form	None	5 minutes	Municipal Population Officer Population Office Assistant

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



3. Wait for the schedule of PMOC/ PMC Session	3. Provide the schedule of PMOC/ PMC Session	None	1 week	Municipal Population Officer Population Office Assistant
4. Attend the seminar	4. Conduct Pre- marriage orientation and counseling assisted by PopCom staff	None	8 hours	Municipal Population Officer Population Office Assistant
5. Wait for the issuance of PMOC/PMC certificate	5. Issue the PMOC/PMC certificate right after the completion of the seminar	None	5 minutes	Municipal Population Officer Population Office Assistant
	<b>TOTAL</b>	<b>None</b>	<b>7 days, 8 hours and 30 minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 11. ISSUANCE OF COVID-19 VACCINATION CARD AND VACCINATION CERTIFICATE

The Municipal Health Office through its administrative office provides free re-issuance of covid-19 vaccination cards and vaccination certificates.

<b>Office or Division:</b>	SUBIC MUNICIPAL HEALTH OFFICE – POPULATION OFFICE
<b>Classification:</b>	COMPLEX
<b>Type of Transaction:</b>	G2C GOVERNMENT TO CITIZEN
<b>Who May Avail:</b>	COUPLE'S APPLYING FOR MARRIAGE LICENSE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Administrative Office	1.1. Ask the client to provide necessary information for the issuance of card and certificate.	None	5 minutes	Admin Officer II Admin Aide III
	1.2. Issuance of vaccination card or certificate	None	15 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>20 minutes</b>	



### **SUBIC PUBLIC ORDER AND SAFETY OFFICE (SPOSO) External Services**

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 1. EMERGENCY MEDICAL SERVICES RESPONSE

The purpose of this service is to provide patient preserve life, prevent further injury, promote recovery, care in transit and transport to definitive care facility.

<b>Office or Division:</b>	SPOSO - SUBIC FIRE AND RESCUE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government of Citizen
<b>Who may avail:</b>	Constituents

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report for Emergency Medical Services (thru Phone/Walk-In), Provide Information	1. Receive (call/walk-in) request from client by Asking the Caller The 5W's and 1H: <ul style="list-style-type: none"> <li>• <b>Who</b> is it about (Involved and Status)?</li> <li>• <b>What</b> happened (Type of Emergency/Chief Complaint)?</li> <li>• <b>When</b> did it take place?</li> <li>• <b>Where</b> did it take place (Exact location /Landmark)?</li> <li>• <b>Why</b> did it happen?</li> <li>• <b>How</b> did it happen?</li> </ul>	None	2 minutes	Duty Radio Telephone Operator/ Watchman
2. Stand-by for response and possible return of call for additional question and Feedback	2. Dispatch available Ambulance Unit to the scene	None	2 minutes	Duty Emergency Dispatcher

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



3. Stand-by for Response	3. Proceed to the Scene	None	10 minutes	Duty EMS Ambulance Unit Staff
4. Wait for the EMS Ambulance Unit to arrive at the Scene	4. Quick Approach to the Victim/Patient for Assessment and Intervention	None	10 minutes	Duty EMS Ambulance Unit Staff
<b>TOTAL</b>			<b>24 minutes</b>	

### 2. WALK-IN EMERGENCY MEDICAL SERVICES

The purpose of this service is to provide Patient first aid and early assessment and Intervention to Preserve Life, Prevent Further Injury, Promote Recovery and if the Patient needed to be Transport to Definitive Care Facility.

<b>Office or Division:</b>	SPOSO - SUBIC FIRE AND RESCUE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government of Citizen
<b>Who may avail:</b>	Constituents

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Watchman of the SPOSO-Subic Fire and Rescue Station	1. Entertain the Client/Patient/ Relatives of the Patient by duty Watchman Officer	None	1 Minute	Client/Patient/ Relatives of the Patient
2. Patient and 1 Relative Proceed to Clinic First Aid Station or Triage	2. Duty Watchman report to Duty Radio Telephone/ Dispatcher Operator to Alarm Buzzer for Medical Walk-In	None	1 Minute	Duty Watchman Officer Duty Radio Telephone Operator
3. Patient Stay at Clinic First Aid Station or Triage Patient Provide Information needed to the Assessment	3. Station Nurse/Emergency Medical Technician/ Responder Assess and determine the	None	2 Minutes	Duty Radio Telephone Operator / Watchman

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	Chief Complaint of the Patient (PCR thru SAMPLE History, Vital Signs and etc.)			
4. Patient follow the questions and procedure given by the Medical Staff	4. Station Nurse/Emergency Medical Technician/ Responder monitor the patient ***If the Patient situation did not improve in the intervention, Station Nurse needs to decide for Definitive Care Transport	None	2 Minutes	Duty Radio Telephone Operator / Watchman
5. Patient and Relatives ready for Definitive Care Transport	5. Station Nurse/Emergency Medical Technician/ Responder load the patient in to ambulance	None	2 Minutes	Duty Emergency Dispatcher
6. Stand-by for Ambulance Conduction	6. Station Nurse/Emergency Medical Technician/ Responder relay to the Duty Radio Telephone Operator for advance call of the patient in the said Hospital	None	10 Minutes	Duty EMS Ambulance Unit Staff
7. Stand-by for Ambulance Conduction	7.1. Ambulance Staff proceed and en route to the Hospital Transfer  7.2. Monitor the Patient	None	10 Minutes	Duty EMS Ambulance Unit Staff

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	7.3. Properly Endorse the patient to the Emergency Department of the Hospital			
	<b>TOTAL</b>		<b>28 Minutes</b>	

### 3. STAND-BY EVENT EMERGENCY MEDICAL SERVICES

The purpose of this service is to provide standby event emergency medical services during the conduct of events, especially for those with high risk of accidents, within the territorial jurisdiction of the Municipality of Subic.

<b>Office or Division:</b>	SPOSO - SUBIC FIRE AND RESCUE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government of Citizen, G2B-Government to Business, G2G – Government to Government
<b>Who may avail:</b>	Constituents of Subic

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Written request addressed to the Office of the Mayor (Attention the Subic Fire and Rescue Fire Chief)	Provided by the client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request to the Office of the Mayor	1. Receive written request for approval of the Municipal Mayor	None	5 Minutes	Clerk I Municipal Mayor <i>Office of the Mayor</i>
2. Proceed to the SPOSO-Subic Fire and Rescue Station with the approved request confirmation of Schedule	2. Receive a copy of the approved written request and endorse it to the Operations and Warning Division	None	5 Minutes	Duty Watchman

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



3. Note the important things needed in the stand-by event	3.1. Verify availability of the schedule	None	5 Minutes	Deputy Fire Chief
	3.2. Confirm the Schedule and Inform concerned Personnel	None	5 Minutes	Deputy Fire Chief and Assistant Fire Chief
4. Wait for the EMS Team Arrived in the said Date	4. Setting up the First Aid Station in the event	None	10 minutes	EMS Ambulance Unit
<b>TOTAL</b>			<b>30 minutes</b>	

#### 4. AMBULANCE CONDUCTION FROM HOSPITAL TO HOME

The purpose of this service is to provide emergency medical care Patient transport from Hospital return to Home.

<b>Office or Division:</b>	SPOSO - SUBIC FIRE AND RESCUE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government of Citizen
<b>Who may avail:</b>	Constituents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Request Letter Coming from Office of the Mayor	Office of the Mayor
Patients for discharge must be billed out with clearance form from hospital before activation of EMS	Hospital

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Ambulance Conduction from the Office of the Mayor attached with Medical	1. Receive request from client by gathering data	None	5 Minutes	Duty Radio Telephone Operator / Watchman

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



Records of the Patient and Clearance at Hospital				
2. Present the Approved Letter from Office of the Mayor to the Station with Medical Records of the Patient and Clearance at Hospital	2. Receive the Approved Letter from Office of the Mayor with Medical Records of the Patient and Clearance at Hospital	None	2 Minutes	Watchman Station Nurse / OIC EMS Division
3. Request for Ambulance Conduction with Medical Records of Patient and Clearance at Hospital	3.1. Receive request from client by gathering data	None	5 Minutes	Duty Radio Telephone Operator /Watchman
	3.2. Dispatch available Ambulance Unit to the Hospital	None	2 Minutes	Duty Emergency Dispatcher
	3.3. Proceed to the Conduction	None	10 Minutes	EMS Ambulance Unit Staff
4. Wait for the EMS Ambulance Unit Staff		None	10 minutes	Ambulance Staff
			<b>34 minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 5. AMBULANCE CONDUCTION FROM HOME TO HOSPITAL

The purpose of this service is to provide emergency medical care Patient transport to Transfer to another Definitive Care Facility.

<b>Office or Division:</b>	SPOSO - SUBIC FIRE AND RESCUE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government of Citizen
<b>Who may avail:</b>	Constituents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Transport of patients must be coordinated, scheduled and Advance Call by the relatives to hospital before activation of Emergency Medical Services	Hospital or Definitive Care Facility
Approved Request Letter Coming from Office of the Mayor	Office of the Mayor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Ambulance Conduction from the Office of the Mayor attached with Medical Records of the Patient or Letter of Scheduled Appointment of the Patient	1. Receive request from client by gathering data	None	5 minutes	Duty Radio Telephone Operator / Watchman
2. Present the Approved Letter from Office of the Mayor with Medical Records of the Patient or Letter of Scheduled Appointment of the Patient	2.1. Receive the Approved Letter from Office of the Mayor with Medical Records of the Patient, Letter of Scheduled Appointment of the Patient	None	2 minutes	Watchman

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	2.2. Dispatch available Ambulance Unit to the Home	None	5 minutes	Station Nurse / OIC EMS Division Duty Emergency Dispatcher
3. On board Relatives to Ambulance (If your location is in the station)	3. Proceed to the Conduction	None	10 minutes	EMS Ambulance Unit Staff
4. Wait for the arrival of EMS Ambulance Unit Staff at Home		None	10 minutes	
	<b>TOTAL</b>		<b>32 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 6. AMBULANCE CONDUCTION FROM HOSPITAL TO HOSPITAL

The purpose of this service is to provide emergency medical care  
Patient transport to Transfer to another Definitive Care Facility.

<b>Office or Division:</b>	SPOSO - SUBIC FIRE AND RESCUE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government of Citizen
<b>Who may avail:</b>	Constituents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Request Letter Coming from Office of the Mayor	Office of the Mayor
Transfer of patients must be coordinated by hospital to hospital before activation of EMS	Hospital
Patients for discharge must be billed out with clearance form from hospital before activation of EMS	Hospital

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Ambulance Conduction from the Office of the Mayor attached with Medical Records of the Patient and Clearance at Hospital with Referral Letter to other Hospital (thru Phone/Letter)	1. Receive request from client by gathering data	None	5 Minutes	Duty Radio Telephone Operator / Watchman

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



2. Present the Approved Letter from Office of the Mayor with Medical Records of the Patient and Clearance at Hospital with Referral Letter to other Hospital	2.1. Receive the Approved Letter from Office of the Mayor with Medical Records of the Patient and Clearance at Hospital with Referral Letter to other Hospital	None	2 Minutes	Watchman
	2.2. Schedule or Dispatch available Ambulance Unit to the Hospital	None	2 Minutes	Station Nurse / OIC EMS Division Duty Emergency Dispatcher Duty EMS
	2.3 Proceed to the Conduction	None	10 Minutes	Ambulance Unit Staff
3. Wait for the arrival of EMS Ambulance Unit and Prepare all the things needed	3.1. Coordinate to the respective department of the patient and conduct formal receive endorsement of the patient, verify if the patient is already advance call to the other Hospital Facility	None	Depends on the Road or Traffic Conditions	Hospital Staff
	3.2 Advise Duty Radio Telephone Operator for EMS Ambulance Conduction			Duty EMS Ambulance Unit Staff
	<b>TOTAL</b>		<b>19 Minutes</b>	



### 7. DISASTER RESPONSE AND MANAGEMENT OPERATIONS

The purpose of this service is to provide Disaster Response and Management Operations as may be required. This service includes Incident Command System, Mass Casualty Incident and Emergency Rescue & Transfer.

<b>Office or Division:</b>	SPOSO - SUBIC FIRE AND RESCUE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government of Citizen
<b>Who may avail:</b>	Constituents

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report for Disaster Response and Management Operation (thru Phone/Walk-In)	1.1. Receive (thru Phone/Walk-In) report from client by gathering data  The 5W's and 1H: <ul style="list-style-type: none"> <li>• <b>Who</b> is it about (Involved and Status)?</li> <li>• <b>What</b> happened (Type of Emergency)?</li> <li>• <b>When</b> did it take place (Time)?</li> <li>• <b>Where</b> did it take place (Exact location /Landmark)?</li> <li>• <b>Why</b> did it happen?</li> <li>• <b>How</b> did it happen?</li> </ul>	None	44 Minutes	Duty Radio Telephone Operator
	1.2. Prepare and Dispatch available Teams to the Scene	None	5 minutes	Duty Emergency Dispatcher

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	1.3. Coordinate with other concerned Agencies	None	2 minutes	Duty Radio Telephone Operator
	1.4. Proceed to the Scene	None	10 minutes	Disaster Response Team
	<b>TOTAL</b>		<b>19 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 8. FIRE SUPPRESSION SERVICES

The purpose of this service is to provide quick fire suppression response in times of Fire Alarms to Save Lives and Properties.

<b>Office or Division:</b>	SPOSO - SUBIC FIRE AND RESCUE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	Constituents

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report for Fire Alarm (thru Phone/Walk-In)  Provide Information	1. Receive (call/walk-in) report from client by Asking the Caller  The 5W's and 1H: <ul style="list-style-type: none"> <li>• <b>Who</b> is it about?</li> <li>• <b>What</b> happened (Type of Fire and Involved)?</li> <li>• <b>When</b> did it take place (status)?</li> <li>• <b>Where</b> did it take place(Exact/L andmark)?</li> <li>• <b>Why</b> did it happen?</li> </ul>	None	1 minute	Duty Radio Telephone Operator / Watchman

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	<ul style="list-style-type: none"> <li>• <b>How</b> did it happen?</li> </ul>			
2. Wait for the response and possible return of call for additional question and Feedback	2. Dispatch available Fire Truck Unit to the scene and relay to the Bureau of Fire Protection Fire Station	None	1 Minute	Duty Emergency Dispatcher & Radio Telephone Operator
3. Wait for the Fire Truck Unit to arrive at the Scene and assist the quick routes of the fire truck	3. Proceed to the Fire Scene	None	10 Minutes	Duty Fire Ground Commander
4. Stand-by for the Arrival of the Fire Truck Unit and manage the Crowd	4. Quick Size-up of the Fire Scene and Suppress the Fire	None	10 Minutes	Duty Fire Ground Commander Duty Fire Fighter
	<b>TOTAL</b>		<b>21 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 9. DRILLS TRAINING AND SEMINARS

The purpose of this service is to provide drills, trainings and seminars on Disaster Risk Reduction and Management, including Basic First Aid, PR, Weather Hazards, Building Emergency Evacuation Planning, Fire Suppression and Prevention.

<b>Office or Division:</b>	SPOSO - SUBIC FIRE AND RESCUE
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C-Government of Citizen, G2B – Government to Business, G2G – Government to Government
<b>Who may avail:</b>	Constituents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Written request addressed to the Office of the Mayor (Attention the Subic Fire and Rescue Fire Chief)	Office of the Mayor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request to the Office of the Mayor	1. Receive written request for approval of the Municipal Mayor	None	5 Minutes	Clerk I Municipal Mayor <i>Office of the Mayor</i>
2. Proceed to the SPOSO-Subic Fire and Rescue Station with the approved request for confirmation of Schedule	2. Receive a copy of the approved written request and endorse it to the Deputy Fire Chief	None	5 Minutes	Duty Watchman
3. Note the important things needed in the drills, Trainings and Seminar (Number of the participants)	3.1. Verify availability of the schedule  3.2. Confirm the Schedule and Inform concerned Personnel	None	5 Minutes	Deputy Fire Chief Assistant Fire Chief

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



4. Prepare the area or Facility for the drill, training or seminar	4. Prepare the module, equipment and Instructor	None	5 minutes	Deputy Fire Chief Assistant Fire Chief
	<b>TOTAL</b>		<b>20 Minutes</b>	

### 10. FLUSHING OPERATIONS

The purpose of this service is to provide flushing operations to improve the water ways of clogged gutters, canals, removes sediments of dust particles and cleaning large area like Public Market for Disinfection and Sanitation.

<b>Office or Division:</b>	SPOSO - SUBIC FIRE AND RESCUE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government of Citizen, G2B – Government to Business, G2G – Government to Government
<b>Who may avail:</b>	Constituents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2 Copies of written requests addressed to the Office of the Mayor (Attention the Subic Fire and Rescue Fire Chief)	Office of the Mayor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request to the Office of the Mayor	1. Receive written request for approval of the Municipal Mayor	None	5 Minutes	Clerk I Municipal Mayor <i>Office of the Mayor</i>
2. Proceed to the SPOSO-Subic Fire and Rescue Station give 1 copy approved request confirmation of Schedule	2. Receive a copy of the approved written request and endorse it to the Administration and Training Division	None	5 Minutes	Duty Watchman
3. Stand-by for Processing	3.1 Verify availability of the schedule	None	5 Minutes	Deputy Fire Chief

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## CITIZENS CHARTER



	3.2. Confirm the Schedule and Inform concerned Personnel	None	5 Minutes	Deputy Fire Chief and Assistant Fire Chief
4. Proceed to the Prime Water Subic Water District give 1 copy approved request with noted schedule and time from SPOSO Subic Fire and Rescue	4. Receive written request for approval of Subic Prime Water			Subic Prime Water Personnel
6. Proceed again to SPOSO Subic Fire and Rescue for the Received Copy of the document presented to the Prime Water Subic Water District	6. Received copy from the Prime Water Subic Water District for the documentation of water supply and confirmation of the operations	None	5 Minutes	Deputy Fire Chief and Assistant Fire Chief
7. Wait for the said date for the operation	7. Arrived Fire Truck Unit	None		Duty Fire Fighter
	<b>TOTAL</b>		<b>25 Minutes</b>	

### 11. PRUNING, TRIMMING AND CUTTING TREE SERVICES

The purpose of this service is to provide Proper pruning can lessen the weight of a tree, making it less likely to fall in a typhoon or storm or from the continuous strain of carrying a heavy load. Tree branches are often dangerous, and eliminating them can reduce the risk of damage to your property and harm to your family. This will also prevent further decay.

<b>Office or Division:</b>	SPOSO - SUBIC FIRE AND RESCUE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government of Citizen
<b>Who may avail:</b>	Constituents

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Written request addressed to the Office of the Mayor (Attention the Subic Fire and Rescue Fire Chief)	Office of the Mayor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request with pictures to the Office of the Mayor	1. Receive written request for approval of the Municipal Mayor	None	5 Minutes	Clerk I Municipal Mayor <i>Office of the Mayor</i>
2. Proceed to the MPDO-MENRO give 1 copy Xerox approved request with pictures and Request for certification of Environmental Clearance	2. Receive a copy of the approved written request and	None	10 Minutes	MPDO-MENRO Frontdesk
3. Stand-by for Processing	3.1. Verify the classification and purpose of Trimming and Cutting of the tree 3.2. Process the Certification of Environmental Clearance	None	15 Minutes	MPDC-MENR Officer

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4. Get the Certification of Environmental Clearance and Proceed to the SPOSO Subic Fire and Rescue with the 1 copy approved request for confirmation of schedule	4. Verify availability of the schedule	None	5 Minutes	Deputy Fire Chief
5. Stand-by for Processing	5. Confirm the Schedule of the On-Site Assessment	None	5 Minutes	Deputy Fire Chief and Assistant Fire Chief
6. Wait for the Arrival of the Team on the said date	<p>6. Assess the Situation before do the operations</p> <p>*** If they need additional equipment such as Man lift boom truck, the operation may be postponed and to be re-schedule</p> <p>*** If the area danger for lifeline such as Electric lines, Cable lines, the operation may be postponed and must be coordinate to concerned agency and to be re-schedule another date</p>	None	30 Minutes	Assistant Fire Chief / Fire Marshall / OIC- Cutting Team
	<b>TOTAL</b>		<b>1 Hour and 10 Minutes</b>	



### 12. PATIENT CARE REPORT (PCR) DOCUMENTATION

The purpose of this service is to provide Patient Care Report (PCR) documentation a medical document that becomes part of the patient's permanent medical record during the handling of the Station Emergency Medical Staff. It is also considered a legal document in cases where liability and/or malpractice issues arise.

<b>Office or Division:</b>	SPOSO - SUBIC FIRE AND RESCUE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government of Citizen
<b>Who may avail:</b>	Constituents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Written request addressed to the Subic Fire and Rescue (Attention the Station Nurse / Emergency Medical Technician)	Provided by the Client
2 Valid ID's and Xerox of 2 Valid ID's	Provided by the Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request with Xerox of 2 Valid IDs to the SPOSO Subic Fire and Rescue	1.1. Receive a copy and verify the 2 Present Valid ID's	None	5 Minutes	Duty Watchman
	1.2. Verify the Date Handling and Response of the Patient	None	10 Minutes	Station Nurse Emergency Medical Technician

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	1.3. Check the Details Written in the Patient Care Report	None	5 Minutes	Station Nurse Emergency Medical Technician
	1.4. Xerox the Original Copy of the Patient Care Report	None	10 Minutes	Admin Staff Station Nurse Emergency Medical Technician
	1.5. Certified and Signature the Xerox copy	None	15 Minutes	Deputy Fire Chief
	<b>TOTAL</b>		<b>45 Minutes</b>	



### 13. WATER SEARCH AND RESCUE / RETRIEVAL OPERATION

The purpose of this service is to provide quick water search and Rescue/Retrieval Operation Response in times of water emergencies, typhoons and floods to Save Lives.

<b>Office or Division:</b>	SPOSO - SUBIC FIRE AND RESCUE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government of Citizen
<b>Who may avail:</b>	Constituents

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report for Water Search and Rescue / Retrieval (Thru Phone/Walk-In)  Provide Information	1. Receive (call/walk-in) report from client by Asking the Caller  The 5W's and 1H: <ul style="list-style-type: none"> <li>• <b>Who</b> is it about?</li> <li>• <b>What</b> happened (Status/Involved )?</li> <li>• <b>When</b> did it take place (Exact Time)?</li> <li>• <b>Where</b> did it take place (Exact loc/Landmark)?</li> <li>• <b>Why</b> did it happen?</li> <li>• <b>How</b> did it happen?</li> </ul>	None	1 minute	Duty Radio Telephone Operator / Watchman
2. Wait for the response and possible return of call for additional question and Feedback	2.1. Coordinate to the Philippine Coast Guard Subic Station	None	2 Minutes	Duty Emergency Dispatcher & Radio Telephone Operator
	2.2. Dispatch available Water Asset to the scene and	None	5 Minutes	

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3. Wait for the Water Asset Team to arrive at the Scene and assist the quick routes of the water asset	3. Proceed to the Water Scene	None	10 Minutes	Duty WASAR Team
4. Stand-by for the Arrival of the WASAR Team	4. Quick Search and Rescue  Shoreline foot Patrolling  *** If the Victim did not show within 24hrs the operation will be considered as Retrieval Operation	None	10 Minutes	Duty WASAR Team
	<b>TOTAL</b>		<b>28 Minutes</b>	



### 14. TRAFFIC ACCIDENT RESPONSE

The public safety responsibilities of law enforcement include responding to traffic accidents, providing aid and assistance, documentation of the incident and identification of criminal activity. SPOSO - Traffic Management Bureau prepares traffic accident reports in compliance with mandates and as a public service makes traffic accident information available to the public.

Quick response to vehicle crashes is an important way to reduce the severity of injuries and avoid traffic congestions.

Officers should respond without delay when dispatched to a traffic accident. A traffic accident with injuries reported may include an emergency response if the officer reasonably believes such a response is appropriate

<b>Office or Division:</b>	SPOSO – TRAFFIC MANAGEMENT BUREAU
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government
<b>Who may avail:</b>	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Traffic Accident Reporting	1. Received and evaluate the reported incident(s)	None	15 seconds	Traffic Management Aide
2. Provide Information	2. Conduct interview of the victim or witness	None	1 minute	Traffic Management Aide
3. Standby for Response	3.1. Immediately dispatch Traffic Management Bureau (TMB) personnel to conduct Traffic Control Points.  3.2. Dispatch Emergency Response Unit from Subic Fire	None	5 Minutes  Depends on the location of the traffic incident	Traffic Management Aide

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	Rescue or Bureau of Fire Protection if the need arises.  3.3. Inform PNP Traffic Investigator for proper disposition			
	<b>TOTAL</b>		<b>6 Minutes and 15 Seconds</b>	

### 15. ISSUANCE OF TRAFFIC CITATION TICKET

Resolution No. 76, Enacting Regulatory Ordinance No. 2017-18, Amendments and addendum to Resolution No.14 (S-1999); Regulatory Ordinance No. 99-01: Imposing Municipal Traffic Ordinance of Subic, Zambales.

Resolution No. 47, Enacting Regulatory Ordinance No. 2017-06, Amending Resolution No. 2004-05: An ordinance enacting the Municipal Tricycle Code of 2004 for the Municipality of Subic.

<b>Office or Division:</b>	SPOSO – TRAFFIC MANAGEMENT BUREAU
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government
<b>Who may avail:</b>	Constituents of Subic

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client committed traffic violation	1. "Whistle" to stop the traffic violator	None	15 seconds	Traffic Management Aide
2. Park his vehicle into the roadside	2. Advice the driver to park his vehicle on the road for safety purposes.	None	1 minute	Traffic Management Aide
3. Listen to Traffic Enforcer	3.1. Greet the driver	None	3 minutes	Traffic Management Aide

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	<p>3.2. Introduce himself</p> <p>3.3. Tell the reason for traffic stop</p> <p>3.4. Ask the driver if he understood the violation.</p>			
4. Present his Driver's License and Vehicle's OR/CR.	4. Ask the driver to show his driver's license and O.R./C.R. for verification.	None	30 seconds	Traffic Management Aide
5. Stay on his vehicle	<p>5.1. Advise the driver "stay on his vehicle" while scrutinizing the documents presented.</p> <p>5.2. If the driver will not be given traffic citation ticket (TCT) follow step 6, however, if the driver will be issued with TCT jump to step</p>	None	1 minute	Traffic Management Aide
6. Wait for TCT to be issued	<p>6.1. Advise the driver of the Standard Operating Procedure that for every traffic violation committed a TCT shall be issued.</p> <p>6.2. Accomplish the TCT</p>	None	3 minutes	Traffic Management Aide
7. Affix his signature on the TCT	7.1. Explain to the driver the content of TCT and advise the driver to affix his signature on the accomplish TCT.	None	1 minute	Traffic Management Aide

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8. Receive the driver's copy of TCT	8.1. Give the duplicate copy of TCT to the driver.  8.2. Explain and direct the driver where to settle the TCT.	None	1 minute	Traffic Management Aide
	<b>TOTAL</b>		<b>10 Minutes and 45 Seconds</b>	

### 16. TRAFFIC VIOLATION RESULTING TO VEHICLE IMPOUNDMENT

Resolution No. 76, Enacting Regulatory Ordinance No. 2017-18, Amendments and addendum to Resolution No.14 (S-1999); Regulatory Ordinance No. 99-01: Imposing Municipal Traffic Ordinance of Subic, Zambales.

Resolution No. 47, Enacting Regulatory Ordinance No. 2017-06, Amending Resolution No. 2004-05: An ordinance enacting the Municipal Tricycle Code of 2004 for the Municipality of Subic.

<b>Office or Division:</b>	Municipal Disaster Risk Reduction and Management Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government
<b>Who may avail:</b>	Constituents of Subic

### TABLE OF FEES (TRAFFIC VIOLATION)

VIOLATION	AMOUNT
Not carrying of license/ OR.CR	P500.00
Reckless Driving	P500.00
DUI	P500.00
Unlicensed Driver	1 <sup>st</sup> Offense - P500.00 2 <sup>nd</sup> Offense - P1,000.00/impounded 3 <sup>rd</sup> Offense - P1,500.00/impounded/license will be revoked
Unregistered Motor Vehicle	P500.00/impounded
<b>SINGLE MOTORYCLE</b>	
No Helmet	1 <sup>st</sup> Offense - P200.00 2 <sup>nd</sup> Offense – P500.00 3 <sup>rd</sup> Offense – P1,500.00/impounded
Modified Muffler	P500.00

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<b>TRICYCLE (PRIVATE/PUBLIC)</b>	
Overloading	P500.00
Colorum	P1,500/impound
<b>LIGHT VEHICLE/MEDIUM (SEDAN, AUV, SUV, WAGON, PICK-UP, SUB-COMPACT, PUBLIC UTILITY VEHICLE ETC.)</b>	
Illegal Parking	P1,000.00
Improper Parking	P200.00
Stalled Vehicle	P2,500/impound
<b>HEAVY VEHICLE (TRUCK, BUS, LOADER, ETC.)</b>	
Truck Ban	P1,500/impound
Stalled Vehicle	P2,500/impound

<b>TABLE OF FEES (IMPOUNDED)</b>	
Single Motorcycle	1 <sup>st</sup> day – P200.00 Succeeding days P20.00
Tricycle (Private/Public)	1 <sup>st</sup> day – P200.00 Succeeding days P20.00
Light Vehicle	1 <sup>st</sup> day – P300.00 Succeeding days P50.00
Medium Vehicle	1 <sup>st</sup> day – P500.00 Succeeding days P50.00
Heavy Vehicle	1 <sup>st</sup> day – P1500.00 Succeeding days P500.00

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client committed traffic violation	1. "Whistle" to stop the traffic violator	None	15 seconds	Traffic Management Aide
2. Park his vehicle into the roadside	2. Advice the driver to park his vehicle on the road for safety purposes.	None	1 minute	Traffic Management Aide
3. Listen to Traffic Enforcer	3.1. Greet the driver 3.2. Introduce himself 3.3. Tell the reason for traffic stop 3.4. Ask the driver if he understood the violation.	None	3 minutes	Traffic Management Aide

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4. Driver fail to present any of the documents being ask to present.	4. Ask the driver to show his driver's license and O.R./C.R. for verification.	None	10 seconds	Traffic Management Aide
5. Present other valid IDs or documents	5. Ask the driver to show any valid Identification for verification.	None	10 seconds	Traffic Management Aide
6. Come with the Traffic Enforcer at TMB Office.	6.1. Advise the driver of the Standard Operating Procedure that failure to present the necessary documents will result to the Impoundment of the vehicle.  6.2. Escort the driver to the TMB Office for proper disposition.	None	5 minutes	Traffic Management Aide
7. Wait for the processing of TMB personnel.	7.1. Accomplish Traffic Citation Ticket (TCT)  7.2. Accomplish Vehicle's Impounding Form / E.C.R.	None	3 minutes	Traffic Management Aide
8. Affix signature on the TCT and Impounding Receipt Form.	8. Explain to the driver the content of the TCT and advice the driver to sign the accomplish TCT and Impounding Receipt Form.	None	2 minutes	Traffic Management Aide
9. Receive the duplicate copies of TCT and Impounding Vehicle's Receipt/ Evidence Custody Receipt.	9. Issue the duplicated copies of TCT and Impounding Receipt to the driver.	None	15 seconds	Traffic Management Aide
10. Surrender the vehicle ignition key to traffic	10.1. Advise the driver to surrender the vehicle's ignition key.	None	1 minute	Traffic Management Aide

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enforcer and sign the TCT and Vehicle's Impounding Form / E.C.R.	10.2. Explain the driver where and how to settle his violation.			
11. Proceed to Subic Treasurer's Office for payment of TCT	11. Receive payment and issue Official Receipt	Please refer to the table of fees above	5 minutes	Collecting Officer <i>Treasurer's Office</i>
12. Present O.R. to TMB Office for the release of impounded vehicle	12. Receive O.R. and process the release of the impounded vehicle	None	5 minutes	Traffic Management Aide
13. Wait for the release of the impounded vehicle	13. Claim the vehicle at the impoundment lot.	None	3 minutes	Traffic Management Aide
14. Affix signature on the release paper and physically inspect the vehicle.	14. Advise the owner/driver to sign necessary release paper and check the physical condition of the impounded vehicle prior to the release.	None	3 minutes	Traffic Management Aide
15. Receive of the vehicle.	15. Release the vehicle to the owner.	None	15 seconds	Traffic Management Aide
	<b>TOTAL</b>		<b>33 Minutes and 5 Seconds</b>	



### **MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE External Services**

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 1. DISASTER PREPAREDNESS – REQUEST FOR EARTHQUAKE DRILL

Republic Act No. 10121 (otherwise known as Philippine Disaster Risk Reduction Act of 2010) – An act strengthening the Philippine Disaster Risk Reduction and Management System, providing for the National Disaster Risk Reduction and Management Framework and Institutionalizing the National Disaster Risk Reduction and Management Plan, Appropriating Funds therefore and for other purposes.

The Local Disaster Risk Reduction and Management Office (LDRRMO), shall be responsible for setting the direction, development, implementation and coordination of disaster risk management programs within their territorial jurisdiction.

Nationwide Simultaneous Earthquake Drills (NSED) are being held and aim to engage the participation of the government and the private sector so that disaster preparedness will be ingrained in the people’s consciousness.

<b>Office or Division:</b>	Municipal Disaster Risk Reduction and Management Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government
<b>Who may avail:</b>	Constituents of Subic

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter addressed to the Municipal Mayor.	Provided by the Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter of Request	1. Receive of the letter.  All requests shall be addressed to the Office of the Mayor for approval.	None		Clerk I <i>Mayor's Office</i>
2. Confirmation of request	2. Finalization of the schedule	None	1 minute	MGDH I (MDRRMO)
3. Preparation of the participant for the drill proper	3. Conduct pre-orientation about the drill to be conducted.	None	Depends on the number of participants	MGDH I (MDRRMO)

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## CITIZENS CHARTER



4. Participate in Simulation Exercise  Perform DOCK, COVER, HOLD position	4.1. Initiate an ALARM that signify the earthquake shaking for one (1) minute  4.2. Evaluate the RESPONSE procedure of the participant during the alarm phase.	None	1 minute	MGDH I (MDRRMO) DRRM Assistant DRRM Personnel
5. Perform the evacuation procedure.	5. Evaluate the evacuation process during EVACUATION phase.	None	5 minutes	Representatives from BFP and PNP
6.1. Assemble in the designated evacuation area	6. Evaluate the participant while in the evacuation area	None	5 Minutes	
6.2. Head count of all participants			5 Minutes	
7. Participate in Evaluation	7. Conduct OVERALL performance evaluation of all participants.	None	15 minutes	MGDH I (MDRRMO)
	<b>TOTAL</b>		<b>32 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 2. DISASTER PREPAREDNESS – REQUEST FOR FIRE DRILL

Republic Act No. 10121 (otherwise known as Philippine Disaster Risk Reduction Act of 2010) – An act strengthening the Philippine Disaster Risk Reduction and Management System, providing for the National Disaster Risk Reduction and Management Framework and Institutionalizing the National Disaster Risk Reduction and Management Plan, Appropriating Funds therefore and for other purposes.

The Local Disaster Risk Reduction and Management Office (LDRRMO), shall be responsible for setting the direction, development, implementation and coordination of disaster risk management programs within their territorial jurisdiction.

Fire drills are an important part of your fire safety procedures for many reasons. Not only do they ensure that all staff, customers and visitors to your premises understand what they need to do if there is a fire, but they also help you to test how effective your fire evacuation plan is and to improve certain aspects of your fire provisions.

<b>Office or Division:</b>	Municipal Disaster Risk Reduction and Management Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government
<b>Who may avail:</b>	Constituents of Subic
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Request letter addressed to the Municipal Mayor.	Provided by the Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter of Request	1. Receive of the letter.  All requests shall be addressed to the Office of the Mayor for approval.	None		Clerk I <i>Mayor's Office</i>
2. Confirmation of request	2. Finalization of the schedule	None	1 minute	MGDH I (MDRRMO)
3. Preparation of the participant for the fire drill.	3. Conduct pre-orientation about the drill to be conducted.	None	Depends on the number of participants	MGDH I (MDRRMO) Representatives from BFP
4. Participant shall close all windows	4.1. Initiate an ALARM that simulates the fire	None	1 minute	MGDH I (MDRRMO) Representatives from BFP

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and immediately evacuate their area.	in progress scenario for one (1) minute.  4.2. Evaluate the RESPONSE procedure of the participant during the alarm phase.	None	5 minutes	MGDH I (MDRRMO)  Representatives from BFP
5. Assemble in the designated evacuation area	5.1. Evaluate the participant while in the evacuation area	None	5 minutes	MGDH I (MDRRMO) Representatives from BFP
	5.2. Head count of all participants	None	5 minutes	
6. Participate in Evaluation	6. Conduct OVERALL performance evaluation of all participants.	None	15 minutes	MGDH I (MDRRMO) Representatives from BFP
	<b>TOTAL</b>		<b>32 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 3. DISASTER PREPAREDNESS – REQUEST FOR SYMPOSIUM

Republic Act No. 10121 (otherwise known as Philippine Disaster Risk Reduction Act of 2010) – An act strengthening the Philippine Disaster Risk Reduction and Management System, providing for the National Disaster Risk Reduction and Management Framework and Institutionalizing the National Disaster Risk Reduction and Management Plan, Appropriating Funds therefore and for other purposes.

The Local Disaster Risk Reduction and Management Office (LDRRMO), shall be responsible for setting the direction, development, implementation and coordination of disaster risk management programs within their territorial jurisdiction.

<b>Office or Division:</b>	Municipal Disaster Risk Reduction and Management Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government
<b>Who may avail:</b>	Constituents of Subic

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter addressed to the Municipal Mayor.	Provided by the Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter of Request	1. Receive of the letter.  All requests shall be addressed to the Office of the Mayor for approval.	None	None	Clerk I <i>Mayor's Office</i>
2. Confirmation of request	2. Finalization of the schedule	None	1 minute	MGDH I (MDRRMO)
3. Preparation of the event venue	3. Preparation of presentation	None	Depends on the number of participants	MGDH I (MDRRMO)
4. Participate in the symposium	4. Conduct of Symposium regarding four thematic areas of Disaster – Prevention & Mitigation, Preparedness, Response and Rehabilitation and Recovery.	None	45 minutes	MGDH I (MDRRMO) and Personnel

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



5. Participate in Open Forum	5.1. Answer all questions and issues. 5.2 Closing Remarks. End of the Symposium	None	15 minutes	DRRM Officer
	<b>TOTAL</b>		<b>1 Hour and 1 Minute</b>	

### 4. ISSUANCE OF CERTIFICATE TO VICTIMS OF CALAMITY

Republic Act No. 10121 (otherwise known as Philippine Disaster Risk Reduction Act of 2010) – An act strengthening the Philippine Disaster Risk Reduction and Management System, providing for the National Disaster Risk Reduction and Management Framework and Institutionalizing the National Disaster Risk Reduction and Management Plan, Appropriating Funds therefore and for other purposes.

The Local Disaster Risk Reduction and Management Office (LDRRMO), shall be responsible for setting the direction, development, implementation and coordination of disaster risk management programs within their territorial jurisdiction.

<b>Office or Division:</b>	Municipal Disaster Risk Reduction and Management Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government
<b>Who may avail:</b>	Constituents of Subic

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Indigency (Original Copy)	Barangay
Certificate of Residency (Original Copy)	Barangay
Proof of Ownership (for damage property) Original Copy)	Barangay
Photos of damage property	Client

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of all requirements	1. Received and review all submitted requirements.	None	1 minute	MDRRM Secretariat

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



2. Wait for physical validation	2. Validation – On field assessment	None	Depends on the location of the property to be inspected.  (Normally, inspection team comes with the client. However, if two or more reports were received, clients were advised to wait for the inspection team within the day)	DRRMO Assistant  MDRRMO Personnel
3. Interview by DRRM Officer	3. Client's interview	None	5 minutes	MGDH I (MDRRMO)
4. Waiting for the release of certificate	4. Prepare certification	None	3 minutes	MGDH I (MDRRMO)
5. Sign log book	5. Release certification	None	1 minute	MGDH I (MDRRMO)
	<b>TOTAL</b>		<b>10 Minutes</b>	



### **GENERAL SERVICES OFFICE**

#### **Internal Services**

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 1. ISSUANCE OF GENERAL CLEARANCE

#### A. Leave Application

1. Maternity Leave
2. Commutation of Accrued Leave
3. Leave application for more than 30 days

#### B. Travel Abroad

#### C. Retirement/Resignation/End of Term

General Clearance is issued to government employees/officials who transferred to another government agency, retired, resigned, dismissed or separated from the service. A clearance from his/her office certifying that he/she is cleared from property accountability is the documentary requirement needed to support the issuance.

<b>Office or Division:</b>	Office of the General Service
<b>Classification:</b>	Complex
<b>Type of transaction:</b>	G2G – Government to Government
<b>Who can file:</b>	LGU Subic Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Clearance Form	Human Resource Management Department
Office Clearance	Concerned Department/Offices

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for processing of General Clearance, with complete requirements	1. Receives, records, evaluates, initials and approves request	None	15 minutes	Admin Aide I GSO
Leave Application				
a. Maternity Leave	a. Rank-and-File & Contract		1 hour	Admin Aide I GSO
b. Commutation of accrued leave	b. Department Heads/Accountable Officers/ Elected Officials		1 day	Admin Aide I GSO
c. Leave application for more than 30 days				
d. Travel Abroad	Prepares GSO clearance and check MR issued for turn-over or cancellation of MR or counter MR for		1 day	Admin Aide I GSO

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



<p>e. Retirement/ Resignation/End of Term</p> <p>e.1.a. <b>Job Order Employees</b> Certificate of no Accountability from the head of office.</p> <p>e.1.b. Notice of property turn-over from the GSO Supply Officer</p> <p>e.2.a. <b>Casual Employees</b> Certificate of no Accountability from the head of office.</p> <p>e.2.b. Notice of property turn-over from the GSO Supply Officer (includes all equipment, instruments and documents)</p>	<p>signature of recipient.</p>		<p><b>Job Order</b> 1 day</p> <p><b>Casual</b> 3 days</p>	<p>Admin. Aide I GSO MGDH I (GSO)</p>
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<p><b>e.3. Permanent</b>  e.3.a. Certificate of No Accountability from the Head of Office</p> <p>e.3.b. Notice of property turn-over from the GSO Supply Officer (includes all equipment, instruments and documents)</p>			<p><b>Permanent Rank and File</b>  7 working days</p>	
<p><b>E.4. Heads of Office/Elective Official</b></p> <p>e.4.a. Certificate of No Accountability from the Local Chief Executive</p> <p>e.4.b. Notice of property turn-over from the GSO Supply Officer (includes all equipment, instruments and documents)</p>	<p>Affix initial upon checking on the accuracy and completeness of information.</p> <p>Signs Clearance</p>		<p><b>Department Heads/ Accountable Officers/ Elected Officials</b>  14 working days</p>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



<p>2. Receives Office Clearance</p> <p>Note: Under normal condition when all properties under his/her account are completely surrendered to the GSO and all signatories are in Office.</p>	<p>2.1. Records and release of Office Clearance duplicate copy retained for GSO file duly signed by the client</p>		<p>10 minutes</p>	<p>Admin. Aide I</p>
	<p><b>TOTAL</b></p>		<p><b>Job Order and Casual: 3 days</b></p> <p><b>Permanent Rank and File: 7 working days</b></p> <p><b>Department Heads/ Accountable Officers/ Elected Officials: 14 working days</b></p>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 2. PREPARATION OF PURCHASE ORDER/LETTER ORDER

<b>Office or Division:</b>	Office of the General Service
<b>Classification:</b>	Simple
<b>Type of transaction:</b>	G2G – Government to Government
<b>Who can file:</b>	LGU Subic Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bidding Documents and sample of items/goods	
Post qualification documents and other relevant requirements	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request	1.1. Receiving of Public Bidding Documents (From Invitation to Bid up to Notice of Award and Posting Performance and check for completeness Bond)	None	10 minutes	Admin Aide I GSO
	1.2. Purchase Order/Letter Order Preparation	None	3 hours	Admin Aide I GSO
	1.3. Transmittal of Contract	None	1 hour	Admin Aide I GSO
	1.4. Numbering of PO/Contract	None	30 minutes	Admin Aide I GSO
	<b>TOTAL</b>		<b>4 hours and 40 minutes</b>	

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### 3. REQUEST OF INSPECTION & ACCEPTANCE OF DELIVERY

<b>Office or Division:</b>	Office of the General Service
<b>Classification:</b>	Simple
<b>Type of transaction:</b>	G2G – Government to Government
<b>Who can file:</b>	LGU Subic Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PO/CONTRACT or their equivalent	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit notice of delivery/deliveries with approved PO	1.1. Receive notice of delivery/ deliveries with approved PO and check for completeness	None	10 minutes	Admin Aide I GSO
	1.2. Transmittal to concerned section	None	30 minutes	Admin Aide I GSO
	1.3. Sign or stamp the docs from the authorize receiving officer/ personnel at the delivery receipt	None	30 minutes	Admin Aide I GSO MGDH I (GSO)
	1.4. Proceed to delivery sit for inspection and acceptance	None	1 hour	Admin Aide I GSO
	<b>TOTAL</b>		<b>2 hours and 10 minutes</b>	

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### 4. REQUEST FOR PROPERTY RETURN OF UNSERVICABLE

<b>Office or Division:</b>	Office of the General Service
<b>Classification:</b>	Simple
<b>Type of transaction:</b>	G2G – Government to Government
<b>Who can file:</b>	LGU Subic Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Property Return Slip and Surrender of Unserviceable to GSO	General Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request of property return slip	1.1. Receive request of accomplished request of property return slip and check for completeness.	None	15 minutes	Admin Aide I GSO
	1.2. Approval of Property return slip	None	15 minutes	MGDH I (GSO)
	1.3. Retrieval of Unserviceable	None	5 hours	Admin Aide I GSO
	1.4. Filing/Stocking of Unserviceable at the warehouse	None	1 day	Admin Aide I GSO
	<b>TOTAL</b>		<b>1 day, 5 hours and 30 minutes</b>	



### **BARANGAY AFFAIRS OFFICE**

#### **Internal Services**

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 1. ASSISTANCE to the BARANGAY SERVICES

<b>Office or Division:</b>	Office of the General Service
<b>Classification:</b>	Simple
<b>Type of transaction:</b>	G2G – Government to Government
<b>Who can file:</b>	Barangay Officials in Subic

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Letter Request	Provided by Mayor's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter and submission of requirements	1. Receive the approved letter from the Office of the Mayor	None	5 minutes	Municipal Mayor  Municipal Administrator  Brgy. Affairs Officer  Admin. Aide I BAO
	1.2. Site Inspection	None	30 minutes	BAO Staff
	1.3. Scheduling and Approval based on availability of items	None	15 minutes	Concerned Office
4. Receive and Sign the client logbook	4. Issuance / Delivery	None	5 minutes	BAO Staff
	<b>TOTAL</b>		<b>55 minutes</b>	



### FEEDBACK AND COMPLAINTS MECHANISMS

#### FEEDBACK SUBMISSION:

<p>How to send feedback?</p>	<p>Please let us know how we have served you by doing any of the following:</p> <p>Accomplish our Feedback Form available in the offices and put this at the drop box located at the Public Assistance and Complaints Desk Send your feedback through email <a href="mailto:hrmo.lgusubic@gmail.com">hrmo.lgusubic@gmail.com</a></p> <p>Talk to our Public Assistants and Complaints Desk (PACD)</p>
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#### FEEDBACK PROCESSING:

<p>How feedback is processed?</p>	<p>Client files feedback either through accomplishing Feedback Form available in the lobby or by sending their feedback through email address: <a href="mailto:hrmo.lgusubic@gmail.com">hrmo.lgusubic@gmail.com</a></p> <p>PACD Personnel records, review the feedback and forward this to appropriate Services/Unit of the Office. All feedbacks recorded for the day will be submitted to Municipal Administrator</p>
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# MUNICIPALITY OF SUBIC

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### COMPLAINT FILING:

<p>How to file complaints?</p>	<ol style="list-style-type: none"><li>1. Accomplish the Customer Complaint Form and put it in the drop box ad Public Assistance and Complaints Desk (PACD) located in the entrance of the Municipality.</li><li>2. Complaints can also be filed in any of the following Offices:<ul style="list-style-type: none"><li>• Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph</li><li>• Presidential Complaint Center (PCC): 8888</li><li>• Contact Center ng Bayan (CCB): 0908-881-6565 (SMS)</li><li>• Civil Service Commission's (CSC) Central Office or Field Offices: csc.gov.ph</li></ul></li></ol>
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### COMPLAINT PROCESSING:

<p>How complaint is processed?</p>	<p>PACD personnel compiles the complaints on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the PACD personnel shall start the investigation and forward the complaint to the relevant office for them explanation.</p> <p>The PACD personnel will create a report after the investigation and shall submit it to the Head of Office for appropriate action. The Officer of the Day will give the feedback to the client.</p>
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