

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE



NAME OF OFFICE: ACCOUNTING OFFICE					
GOVERNMENT SERVICE: PROCESSING OF AICS (ASSISTANCE FOR INDIVIDUAL IN CRISIS SITUATION)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Disbursement Voucher (3 copies)		1. Bring Vouchers to Accounting office		11 minutes	None
2. Duly signed Obligation, MSWD - Social Case Findings & Certificate of Eligibility		2. Upon receipt of signed vouchers transmit to Admin's Office		1 minute	None
3. Proof of Eligibility					
TOTAL				12 minutes	None
GOVERNMENT SERVICE: PROCESSING OF VOUCHERS					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Disbursement Voucher (3 copies)		1. Bring Vouchers to Accounting office		14 minutes	None
Duly signed - Obligation		2. Upon receipt of signed vouchers transmit to Admin's Office		1 minute	None
Proof of Billing					
TOTAL				15 minutes	None
GOVERNMENT SERVICE: RECEIVING OF REPORTS AND ENTERTAINING QUERRIES ABOUT BARANGAY TRANSACTIONS					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. PPSAS Report - Monthly & Annual Reports		1.1 Forward reports on 5th day of the month - Liquidation report, Registry of Collection & Deposit & Report of Accountability on accountable Forms.	COA Resolution No. 2014-003 dated January 24, 2014.	10 minutes	None
		1.2 Forward reports on the 10th day of the month - Paid Vouchers, Punong Barangay Certificate, Bank Statement, Cash Book, Recorf of Appropriation & Obligation, registry of Special Trust fund & Statement of Appropriation, obligations & Balances			None
TOTAL				10 minutes	None

NAME OF OFFICE: ADMINISTRATOR'S OFFICE					
GOVERNMENT SERVICE: PROCESSING OF VARIOUS REQUESTS					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE



1 copy of Request Letter		1. Present letter request.	Local Government Code of 1991 (RA 7160)	1 minute	None
		2. Secure received copy of the letter of request		1 minute	None
TOTAL				2 minutes	None

GOVERNMENT SERVICE: PROCESSING OF REQUESTS FOR MEDICINES/LABORATORY**SERVICE INFORMATION**

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Recommendation form from Botika ng Bayan/Pharmacy		Presents recommendation form from the Botika ng Bayan together with the doctor's prescription, Barangay Certificate of Indigency, valid ID	Local Government Code of 1991 (RA 7160)	1 minute	None
Doctor's prescription		Proceeds to Botika ng Bayan to get the medicine			None
Barangay Certificate of Indigency					
Government Issued ID					
TOTAL				1 minute	None

GOVERNMENT SERVICE: PROCESSING OF REQUESTS FOR THE AVAILMENT OF LABORATORY PROCEDURES FROM THE HEALTH OFFICE**SERVICE INFORMATION**

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Laboratory request		Presents laboratory request together with Barangay Certificate of Indigency, valid ID	Local Government Code of 1991 (RA 7160)	1 minute	None
Barangay Certificate of Indigency		Proceeds to Municipal Health Office for blood extraction and submission of urine specimen			None
Government Issued ID					
TOTAL				1 minute	None

NAME OF OFFICE: AGRICULTURE OFFICE**GOVERNMENT SERVICE: FOOD PRODUCTION PROGRAM****SERVICE INFORMATION**

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
RICE SECTOR					
None	M.C. No. 2020-080 Implementing Guidelines for the RICE RESILIENCY PROJECT of DAR	1. Signs on the visitor's logbook		10 minutes	None
		2. Claims certified seeds / planting materials		10 minutes	None
TOTAL				20 minutes	None
HVCDP/ORGANIC SECTOR					
None	Republic Act 100068	1. Signs on the visitor's logbook		10 minutes	None

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE



		2. Submits written request for farm area and barangay use		10 minutes	None
TOTAL				20 minutes	None
FISHERIES SECTOR					
None	Republic Act 8550	1. Requests for Fingerlings and fishing gears		15 minutes	None
		2. Claims requested gear/fingerling		5 minutes	None
TOTAL				20 minutes	None

GOVERNMENT SERVICE: RABIES CONTROL PROGRAM**SERVICE INFORMATION**

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
None	Mun.Resolution no. 99-40	1. Registers dog		2 minutes	None
		2. Proceed to Treasury for payment	Php 60.00/dog	5 minutes	Php 60.00/dog
		3. Presents written request/OR to MAO for vaccination.		4 minutes	None
TOTAL				11 minutes	Php 60.00/dog

GOVERNMENT SERVICE: TECHNICAL ASSISTANCE PROGRAM**SERVICE INFORMATION**

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
None	Republic Act 7160 "Local Government Code of 1991"	Signs on the visitor's Logbook		2 minutes	None
		States/Submits the request		10 minutes	None
TOTAL				12 minutes	None

NAME OF OFFICE: ASSESSOR'S OFFICE**GOVERNMENT SERVICE: APPRAISAL AND ASSESSMENT OF REAL PROPERTY****SERVICE INFORMATION**

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
ID of property owner and/or Authorized Representative	Title II, Book II of the Local Government Code (Republic Act 7160)	Fill up request slip.		2 minutes	None
Special Power of Attorney (SPA) /Authorization of representative		Submit the requirements		9 minutes	Php 50.00 - Sworn Statement P150.00 - Processing Fee P200.00 - Survey Fee P250.00 - Inspection Fee
Tax Clearance or Official Receipt(OR) Real Property Tax (RPT) full payment	Proceed to Municipal Treasurer's Office (Window 3 or 4) for payment of fees.		5 minutes		
Payment of Applicable fees / Official Receipt (OR)	Present Official Receipt (OR) to Municipal Assessor's Office		9 minutes		
		Receive the document		5 minutes	None

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE



				TOTAL	30 minutes	Php 650.00
GOVERNMENT SERVICE: ISSUANCE OF CERTIFICATION						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
ID of property owner and/or Authorized Representative	Department of Finance Local Assessment Regulations No. 1-04	Fill up request slip.		2 minutes	None	
Special Power of Attorney (SPA) /Authorization of representative		Submit the requirements		9 minutes	None	
Tax Clearance or Official Receipt(OR) Real Property Tax (RPT) full payment		Proceed to Municipal Treasurer's Office (Window 3 or 4) for payment of fees		5 minutes	Php 120.00 per Certificate Php 30.00 - BIR Doc. stamp	
Payment of Applicable fees / Official Receipt (OR)		Present Official Receipt (OR) to Municipal Assessor's Office		9 minutes	None	
		Receive the document		5 minutes	None	
TOTAL				30 minutes	Php 150.00	
GOVERNMENT SERVICE: TRACE BACK / TRACE FORWARD						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
ID of property owner and/or Authorized Representative	SB Ordinance 022 s. 2019 Chapter IV	Fill up request slip.		2 minutes	None	
Special Power of Attorney (SPA) /Authorization of representative		Submit the requirements and wait for validation.		84 minutes	None	
Tax Clearance or Official Receipt(OR) Real Property Tax (RPT) full payment		Proceed to Municipal Treasurer's Office (Window 3 or 4) for payment of fees		5 minutes	Php 120.00 - Tax Dec. Php 50.00 - Trace back fee	
Payment of Applicable fees / Official Receipt (OR)		Present Official Receipt (OR) to Municipal Assessor's Office and wait for approval/release.		81 minutes	None	
		Receive the document		5 minutes	None	
TOTAL				2 hrs and 57 mins	Php 170.00	
GOVERNMENT SERVICE: ANNOTATIONS						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
ID of property owner and/or Authorized Representative	Department of Finance Local Assessment Regulations No. 1-04	Fill up request slip.		2 minutes	None	
Special Power of Attorney (SPA) /Authorization of representative		Submit the requirements		9 minutes	None	
Tax Clearance or Official Receipt(OR) Real Property Tax (RPT) full payment		Proceed to Municipal Treasurer's Office (Window 3 or 4) for payment of fees.		5 minutes	Php 120.00	
Payment of Applicable fees / Official Receipt (OR)		Present Official Receipt (OR) to Municipal Assessor's Office		32 minutes	None	
		Receive the document		5 minutes	None	
TOTAL					Php 120.00	

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE



NAME OF OFFICE: BINANGONAN MUNICIPAL COMMUNITY HEALTH CENTER					
GOVERNMENT SERVICE: ANIMAL BITE TREATMENT CENTER					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Valid ID of the Client	"Anti-Rabies Act of 2007"	Secure no. of guard on duty. Go to the Animal Bite Treatment Center. Wait for the number to be called.	DOH Administrative Order No. 2013- 0004 Act of 2007 (Republic Act 9482)	1 minute	None
Animal Bite Form		Go to the animal bite treatment center (2nd floor, BMCHC) and wait for the number to be called.		3 minutes	None
Barangay Endorsement		Submit self for assessment and evaluation.		5 minutes	None
Voter's Stub (if no voter's ID)		Photocopy the animal bite form one (1) for the patient and one (1) for the pharmacy staff		1 minute	None
		Go to the pharmacy section for recording and releasing of anti-rabies vaccine.		2 minutes	None
		Return to animal bite treatment center for injection of vaccine.		3 minutes	None
TOTAL				15 minutes	None
GOVERNMENT SERVICE: OUTPATIENT DEPARTMENT					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Barangay Health Emergency Response Team Certificate		Secure number from guard on duty (BMCHC entrance door)		1 minute	None
		Go to the record section (1st floor, BMCHC) to get an ID card form, then wait for the number to be called for vital signs checking)		3 minutes	None
		Submit self for vital signs checking		3 minutes	None
		Submit self for self-examination		10 minutes	None
		Secure proper prescription		3 minutes	None
TOTAL				20 minutes	None
GOVERNMENT SERVICE: PHARMACY EXTENSION					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Updated or New Prescription		Go to the Pharmacy Section		6 minutes	None
Barangay endorsement		Sign in the inventory form and receive the medicine / medical supply / vaccines.		1 minute	None
Valid ID					
Voter's Stub (if no Voter's ID)					
TOTAL				7 minutes	None
GOVERNMENT SERVICE: COMMUNITY BASED REHABILITATION CENTER					
SERVICE INFORMATION					

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE



LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Barangay Health Emergency Response Team Certificate		Presents doctor's referral to physical therapist		32 minutes	None
Doctor's Referral		Come back to prescribed schedule of therapy and follow up sessions		1 hour	None
TOTAL				1 hour and 32 mins	None
GOVERNMENT SERVICE: PRE NATAL CHECK-UP / BIRTH AND DELIVERY / POST NATAL CHECKUP					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Barangay Health Emergency Response Team Certificate		Secure number from guard on duty.		1 minute	None
Laboratory results (if needed)		Go to the record section to get OB chart/form. (Wait for the number to be called for vital signs checking)		3 minutes	None
		Submit self for vital signs checking		3 minutes	None
		Submit self for self-examination		10 minutes	None
		Secure proper prescription		3 minutes	None
TOTAL				20 minutes	None
GOVERNMENT SERVICE: TB DOTS FACILITY					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Barangay Health Emergency Response Team Certificate	RA 10767 : Comprehensive TB Elimination Plan Act of 2016	Secure and bring the following forms from barangay health center: □ Admission Form		15 minutes	None
Admission Form and NTP Form		Undergo counselling from health care provider. (Provider's Initiative Counselling and testing)		20 minutes	None
Chest X-Ray Result and GeneX Result		Go to the Municipal Laboratory for actual testing.		15 minutes	None
		Listen to the lecture/health teaching about TB Disease Awareness, Prevention and Intervention.		20 minutes	None
		Undergo process of TB DOTS admission (6 months – medication).		10 minutes	None
TOTAL				1 hr & 20 mins	None
GOVERNMENT SERVICE: DENTAL SERVICES					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Barangay Health Emergency Response Team Certificate		Secure number from guard on duty (BMCHC main entrance).		1 minute	None
		Go to the record section to get OB chart/form. (Wait for the number to be called for vital signs checking)		3 minutes	None
		Submit self for vital signs checking		10 minutes	None

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE



		Submit self for self-examination and procedures		20 minutes	None
		Secure proper prescription		5 minutes	None
TOTAL				39 minutes	None

NAME OF OFFICE: BUSINESS PERMIT AND LICENSING OFFICE					
GOVERNMENT SERVICE: BUSINESS PERMIT (NEW & RENEWAL)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Barangay Business Clearance		1. Present requirements for Assessment and Computation of Taxes and Fees		10 minutes	None
DTI / SEC Registration (New)		2. Proceed to Municipal Treasurer's Office (Window 3 or 4) for Payment of Taxes and Fees.		7 minutes	As per assessment
Financial Statement / Income Tax Return (ITR) for (Renewal)		3. Receives Mayor's Permit & Plate		15 Minutes	None
TOTAL				32 minutes	
GOVERNMENT SERVICE: ISSUANCE OF TRICYCLE FRANCHISE					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Local TODA Certification		1. Presents requirements for issuance of tricycle franchise.		2 minutes	None
Federation Certification		2. Proceed to Municipal Treasurer's Office (Window 3 or 4) for payment of corresponding fees.		5 minutes	None
Barangay Clearance		3. Proceed in front of Auditorium (Municipal Ground) and present Mayor's Permit for inspection of tricycle unit.		10 minutes	Php 450.00 - New Php 300.00 - Renewal
Cedula		Proceed to Admin Office and Sangguniang Bayan Office for signature.		5 minutes	None
Official Receipt (OR) / Certificate of Registration (CR) or Certification		5. Receives Mayor's Permit & Plate / Sticker		3 minutes	None
TOTAL				25 minutes	Php 450.00 - New Php 300.00 - Renewal
GOVERNMENT SERVICE: ISSUANCE OF CERTIFICATE OF BUSINESS / NO BUSINESS					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Certificate of Business Closure (for No Business)		Presents written request from concerned agency		5 minutes	None
Written request		Proceed to Municipal Treasurer's Office (Window 3 or 4) for Payment of Certification		5 minutes	Php 130.00
		Receives the Certification		5 minutes	None
TOTAL				15 minutes	Php 130.00

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE



GOVERNMENT SERVICE: Assessment of Occup ASSESSMENT OF OCCUPATIONAL PERMIT					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
NBI / Police Clearance		1. Presents required documents		3 minutes	None
Medical Certificate		2. Proceed to Municipal Treasurer's Office (Window 3 or 4) for Payment of Corresponding Fees.		5 minutes	Php 250.00
		Receives Mayor's Permit		5 minutes	None
TOTAL				13 minutes	Php 250.00

GOVERNMENT SERVICE: APPLICATION FOR BUSINESS RETIREMENT					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Board Resolution (Corporation) / Reason for Retirement (Single)		1. Submit the requirements to BPLO for evaluation		10 minutes	None
Previous Mayor's Permit / Plate, O.R (If lost plate please include to notarized affidavit)				15 minutes	None
Financial Statement & ITR		3. Proceed to Municipal Treasurer's Office (Window 3 or 4) for Payment of Corresponding Fees		5 minutes	None
		4. Present the Official Receipt to BPLO for the issuance of Certificate of Business Retirement.		3 minutes	None
		5. Present the Certificate of Business Retirement to Municipal Treasurer and Local Chief Executive for signature.		1 day	None
		6. Receives Certification of Business Retirement / Closure		2 minutes	None
TOTAL				1 day 35 minutes	Php 150.00

GOVERNMENT SERVICE: PERMIT TO USE GOVERNMENT FACILITIES					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Request letter approved by the Municipal Mayor / Municipal Administrator		1. Present the approved letter request to BPLO indicating date, time and venue.		20 minutes	None
		2. Proceed to Municipal Treasurer's Office (Window 3 or 4) for Payment of Corresponding Fees		5 minutes	as per assessment
		3. Presents official receipt to BPLO and receives Mayor's Permit.		5 minutes	None
TOTAL				30 minutes	

NAME OF OFFICE: BINANGONAN PUBLIC MARKET					
GOVERNMENT SERVICE: PAYMENT OF STALLS FEES					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE



Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
None		1. Inquire for balance (if any) at the BPM Office (2nd floor of Binangonan Public Market)		5 minutes	None
		2. Payment of fees		2 minutes	None
TOTAL				7 minutes	None
GOVERNMENT SERVICE: ISSUANCE OF CERTIFICATIONS					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
None		1. Inquire for balance (if any) at the BPM Office (2nd floor of Binangonan Public Market)		5 minutes	None
		2. If there's an existing balance, please proceed to payment of fees.		4 minutes	None
		3. Receives certification		2 minutes	None
TOTAL				11 minutes	None

NAME OF OFFICE: BPM-SLAUGHTERHOUSE					
GOVERNMENT SERVICE: ISSUANCE OF MEAT CERTIFICATIONS FOR MEAT DEALERS					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Veterinary Health Certificate		1. Present the requirements.		10 minutes	None
Animal Certificate		2. Place hogs into their corrals.		20 minutes + 20 mins/hog	None
Shipping Permit		3. Payment of fees.		8 minutes	1,000.00 - Permit fee, 1,000.00 - Corral fee; P50.00 - Slaughtering fee
		4. Receive Meat Certificate		1 minute	None
TOTAL				59 minutes	Php 70.00 / Hog
GOVERNMENT SERVICE: ISSUANCE OF CERTIFICATION					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Electric and Water Consumption Bill		1. Present the requirements at the Post Abatt Office		5 minutes	None
Receipts of Last Payment		2. Payment of fees.	Market Code 2013-021	6 minutes	Rate: Water: P8.00/m3; Electric Consumption x 10.04
		3. Receive Certificate / Clearance		1 minute	None
TOTAL				12 minutes	Rate: Water: P8.00/m3; Electric Consumption x 10.04

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE



GOVERNMENT SERVICE: PAYMENT OF ENTRANCE FEE					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Meat Inspection Certificate		1. Present the requirements at the entrance of delivery.		15 minutes	None
African Swine Fever (ASF) Free Certificate		2. Payment of fees.	Market Code 2013-021	2 minutes	P1.00 / kilo of chicken (choice cut)
Vouchers					P1.00 / whole chicken P0.50 cents / kilo of visceral
TOTAL				17 minutes	
NAME OF OFFICE: BUDGET OFFICE					
GOVERNMENT SERVICE: PROCESSING OF AICS (ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Obligation Budget Request / Voucher		1. Presents Obligation Budget Request / Voucher of financial assistance.		1 minute	None
Barangay Endorsement		2. Receives the signed OBR/Voucher of financial assistance and affixes his/her signature in the logbook.		1 minute	None
Social Case Findings					
1 Valid ID					
Funeral Contract (for Burial Assistance)					
Registered Death Certificate (for Burial Assistance)					
Medical Certificate / Abstract / Prescription (for Medical Assistance)					
Copy of Grades (for Educ Assistance)					
Certificate of Enrollment (for Educ Assistance)					
TOTAL				2 minutes	None
GOVERNMENT SERVICE: PROCESSING OF VOUCHERS OF OPERATION					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Submit Official / Collection Receipt		Submits to GSO the needed documents (General Service Office, 1st Floor, Municipal Building)		1 minute	None
Purchase Request and Order, Canvass, BAC Resolution		2. Funding of Request (Budget Office, 2nd Floor, Municipal Building)		1 minute	None
Obligation Budget Request / Voucher		3. Receives the signed OBR/Voucher of and affixes his/her signature in the logbook		1 minute	None
TOTAL				3 minutes	None
GOVERNMENT SERVICE: FUNDING OF REQUEST					
SERVICE INFORMATION					

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE



LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Written request signed by the Mayor		1. Submits to the Mayor the written request. (Mayor endorses the request to the Municipal Budget Officer for necessary action)		2 minutes	None
SB Resolution Authorizing the Assistance		2. Follow-up on request		1 minute	None
		3. Receiving of the extended assistance		2 minutes	None
		4. Signs pledge guaranteeing provisions of Proof of Expenditure (for cash advance).		1 minute	None
		5. Signs the receipt of signed OBR/Voucher in the logbook.		1 minute	None
TOTAL				7 minutes	None

GOVERNMENT SERVICE: REVIEW OF BUDGET - 40 BARANGAYS

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Barangay Ordinance/ Resolution		1. Submits to the Mayor the written request. (Mayor endorses the request to the Municipal Budget Officer for necessary action)		2 minutes	None
Annual Investment Program, Annual Procurement Plan		2. Follow-up on request		1 minute	None
Computation of PS Funding Requirements		3. Receiving of the extended assistance		2 minutes	None
Approved GAD Plan and Budget		4. Signs pledge guaranteeing provisions of Proof of Expenditure (for cash advance).		2 minutes	None
Approved POPs Plan		5. Signs the receipt of signed OBR/Voucher in the logbook.		1 minute	None
TOTAL				8 minutes	None

NAME OF OFFICE: ENGINEERING OFFICE

GOVERNMENT SERVICE: ISSUANCE OF ANNUAL INSPECTION CERTIFICATE

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Request for inspection form (completely filled-up)		1. The owner/permittee shall submit an application for Annual Inspection Certificate together with requirements		36 minutes	
For Building/Structure 2.1. Photocopy of Building Permit 2.2. Photocopy of Occupancy Permit 2.3. Certificate of Structural Stability (for buildings 15 years old and older) 2.4. Structural Stability Assessment Report (wet-signed and dry-sealed) 2.5. Notarized Joint Certification with photocopy of PRC ID &PTR (wetsigned & dry-sealed) 2.6. Photocopy of latest FSIC		2. Pay the Annual Inspection Fee at the Municipal Treasurer		3 minutes	Php 980



(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

For Electrical 3.1. Preventive Maintenance Report and Insulation Resistance Test 3.2. Certification of Existing Condition of Electrical Installation (from a licensed electrical practitioner) 3.3. Notarized Joint Certification with photocopy of PRC ID &PTR (wetsigned & dry-sealed) 3.4. Latest Certificate of Electrical Inspection (CEI)	2004 Revised Implementing Rules and Regulations (IRR) of Presidential Decree No. 1096	3. Submit copy of the OR and the documentary requirements back to Office of the Building Official	2004 Revised Implementing Rules and Regulations (IRR)	1 minute	
Mechanical *For Commercial/Institutional: Items 4.1-4.5 & 4.8 *Industrial/Tower Crane: Items 4.1-4.8 4.1. Previous Mechanical Permit or Certificate 4.2. Photocopy of latest FSIC 4.3. Certification & Test Result from service provider/installers of the following: • Elevator • Escalator • Boiler • Pressure Vessels • Tower Crane 4.4. Certification of Person in charge of Operation & Maintenance (CPM/RME/PME) 4.5. Safety & Health Committee; Records of Safety Activities: Monthly Meetings 4.6. Tax Declaration for Machinery 4.7. OSHO Safety Officer 4.8. Notarized Joint Certification with photocopy of PRC ID &PTR (wetsigned & dry-sealed)		4. Receives the Annual Inspection Certificate	Municipal Ordinance S.2019, No. 22 Revenue Code	1 minute	
TOTAL				41 minutes	Php 980.00

GOVERNMENT SERVICE: ISSUANCE OF EXCAVATION PERMIT, FENCING AND REPAIR PERMIT

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
For Ground and Excavation Permit					
Proof of ownership and rights to the property		1. Present complete application documents at the Receiving Section	2004 Revised Implementing Rules and Regulations (IRR) of Presidential Decree No. 1096 SECTION 304.(1) Issuance of Building Permit	3 days & 38 mins	
Real property tax declarations		2. Pay at the Treasurer's Cashier		10 minutes	Php 500.00
Clearances a. Barangay Clearance		3. Receive Permit		1 hour & 5 minutes	
Application forms w/ PRC IDs & PTRs					
Building Plans (signed & sealed)					
Supporting documents (signed & sealed)					
Cash bond (Section 304, Paragraph 4, NBCP)					
TOTAL				3 days & 53 minutes	Php 500.00
For Fencing Permit and Repair Permit					



(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

Proof of ownership and rights to the property		1. Present complete application documents at the Receiving Section	2004 Revised Implementing Rules and Regulations (IRR) of Presidential Decree No. 1096 SECTION 304.(1) Issuance of Building Permit	3 days & 38 mins	
Real property tax declarations		2. Pay at the Treasurer's Cashier		10 minutes	Php 1,450.00
Real property tax Certification/ Clearance		3. Receive Permit		1 hour & 5 minutes	
Previous building permit (if for repair)					
Barangay Clearance					
Application forms w/ PRC IDs & PTRs					
Additional requirements for Fencing Permit applications a. Lot plan (indicating the length of the fence, the location and width of the gate/ opening) b. Building Plans (for fence more than 1.00 meter high) c. Written consent from affected neighbors (if fence height is more than 1.80 meters)					
TOTAL				3 days & 53 minutes	Php 1,450.00

GOVERNMENT SERVICE: ISSUANCE OF ELECTRICAL PERMIT / CERTIFICATE OF FINAL ELECTRICAL INSPECTION

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Proof of ownership and rights to the property (Deed of Sale, etc)		1. The owner/permittee shall submit an application of Electrical Permit together with requirements.	2004 Revised Implementing Rules and Regulations (IRR) of Presidential Decree No. 1096 RULE III PERMITS AND INSPECTION	20 minutes	
Completely Signed Electrical Permit Form		2. Present a valid ID and authorization letter (if representative) to the Releasing Staff		8 minutes	
Floor Plan (for New Connection)		3. Pay at the Municipal Treasurer's Cashier		5 minutes	Php 1,385.00
Tax Payment (for New Connection)		4. Receive CEI		1 minute	
Electrical Plan (for New Connection and upgrade)					
Old Meralco Bill (for Reconnection & Transfer of Service)					
Electrical Plan/Schedule of Load (for Upgrade)					
TOTAL				34 minutes	Php 1,385.00

GOVERNMENT SERVICE: ISSUANCE OF OCCUPATIONAL PERMIT

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Duly notarized Certificate of Completion	2004 Revised Implementing Rules and Regulations (IRR) of Presidential Decree No. 1096	1. The owner/permittee shall submit an application of Certificate of Occupancy together with requirements		3 days 3 minutes	
Construction logbook		2. Receives order of payment and pays the necessary fees at the Treasurer's Office		3 minutes	Php 1,010.00 - Primary Transaction cost/fees
As-built plans and specifications		3. Receives Certificate of Occupancy		1 minute	1,010.00 - Other transaction costs
Building Inspection Sheet					
Copy of Building Permit					
TOTAL					Php 2,020.00

GOVERNMENT SERVICE: ISSUANCE OF COPY OF BUILDING PERMIT



(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Architectural Plan (6 Sets) Signed and Sealed by Architect	IRR 2004 RULE III - PERMITS AND INSPECTION SECTION 301. Building Permits	1. The owner/permittee shall submit an application of Building Permit together with requirements		3 days 3 minutes		
Structural Plan (6 Sets) Signed and Sealed by Civil Engineer		2. The owner/permittee for any existing building/ structure that shall undergo alterations, additions, conversions, renovations and/or repair not covered by Section 301, Sub-Section 3 of IRR 2004 shall submit, in addition to other documents, the most recent Certificate of Occupancy when applying for a building permit. Under any of this case, the Locational Clearance shall not be required.		2 hours		
Electrical Plan (6 Sets) Signed by Prof. Elec. Engr.		3. Receives order of payment and pays the necessary fees at the Treasurer's Office		10 minutes	Php 1750.00 - Primary Transaction Cost	
Mechanical Plan (6 Sets) Signed and Sealed by Mech. Engr.		4. Receives Building of Permit		1 minute		
Sanitary/Plumbing Plan (6 Sets) Signed & Sealed by Master Plumber						
Electronic Plan (6 Sets) Signed & Sealed by Prof. Elec. Engr.						
Location Plan/Lot Plan (6 Sets) Signed & Sealed by Geo. Engr.						
Cert. of Land Title (6 Sets)						
Tax Declaration (6 Sets)						
Deed of Sale (6 Sets)						
Certificate of Tax Payment (6 Sets)						
Bill of Materials (6 Sets) Signed & Sealed by Architect/Civil Engr.						
Specifications (6 Sets) Signed & Sealed by Architect/Civil Engr.						
Design Analysis for 2 Storey Bldg.						
Notarized Permit Forms for: Architectural, Structural, Electrical, Mechanical, Sanitary, Plumbing Permits						
Brgy. Clearance for Construction						
Clearance from at least 3 Adjacent Lot						
Log Book for Daily Activities						
TOTAL					Php 1,750.00	

NAME OF OFFICE: HEALTH OFFICE

GOVERNMENT SERVICE: OUTPATIENT DEPARTMENT

SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Barangay Health Emergency Response Team Certificate Barangay Hall 1		1. Secure number from Staff		1 minute		
		2. Approach Health Staff and present requirements.		5 minutes		
		3. Approach Physician on Duty		20 minutes		
		4. If needed/requested by the patient, refer to the assigned personnel for the issuance of medical certificate.		2 minutes		
		5. Proceed to Municipal Treasurer's Office (window 3 or 4) for payment of corresponding fees. (1st floor, Municipal Building)		5 minutes	Php 100.00	
		6. Return to Health Office, present the official receipt and receive the medical certificate.		2 minutes		
TOTAL				35 minutes	Php 100.00	

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE



GOVERNMENT SERVICE: ISSUANCE OF DEATH CERTIFICATE					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Duly accomplished death certificate Form		1. Secure number from office staff on duty.		1 minute	None
Waiver for Medico Legal Form		2. Presents waiver form for medico-legal.		2 minutes	None
		3. Forward the documents to the Physician on duty.		11 minutes	None
		4. Proceed to Municipal Treasurer's Office (window 3 or 4) for payment of fees (1st floor, Municipal Building)		5 minutes	Php 200.00
		5. Return of Health Office and present official receipt to Record Staff for the recording of information.		4 minutes	None
		6. Proceed to LCR for registration.			
TOTAL				23 minutes	Php 200.00
GOVERNMENT SERVICE: LABORATORY SERVICES					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Duly accomplished Laboratory Request Form		1. Patient with laboratory request, proceed to the laboratory section and present your request to the medical technologists		2 minutes	CBC : P70.00 Platelet Count : P35.00 Urinalysis : P30.00 Fecalysis : P30.00 Hematocrit : P40.00 Sputum : FREE
		2. Proceed to Municipal Treasurer's Office (window 3 or 4) to pay for corresponding fees.		6 minutes	
		3. Present Official Receipt (O.R.) and undergo laboratory testing.		30 minute	
		4. Receive laboratory results		2 minutes	
TOTAL				40 minutes	
GOVERNMENT SERVICE: Monthly Vagino-Cervical Smearing of CSW					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Accomplished Health Card (Pink)		1. Presentation of Health Card (Pink) to the Health Staff		1 minute	None
Cedula		2. Clients proceed to the Municipal Treasurer's Office (window 3 or 4) and pay the corresponding amount.		3 minutes	Php 100.00
		3. Return to health office to present official receipt.		1 minute	None
		4. Submit self for examination.		3 minutes	None
		5. Wait for the instruction of the office staff for the release of the result.		1 hour	None
		6. Clients wait for the recording of the results.		2 minutes	None
		7. Receive the laboratory results.		1 minute	None
		8. Presenting the laboratory result to the physician on duty.		5 minutes	None
TOTAL				1 hr & 16 minutes	Php 100.00

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE



GOVERNMENT SERVICE: ISSUANCE OF HEALTH CARD (SANITARY PERMIT FOR BUSINESS / OCCUPATIONAL PERMIT)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Duly accomplished health card form (pink)		1. Presentation of requirements to assigned Sanitary Inspector.		2 minutes	Sanitary Permit - P50.00 Occupational Permit - P200.00 Business Permit - P250.00
Drug test		2. Clients proceed to the Treasurer's Office (window 3 or 4) and pay the corresponding amount.		5 minutes	
Xray		3. Present Official Receipt.		10 minutes	
CBC		4. Receive Sanitary Permit		1 minute	
URINALYSIS					
For Food Handlers: Fecalalysis					
TOTAL				18 minutes	
NAME OF OFFICE: HUMAN RESOURCE MANAGEMENT OFFICE					
GOVERNMENT SERVICE: ISSUANCE OF SERVICE RECORD, CERTIFICATE OF EMPLOYMENT AND OTHER CERTIFICATIONS					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Existing, Retired, Resigned Employees of the Municipality		1. Request certification at the receiving personnel		3 minutes	None
		2. Wait for the certification		12 minutes	None
		3. Receive Certificate / Clearance		1 minute	None
TOTAL				16 minutes	None
GOVERNMENT SERVICE: JOB APPLICATION					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Personal Data Sheet / Resume		1. Submit requirements at HRMO through walk in at the receiving personnel or Email at hrm_binangonan@yahoo.com		30 minutes	None
Application Letter		2. Undergo written exam and interview		1 hr & 30 minutes	None
		3. Wait for results			None
TOTAL				2 hours	None
GOVERNMENT SERVICE: CIVIL SERVICE - CAREER SERVICE EXAM APPLICATION					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		



(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

2 valid ID	Republic Act No. 2260 "Civil Service Act of 1959"	1. Fill up CSC Exam application form and submit all the requirements at the receiving personnel	20 minutes	
Passport size picture with name tag		2. Pays the application fee	3 minutes	Php 500.00
CSC Examination form		3. Return on the scheduled date of release of the official examination stub at the HRMO	2 minutes	
TOTAL			30 minutes	

NAME OF OFFICE: LOCAL CIVIL REGISTRAR

GOVERNMENT SERVICE: REGISTRATION OF BIRTH CERTIFICATES

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Duly accomplished birth certificate form	AO# 1 series of 1993	1. Present the duly accomplished birth certificate form.		10 minutes	AUSF-P300.00 Acknowledgement-P300.00 Late Registration-P200.00
PSA Negative Certification of Birth		2. Proceed to Municipal Treasurer's Office (window 3 or 4) for payment of fees.		5 minutes	
Baptismal Certificate or Voter's Registration Record		3. Present Official Receipt (O.R.) to LCR Office.		10 minutes	
Acknowledgement		4. Accepts copy of registered Birth Certificate		5 minutes	
Late Registration					
AUSF (Affidavit to use the surname of the father)					
• If the child is 0-6 yrs. old AUSF should be stated & signed by the mother.					
• If the child is 7-17 yrs. old AUSF should be stated and signed by the child, sworn and attested by the mother					
• If the child is of age - AUSF should be stated and signed by him/her.					
TOTAL				30 minutes	Php 500.00

GOVERNMENT SERVICE: REGISTRATION OF DEATH CERTIFICATES

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Duly accomplished death certificate form	AO# 1 series of 1993, Rule No. 31 to 39	1. Present the duly accomplished death certificate form.		10 minutes	None
PSA Negative Certification of Death		2. Proceed to Municipal Treasurer's Office (window 3 or 4) for payment of fees.		5 minutes	Late Registration - P435.00 Timely Registration: P285.00
Joint Affidavit of 2 Disinterested Parties		3. Present Official Receipt (O.R.) to LCR Office.		10 minutes	
Barangay Certification		4. Accepts copy of registered Birth Certificate		5 minutes	None
Barangay Certification					
TOTAL				30 minutes	

GOVERNMENT SERVICE: ENDORSEMENT OF BIRTH, MARRIAGE AND DEATH CERTIFICATE WITH PSA NEGATIVE CERTIFICATION AND ADVANCE ENDORSEMENT

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
PSA Negative Certification of Birth, Marriage & Death		1. Present requirements to LCR.		10 minutes	None
Certified Photocopy of the Birth, Marriage & Death		2. Proceed to Municipal Treasurer's Office (window 3 or 4) for payment of fees		5 minutes	None
		3. Present Official Receipt (O.R.) to LCR Office.		100 minutes	Certified photocopy of the Birth, Marriage & Death Certificate. Php 80.00 Endorsement - Php100.00
		4. Accepts copy of registered Birth, Marriage and Death Certificate		5 minutes	

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE



				TOTAL	30 minutes	Php 180.00
GOVERNMENT SERVICE: APPLICATION FOR MARRIAGE LICENSE						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES				
Duly accomplished Marriage License Form	AO# 1 Series of 1991, Rule No. 47 to 49	1. Present duly accomplished marriage license form and requirements.			15 minutes	None
Residence Certificate (Cedula)		2. Proceed to Municipal Treasurer's Office (window 3 or 4) for payment of fees.			5 minutes	Certificate of Family Planning (FP) - 50 Marriage
Personal Appearance of Parents (for applicants below 25 yrs. Old)		3. Present Official Receipt (O.R.) to LCR Office.			10 minutes	License Fee - 298.00
Certificate of No Marriage (CENOMAR)		4. Accepts copy of Marriage License			5 minutes	Solemnizing Fee (if applicable) 300.00
Certificate of Marriage Counseling (if church wedding)						
Certificate of Legal Capacity to Marry (if foreigner)						
Death Certificate of the Deceased Spouse (if widow)						
Certificate of Family Planning (FP)						
				TOTAL	35 minutes	Php 650.00
GOVERNMENT SERVICE: ISSUANCE OF CERTIFIED TRUE COPY OF BIRTH, MARRIAGE AND DEATH CERTIFICATE						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES				
Owner's Copy of Birth, Marriage & Death (if available)	AO# 1 Series of 1991, Rule No. 47 to 49	1. Present requirements to LCR Office.			10 minutes	None
Date & Place of Birth, Marriage & Death (in Binangonan only)		1.1. If the owner's copy of Birth, Marriage & Death is available, it shall be presented to the LCR Office.				
		1.2. If not, the client shall tell the information about the date and place of birth, marriage & death.				
		2. Proceed to Municipal Treasurer's Office (window 3 or 4) for payment of fees.			5 minutes	P80.00 / copy
		3. Present Official Receipt (O.R.) to LCR Office.			10 minutes	None
		Accepts Certified True Copy of Birth, Marriage and Death Certificate.			5 minutes	None
				TOTAL	30 minutes	Php P80.00 / copy
GOVERNMENT SERVICE: REGISTRATION OF LEGAL INSTRUMENT (LI) FOR LEGITIMATION & AFFIDAVIT TO USE THE SURNAME OF THE FATHER (AUSF) R.A. 9255						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES				
Residence Certificate (Cedula) of Parents and/ or Valid ID	AO# 1 Series of 1991, Rule No. 66 & 64	For Legitimation:				Affidavit of Admission of Paternity/ Acknowledgement from father - 300.00 Affidavit to Use the Surname of the Father (if applicable) - P300.00 Joint Affidavit of Legitimation by Subsequent Marriage of Parents - P500.00 Annotation/ Documentation - P100.00 2.1.5. Certification/ Documentation - P100.00 Advance Endorsement to PSA - P100.00 Certified Photocopy Birth (P80.00/copy) - P720.00
Child's PSA Birth Certificate		1. Present PSA Birth Certificate and other requirements for legitimation and AUSF to LCR Office.			15 minutes	
PSA Certificate of No Marriage (CENOMAR) of father & mother		2. Proceed to Municipal Treasurer's Office (window 3 or 4) for payment of fees.			5 minutes	
Certified Copy of Marriage Certificate (if local copies) or PSA Authenticated		3. Present Official Receipt (O.R.) to LCR Office.			20 minutes	
Supporting child's documents such as Baptismal Certificate, SSS Record, School Record, etc (For AUSF/R.A. 9255)		4. Accepts copy of Registered Legal Instrument for Legitimation			5 minutes	
				TOTAL	45 minutes	Php 2,120.00
For Affidavit to Use the Surname of the Father (AUSF)						
		1. Present PSA Birth Certificate and other requirements for legitimation and AUSF to LCR Office.			15 minutes	Affidavit to Use the Surname of the Father (AUSF) - P300.00 Affidavit to Use the Surname of the Father (if applicable) -

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE



		2. Proceed to Municipal Treasurer's Office (window 3 or 4) for payment of fees.		5 minutes	None P300.00 Annotation/Documentation - P100.00 Certification/Documentation - P100.00 Advance Endorsement to PSA - P100.00 2.1.6. Certified Photocopy Birth (P80.00/copy) - P320.00
		3. Present Official Receipt (O.R.) to LCR Office.		20 minutes	
		4. Accepts copy of Registered Legal Instrument for AUSF		5 minutes	
			TOTAL	45 minutes	

GOVERNMENT SERVICE: REGISTRATION OF COURT DECREES: ANNULMENT OF MARRIAGE, ADOPTION, CORRECTION OF ENTRIES, PRESUMPTIVE DEATH AND OTHER AMENDED CIVIL REGISTRY DOCUMENTS.

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Certified True Copy of Court Decision & Finality	AO# 1 series of 1993, Rule No. 50 to 60	1. Present requirement/s to LCR Office		10 minutes	None
		2. Proceed to Municipal Treasurer's Office (window 3 or 4) for payment of fees.		5 minutes	Annulment: P1,000.00 Adoption, Correction of Entries, Presumptive Death & Other Amended Civil Registry: P500.00 + P80.00 per page of CTC of decision
		3. Present Official Receipt (O.R.) to LCR Office.		20 minutes	
		4. Accepts Registered Court Decrees of Annulment / Adoption / Correction of Entries, etc.		5 minutes	
			TOTAL	40 minutes	None

GOVERNMENT SERVICE: CORRECTION OF CLERICAL ERROR, SEX, DATE OF BIRTH AND CHANGE OF FIRST NAME OR R.A. 9048 & R.A. 10172) IN THE CIVIL REGISTRY DOCUMENTS (BIRTH, MARRIAGE & DEATH).

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
PSA Birth, Marriage, Death Certificate with error	RA3 9048 & 10172	1. Present PSA Birth, Marriage and Death Certificate with error and requirements to LCR Office.		10 minutes	Clerical Error: P1,000 Correction of Sex & Date of Birth : P3,000 Change of first name: P3,000. + P3,000 for publication
Baptismal Certificate		2. Proceed to Municipal Treasurer's Office (window 3 or 4) for payment of fees.		5 minutes	
Voter's Registration Record		3. Present Official Receipt (O.R.) to LCR Office.		20 minutes	
School Record		4. Accepts Registered Court Decrees of Annulment, Adoption, Correction of Entries, etc.		5 minutes	None
Valid IDs					
Police Clearance					
NBI Clearance					
Certificate of Employment (if employed) (For Change of Name)					
Affidavit of Non-Employment (if not employed) (For Change of Name)					
Father's Birth Certificate (For Correction of Clerical Error)					
Mother's Birth Certificate (For Correction of Clerical Error)					
Parent's Marriage Certificate (For Correction of Clerical Error)					
Medical Record (For Correction of Sex and Date of Birth)					
Medical Certification (For Correction of Sex and Date of Birth)					
Any supporting documents with sex and date of birth like marriage, Voter's Registration Record, etc. (For Correction of Sex and Date of Birth)					
			TOTAL	40 minutes	

GOVERNMENT SERVICE: OUT OF TOWN LATE REGISTRATION OF BIRTH

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
PSA Negative Certification of Birth	AO# 1 series of 1993 Rule No. 20	1. Present PSA Negative Certification of Birth and other requirements to LCR Office.		30 minutes	None

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE



Residence Certificate (Cedula)					
At least three (3) documents with date & place of birth					
Affidavit of Delayed Registration of Birth (Attested by at least two (2) witnesses)					
			TOTAL	30 minutes	None

GOVERNMENT SERVICE: SUPPLEMENTAL REPORT ON BIRTH, MARRIAGE AND DEATH.

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
PSA Birth, Marriage & Death Certificate	AO# 1 series of 1993 Rule No. 11	1. Present PSA Certificate of Birth, Marriage or Death and other requirements to LCR Office.		10 minutes	None
Affidavit of Supplemental Report		2. Proceed to Municipal Treasurer's Office (window 3 or 4) for payment of fees.		5 minutes	Supplemental Report - P50.00 Annotation / Documentation - P100.00 Endorsement to PSA - P100.00 Certified Photocopy - P160.00
At least three documents with date & place of birth		3. Present O.R. to the LCR office		20 minutes	
		4. Accepts Supplemental Report on Birth, Marriage & Death		5 minutes	
			TOTAL	40 minutes	Php 410.00

NAME OF OFFICE: LEGAL OFFICE

GOVERNMENT SERVICE: LEGAL ASSISTANCE

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Duly accomplished assistance form.		1. Inform the front desk officer the assistance needed.		3 minutes	None
		2. Receive Legal Assistance		10 minutes	None
			TOTAL	13 minutes	None

NAME OF OFFICE: OFFICE OF THE MAYOR

GOVERNMENT SERVICE: FINANCIAL ASSISTANCE THRU AICS (ASSISTANCE FOR INDIVIDUAL IN CRISIS SITUATION)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Obligation Budget Request / Voucher	"Article VI, DSWD MC 2019-011, Section 1 Documentary Requirements for each Assistance"	1. Presentation of request and requirements for financial assistance		11 minutes	None
Barangay Endorsement		2. Receives approval for the requested financial assistance.		1 minute	None
Social Case Findings					
1 Valid ID					
Funeral Contract (for Burial Assistance)					
Registered Death Certificate (for Burial Assistance)					
Medical Certificate / Abstract / Prescription (for Medical Assistance)					
Copy of Grades (for Educ Assistance)					
Certificate of Enrollment (for Educ Assistance)					

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE



				TOTAL	12 minutes	None
GOVERNMENT SERVICE: BARANGAY CONCERNS						
SERVICE INFORMATION						
LIST OF REQUIREMENTS			LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Request Letter	Local Government Code of 1991 (RA 7160)	1. Present letter of request / concerns.		3 minutes	None	
		2. Receives approval for the requested barangay concerns.		2 minutes	None	
			TOTAL	5 minutes	None	
GOVERNMENT SERVICE: PROCESSING OF DOCUMENTS FOR APPROVAL OF THE MAYOR						
SERVICE INFORMATION						
LIST OF REQUIREMENTS			LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Request Letter / Documents for approval	Local Government Code of 1991 (RA 7160)	1. Present letter / documents for approval.		3 minutes	None	
		3. Receives approved letter / documents.		2 minutes	None	
			TOTAL	5 minutes	None	
NAME OF OFFICE: MUNICIPAL DISASTER RISK REDUCTION MANAGEMENT OFFICE						
GOVERNMENT SERVICE: AMBULANCE ASSISTANCE						
SERVICE INFORMATION						
LIST OF REQUIREMENTS			LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Barangay Endorsement / Certificate of Indigency		1. Present approved letter request and other requirements to MDRRMO.		6 minutes	None	
Request letter approved by the Mayor		2. Sign for ambulance waiver.		1 minute	None	
		3. Issued ambulance to client / patient.		1 minute	None	
			TOTAL	8 minutes	None	
GOVERNMENT SERVICE: ISSUANCE OF TRAVEL PASS						
SERVICE INFORMATION						
LIST OF REQUIREMENTS			LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Barangay Health Emergency Response Team (BHERT) Clearance	DILG memo circular 2020-087	1. Present requirements to MDRRMO		1 minute	None	
Medical Certificate		2. Fill-up information sheet form.		5 minutes	None	
Travel Authority ((Locally Stranded Individual))		3. Receives Travel Pass		1 minute	None	
			TOTAL	7 minutes	None	

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE



NAME OF OFFICE: MUNICIPAL PLANNING AND DEVELOPMENT OFFICE					
GOVERNMENT SERVICE: ISSUANCE OF WORKING PERMIT					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Police Clearance / NBI Clearance	Ordinance No. 022, S. 2019 An Ordinance revising Ordinance No. 2012-018, otherwise known as "The Revenue Code of the Municipality of Binangonan Province of Rizal"	1. Presents requirements to MPDO		2 minutes	None
Barangay Clearance (if NBI is not yet release)		2. Fill out application form and submit to MPDO Staff.		10 minutes	P240.00 - Working Permit Fee
Health Card		3. Proceed to Municipal Treasurer's Office (window 3 or 4)		5 minutes	None
		4. Presents official receipt to MPDO and check details and sign the working permit.		2 minutes	None
		5. Signs in the Office Control Book of the MPDO and proceed to the Administration Office		2 minutes	None
			TOTAL	21 minutes	Php 240.00
GOVERNMENT SERVICE: ISSUANCE OF SURVEY PERMIT					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Deed of Sale	SB Resolution No. 2001-054 Resolution to Authorize the Enactment of an Ordinance requiring all private surveyor to secure clearances from Office of the Mayor before conducting any relocation survey within the Municipality	1. Presents requirements to MPDO		4 minutes	None
Sketch Plan		2. Proceed to Municipal Treasurer's Office (window 3 or 4)		5 minutes	P200.00 - Survey Permit
Transfer Certificate Title (Tax Declaration can be presented if the property is not yet transfer or on-process)		3. Present official receipt to MPDO.		4 minutes	None
Notarized Survey Permit Form and Official Receipt		4. Signs the office control book at the MPDO and receives survey permit then proceed to Assessor's Office		1 minute	None
Special Power of Attorney (for representative)					
Government Issued Identification Card (ID) of owner and representative					
			TOTAL	14 minutes	Php 200.00
GOVERNMENT SERVICE: ISSUANCE OF DEVELOPMENT / ALTERNATION PERMIT					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Deed of Sale	Municipal Ordinance No. 004 Series of 2015 - Zoning Ordinance Housing and Land Use Regulatory Board (HLURB)	1. Presents requirements to MPDO		4 minutes	None
Sketch Plan		2. Proceed to Municipal Treasurer's Office (window 3 or 4)		5 minutes	Based on the lot area and standards set in the BP220 and PD957
Transfer Certificate Title (Tax Declaration can be presented if the property is not yet transfer or on-process)		3. Present official receipt to MPDO.		4 minutes	
Notarized Survey Permit Form and Official Receipt		4. Signs the office control book at the MPDO and receives survey permit then proceed to Assessor's Office		1 minute	None
Special Power of Attorney (for representative)					
Government Issued Identification Card (ID) of owner and representative					
			TOTAL	14 minutes	
GOVERNMENT SERVICE: ISSUANCE OF ZONING CERTIFICATE (BUILDING PERMIT)					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		



(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

(Medical Assistance)		1. Presents requirements to MSWD.		47 minutes	None
Obligation Budget Request / Voucher		2. Receives social case study for vouchers.		1 minute	None
Medical Certificate / Abstract / Prescription (issued within 3 months)		3. Proceeds to Municipal Budget Office.			None
Hospital Bill / Laboratory Request					
Barangay Endorsement					
1 Valid ID					
(Burial Assistance)					
Registered Death Certificate					
Statement of Service Cost					
Barangay / Mayor's Referral Note					
Proof of Binangonan Residence					
(Financial Assistance)					
Barangay / Mayor's Referral Note					
Proof of Binangonan Residence					
Certificate of Indigency					
(Educational Assistance)					
Certificate of Enrollment					
Assessment of Fees					
Copy of Grades / Report Card					
Barangay Endorsement / Mayor's Endorsement Note					
1 School ID					
			TOTAL	48 minutes	None

NAME OF OFFICE: PERSONS WITH DISABILITY AFFAIRS OFFICE (PDAO)

GOVERNMENT SERVICE: ISSUANCE OF PERSONS WITH DISABILITY (PWD) ID

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1 x 1 picture	R.A No. 9442 "An Act Amending Republic Act No. 7277, Otherwise Known As The Magna Carta For Disabled Persons And For Other Purposes"	1. Presents requirements to PDAO		6 minutes	None
2 x 2 picture		2. Submit duly accomplished PDAO form.		6 minutes	None
Whole body picture (for orthopedic disability)		3. Receives PWD ID and booklets.		1 minute	None
Medical Certificate (with type of disability and client's blood type)					
School Assessment (for students with learning disability)					
Barangay certification					
			TOTAL	13 minutes	None

NAME OF OFFICE: PUBLIC EMPLOYMENT SERVICE OFFICE

GOVERNMENT SERVICE: SPECIAL PROGRAMS (JOB FAIR, SPES,TUPAD)

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE



LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Resume / Bio-data (for SPES)	RA 8759 - Public Employment Service Office act of 1999	For Job Fair			
Certificate of Grades (for SPES)		1. Submit Resume / Bio-data to PESO		10 minutes	None
Certificate of Indigency (for SPES)		2. Proceed to Job Fair.			None
Resume / Bio-data (For Job Fair / TUPAD)			TOTAL		10 minutes
		For SPES & TUPAD			
		1. Submit all requirements to PESO.		10 minutes	None
		2. Wait for the advise of PESO regarding the result of application.			None
			TOTAL	10 minutes	None
			TOTAL	10 minutes	None
GOVERNMENT SERVICE: LABOR MARKET INFORMATION					
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Resume / Bio-data	RA 8759 - Public Employment Service Office Act of 1999	1. Submit Resume / Bio-data to PESO		10 minutes	None
School Credentials		2. Wait for the advise of PESO regarding the result of application.			
			TOTAL	10 minutes	None
NAME OF OFFICE: PHARMACY SECTION					
GOVERNMENT SERVICE: BOTIKA NG BAYAN					
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
New and Valid Prescription	Republic Act No. 11223 "An Act Instituting Universal Health Care For All Filipinos, Prescribing Reforms In The Health Care System, And Appropriating Funds Therefor"	1. Present prescription form and barangay endorsement.		1 minute	None
Endorsement Letter		2. Submits prescription form duly signed by the Local Chief Executive or his authorized representative		5 minutes	None
Voter's ID / Senior ID / PWD ID		3. Signs the acknowledgement receipt. If no available medicine, proceed to Mayor's Office for Financial Assistance		5 minutes	None
Authorization Letter (if thru representative)					
			TOTAL	11 minutes	None
GOVERNMENT SERVICE: BOTIKA NG BAYAN - 40 BARANGAYS					
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Request Letter	Republic Act No. 11223 "An Act Instituting Universal Health Care For All Filipinos, Prescribing Reforms In The Health Care System, And Appropriating Funds Therefor"	1. Submits the Accomplished Report		30 minutes	None
Accomplished Report		2. Presents the letter request duly signed by the Local Chief Executive		1 hour	None
		3. Signs the acknowledgement receipt		5 minutes	None
			TOTAL	1 hour and 35 minutes	None

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE



NAME OF OFFICE: PUBLIC INFORMATION OFFICE						
GOVERNMENT SERVICE: INFORMATION DISSEMINATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Letter Request (if applicable)		1. Inquires about information the office is tasked to provide		16 minutes	None	
			TOTAL	11 minutes	None	
NAME OF OFFICE: SECRETARY TO SANGGUNIANG BAYAN						
GOVERNMENT SERVICE: ISSUANCE OF COPIES OF ORDINANCE / RESOLUTIONS AND OTHER SB DOCUMENTS						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Fill-up Request Form / Request Letter		1. Inquires if a certain Ordinance has been enacted or Resolution has been approved		3 minutes	None	
		2. Submit request letter or fill-up request form (must include name, department/ unit/ org. contact no. & purpose of request)		3 minutes	None	
		3. Answer further inquiries (if any)		5 minutes	None	
		4. Release copies of ordinance, resolutions and other SB documents.		2 minutes	None	
			TOTAL	13 minutes	None	
GOVERNMENT SERVICE: PROCESS IN THE ISSUANCE OF MOTORIZED TRICYCLE OPERATORS FRANCHISE						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Franchise Form with control number and the affixed signature of the Municipal Engineer		1. Submits the motorized tricycle operators franchise form for signature of the Municipal Councilor		2 minutes	None	
		2. Waiting for the release		4 minutes	None	
		3. Accept the form and proceed to the next step.		1 minute	None	
			TOTAL	7 minutes	None	
GOVERNMENT SERVICE: INDIGENT INDIVIDUAL SEEKING FINANCIAL ASSISTANCE OR SEEKING VARIOUS NEEDS						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Proof of Residency/Indigency		1. Registered in the Visitors Attendance Sheet		2 minutes	None	
Letter of request duly signed by authorized signatories		2. Hand in the request letter with the supporting documents		1 minute	None	
Proof of Identify		3. Proceed to the office of the Hon. Vice Mayor/ Councilor		1 minute	None	



(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

For any type of Assistance Supporting documents for each assistance: <input type="checkbox"/> Medical certificate or Medical Abstract <input type="checkbox"/> Death Certificate / Funeral Contract <input type="checkbox"/> Hospital Bill / Statement of Account <input type="checkbox"/> Doctors Prescription <input type="checkbox"/> Laboratory request <input type="checkbox"/> Police Blotter/Court Order and or Subpoena/ Police Report					None	
			TOTAL	4 minutes	None	
NAME OF OFFICE: SOLID WASTE MANAGEMENT OFFICE						
GOVERNMENT SERVICE: APPLICATION FOR MENRO CLEARANCE: BUSINESS PERMIT						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
A. LOW RISK 1. Completely filled up Business Permit Application 2. Locational / Zoning Clearance 3. Copy printout picture of the four (4) trash bins with label as Biodegradable, Recyclable, Residual and Special Waste 4. Attend Solid Waste Management Seminar (minimum of 5 minutes) 5. Liquid Waste Management Plan &/or Solid Waste Management Plan		1. Provide Business Permit Application for MENRO Clearance using (BEN-FORM-005.0) and submit requirements			5 minutes	
B. MEDIUM RISK TO HIGH RISK 1. Completely filled up Business Permit Application 2. Locational / Zoning Clearance 3. Copy printout picture of the four (4) trash bins with label as Biodegradable, Recyclable, Residual and Special Waste 4. Environmental Compliance Certificate (ECC) or Certificate of Non Coverage (CNC) 5. LLDA Clearance 6. Water Discharge Permit 7. Environment Management Plan &/or Waste Management Plan &/or Liquid Management Plan 8. Attend Solid Waste Management Seminar (minimum of 5 minutes) 9. Materials Recovery Facility (MRF) or Materials Recovery System 10. MOA / Contract with DENR Accredited Waste Management Services		2. Accepts Clearance			5 minutes	
			TOTAL		10 minutes	[As per Municipal Treasurer's Office assessment]
GOVERNMENT SERVICE: WASTE TRANSPORTER REGISTRATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			



(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

Certification from the Company Duly Accomplished MENRO Registration Form 5.3 ECC / CNC from DENR Office Certificate of No Objection from the Barangay Mayor's Permit Copy of OR/CR of vehicle Accomplished Waste Transporter Registration Form If applicable: 1. ECC / CNC per facility (recyclables, biodegradables, residual, hazardous wastes) 2. Business permit of the facility If hazardous waste: NEW 1. Permit to Transport 2. Treatment, Storage, Disposal Certificate (TSD) RENEW 1. Transport Registration Certificate 2. Certificate of Treatment 3. Uniform Hazardous Waste Manifest Form		1. Provide Business Information using MENRO Form 5.3 and submit relevant requirements per Checklist of Requirements		15 minutes	
		1. Payment of Annual Waste Transporter Registration Fee		17 minutes	
		3. Get MENRO Registration Certificate Form No. 5.4		2 minutes	
			TOTAL	34 minutes	Reg. Fee – P1,000.00 (Yearly)

GOVERNMENT SERVICE: REQUEST FOR CERTIFICATE INTERPOSING NO OBJECTION TO TREE CUTTING

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
BEN-FORM-015.0		For Walk IN			None
Picture of Tree(s)		1. Submit all the requirements		5 minutes	None
Location Map		2. Accomplish and submit BEN-FORM-015.0		5 minutes	None
Barangay certificate / clearance		3. Wait for the request to be processed.		37 minutes	None
Tax Declaration / Title		4. Receive the Certificate or Letter		1 minute	None
Special Power of Attorney if not the owner			TOTAL	48 minutes	None
Greening Plan / Tree Planting Scheme		For Online			
Gmail Account (for Online Process)		1. Visit Binangonan MENRO Facebook Page - https://www.facebook.com/municipalsolidwaste/ Select the link for Online Request for "Certificate Interposing no Objection to Tree Cutting" from the pinned post.			None
					None
		2. Fill-out Google Forms. Upload all requirements		5 minutes	None
		3. Wait for the request to be processed		32 minutes	None
		4. Download the Certificate or Letter via Email		1 minute	None
			TOTAL	38 minutes	None

GOVERNMENT SERVICE: LENDING OF GOVERNMENT EQUIPMENT

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Valid Government ID		For Walk IN			
Equipment Use Request Form (BEN-FORM-003.0)		1. Secure and completely fill out the EURF, Equipment Use Request Form (BEN-FORM-003.0)		5 minutes	

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE



Gmail Account (for Online Process)		2. Submit the filled out form with attached photocopy of any valid government I.D. for evaluation and approval.		5 minutes	
		3. Wait for the request to be processed		11 minutes	
		4. Proceed to Municipal MRF or Motorpool and present the clearance to the BESWMO Property Custodian or OIC - Motorpool. Receive the equipment being borrowed.		5 minutes	
		5. Return the equipment borrowed.		10 minutes	
			TOTAL	36 minutes	Amount equivalent to damages or replacement parts if any
		For Online			
		1. Visit Binangonan MENRO Facebook Page - https://www.facebook.com/municipalsolidwaste/		5 minutes	
		2. Select the link for Online Request for "Lending of Government Equipment" from the pinned post.			
		3. Fill-out Google Forms Upload any valid government I.D. for evaluation and approval.			
		4. Wait for the request to be processed		1 minute	
		5. Download and print the clearance from email. Proceed to Municipal MRF or Motorpool and present the clearance to the BESWMO Property Custodian or OIC - Motorpool.		1 minute	
		6. Return the equipment borrowed.		10 minutes	
			TOTAL	22 minutes	Amount equivalent to damages or replacement parts if any

NAME OF OFFICE: SPORTS DEVELOPMENT OFFICE

GOVERNMENT SERVICE: YNARES PLAZA RESERVATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Request Letter approved by the Municipal Mayor		1. Present the letter request to reserve the use of the Ynares Plaza		10 minutes	None
		2. Receives Ynares Plaza reservation confirmation		2 minutes	None
			TOTAL	12 minutes	None

NAME OF OFFICE: TOURISM OFFICE

GOVERNMENT SERVICE: REQUEST OF DATA AND OTHER TOURISM INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Letter of Intent, Request for Recommendation		1. Approaches the Officer of the day and submits requirements.		5 minutes	None
Request letter from school (for researchers)		2. Receives data and information needed. Photocopying of material is allowed if needed. USB/Flashdrive is allowed for transferring soft copy file information/material		5 minutes	None
USB / Flash Drive for soft copy					
			TOTAL	10 minutes	None

GOVERNMENT SERVICE: ACCEPTING MUSEUM PIECES DONATIONS

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Commodatum Form		1. Approaches the Officer of the day.		5 minutes	None
Museum Collection		2. Fill-up a commodatum form.		10 minutes	None



(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

		3. Donates museum collection.		3 minutes	None
			TOTAL	18 minutes	None
NAME OF OFFICE: TREASURER'S OFFICE					
GOVERNMENT SERVICE: ISSUANCE OF COMMUNITY TAX CERTIFICATE (CTC)					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
CTC Information Slip	Local Gov't Code Article 6	For Business Entity/Corporation			
BPLO Assessment Documents (for corporation)		1. Presents assessment of business from BPLO		2 minutes	2.1.2. Additional Community Tax (tax not to exceed P5,000.00) □ Gross receipts or earnings derived from business during the preceding year.
		2. Payment of fees.		2 minutes	
		3. Accepts Community Tax Certificate		1 minute	
		TOTAL		5 minutes	
		For Employed/Unemployed/Seniors			
		1. Presents CTC Information Slip		1 minute	P 20.00 - Unemployed
		2. Payment of fees.		1 minute	2.1.2. Additional Community Tax (tax not to exceed P5,000.00)
		3. Accepts Community Tax Certificate		1 minute	P 10.00 - Senior
		TOTAL		3 minutes	
GOVERNMENT SERVICE: ISSUANCE OF RECEIPT FOR PAYMENT OF BUSINESS PERMIT AND FRANCHISE TAX					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Community Tax Certificate	Local Gov't Code (Local Taxation sec. 129)	1. Presents requirements to Municipal Treasurer's Office (window 3 or 4)		1 minute	
BPLO Assessment Documents		2. Payment of fees.		1 minute	
		3. Accepts Official Receipt		1 minute	
		TOTAL		3 minutes	Fee depends on the assessment of BPLO
GOVERNMENT SERVICE: ISSUANCE OF OFFICIAL RECEIPT FOR TRAFFIC VIOLATIONS / APPREHENSIONS					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Traffic Violent Receipt Triplicate (yellow copy)	Municipal Ordinance #2004-012	1. Presents Traffic Violent Receipt triplicate (yellow copy) to Municipal Treasurer's Office (window 3 or 4)		1 minute	
		2. Payment of fees.		1 minute	
		3. Accepts Official Receipt		1 minute	
		TOTAL		3 minutes	As indicated on the triplicate receipt
GOVERNMENT SERVICE: ISSUANCE OF OFFICIAL RECEIPT FOR POLICE CLEARANCE					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		



(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Community Tax Certificate)	Local Gov't Code (Local Taxation sec. 129)	1. Presents requirements to Municipal Treasurer's Office (window 3 or 4)			1 minute
Filled-out form for Police Clearance		2. Payment of fees.			1 minute
		3. Accepts Official Receipt			1 minute
				TOTAL	3 minutes
					Passport / Visa - P200.00 Local - P100.00 Firearms - P1,000.00 Others - P100.00
					Depends of type

GOVERNMENT SERVICE: ISSUANCE OF OFFICIAL RECEIPT FOR TAX CLEARANCE

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Updated Real Property Tax Payment	Local Gov't Code (Local Taxation sec. 129)	1. Presents requirements to Municipal Treasurer's Office (window 3 or 4)		1 minute	
Official Receipt		2. Payment of fees.		1 minute	P130.00 - Tax Clearance
		3. Accepts Official Receipt		1 minute	
				TOTAL	Php 130.00

GOVERNMENT SERVICE: ISSUANCE OF OFFICIAL RECEIPT FOR CERTIFIED TRUE COPY OF TAX DECLARATION CERTIFICATE OF NO IMPROVEMENT / NO REVISION / CERTIFICATE OF LAND HOLDING

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Checklist and Order of Payment	Local Gov't Code (Local Taxation sec. 129)	1. Presents requirements to Municipal Treasurer's Office (window 3 or 4)		1 minute	
		2. Payment of fees.		1 minute	
		3. Accepts Official Receipt		1 minute	
				TOTAL	Depends on Order of Payment From Assessors

GOVERNMENT SERVICE: ISSUANCE OF OFFICIAL RECEIPT FOR CERTIFIED TRUE COPY OF DOCUMENTS / TAX MAP ANNOTATION FEE / PROCESSING FEE FOR TRANSFER / VERIFICATION FEE TRACEBACK / DIGITIZED TAX MAP

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Checklist and Order of Payment	Local Gov't Code (Local Taxation sec. 129)	1. Presents requirements to Municipal Treasurer's Office (window 3 or 4)		1 minute	
		2. Payment of fees.		1 minute	
		3. Accepts Official Receipt		1 minute	
				TOTAL	Fees depends on order of payment from Assessor

GOVERNMENT SERVICE: ISSUANCE OF OFFICIAL RECEIPT FOR PROCESSING FEE FOR EXEMPT BUILDING AND SURVEY FEE

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Checklist and Order of Payment	Local Gov't Code (Local Taxation sec. 129)	1. Presents requirements to Municipal Treasurer's Office (window 3 or 4)		1 minute	
		2. Payment of fees.		1 minute	
		3. Accepts Official Receipt		1 minute	

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE



				TOTAL	3 minutes	Fees depends on order of payment from Assessor
GOVERNMENT SERVICE: ISSUANCE OF OFFICIAL RECEIPT FOR INSPECTION FEE						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Checklist and Order of Payment 4)	Local Gov't Code (Local Taxation sec. 129)	1. Presents requirements to Municipal Treasurer's Office (window 3 or 4)			1 minute	
		2. Payment of fees.			1 minute	
		3. Accepts Official Receipt			1 minute	
		TOTAL			3 minutes	Fees depends on order of payment from Assessor
GOVERNMENT SERVICE: ISSUANCE OF OFFICIAL RECEIPT FOR PAYMENT OF REAL PROPERTY TAX						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Official Receipt of last payment for Real Property Tax	Local Gov't Code (Local Taxation sec. 129)	1. Presents requirements to Municipal Treasurer's Office (window 3 or 4)			1 minute	
		2. Payment of fees.			1 minute	
		3. Accepts Official Receipt			1 minute	
		TOTAL			3 minutes	Fees depends on order of payment from Assessor
NAME OF OFFICE: WHARF SECTION OFFICE						
GOVERNMENT SERVICE: ISSUANCE OF FISH QUARANTINE AND OFFICIAL RECEIPTS FOR FISH UNLOADINGS						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
List of Fish Unloading		1. Present the list to Wharf Collector and wait computation of fees			37 minutes	Fish Quarantine Certificate – 50.00 5.00/banyera 50.00 – trucking fee Pituya – 100 Bangka - 50
		2. Pay the amount of fees			2 minutes	
		3. Receive receipt and certificate			5 minutes	
		TOTAL			44 minutes	
GOVERNMENT SERVICE: ISSUANCE OF CLEARANCE FOR BUSINESS PERMIT RENEWAL						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Official Receipts of previous bills		Inquire for balance at the Wharf Section Office			5 minutes	
		2. Pay the required fees			5 minutes	Clearance – 50 pesos
		3. Receive receipt and certificate				
		TOTAL			10 minutes	Clearance – 50 pesos