

**EXCERPTS FROM THE MINUTES OF THE SIXTY THIRD (63rd) REGULAR SESSION OF THE SANGGUNIANG BAYAN OF BALAGTAS, BULACAN HELD LAST MONDAY, SEPTEMBER 11, 2017 AT THE SESSION HALL OF THE MUNICIPAL BUILDING.**

Present were:

<b>VICE ALBERTO G. CARATING II</b>	- Vice Mayor and Presiding Officer
<b>COUN. MIKEE JANE A. PAYURAN</b>	- Sangguniang Bayan Member
<b>COUN. ANALYN S. JOSE</b>	- Sangguniang Bayan Member
<b>COUN. FERNANDO K. GALVEZ</b>	- Sangguniang Bayan Member
<b>COUN. JAY-AR F. ARAGON</b>	- Sangguniang Bayan Member
<b>COUN. JEFFREY J. VENTURA</b>	- Sangguniang Bayan Member
<b>COUN. ALEJANDRO P. DE GUZMAN</b>	- Sangguniang Bayan Member
<b>COUN. DANTE DS. MARCELO</b>	- Sangguniang Bayan Member
<b>COUN. JAY-REY C. GALVEZ</b>	- Sangguniang Bayan Member
<b>COUN. ARIEL C. VALDERAMA</b>	- Ex-Officio Member, LnB

All present.

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**ORDINANCE NO. 117**  
**Series of 2017**

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**AN ORDINANCE UPDATING THE CITIZEN'S CHARTER OF THE MUNICIPALITY OF BALAGTAS, BULACAN**

Sponsored by:  
**COUN. ALEJANDRO P. DE GUZMAN**

**SECTION 1. Title.** This Ordinance shall be known as the Updated Citizen's Charter of the Municipality of Balagtas, Bulacan.

**SECTION 2. Vision and Mission.**

**Vision.** By the year 2022, the Municipality of Balagtas is an Eco- Historical Municipality, with quality structures, competitive local economy, God-loving, empowered, and disaster resilient community led by pro-active and trust-worthy leaders.

**Mission. P-** romote eco-tourism industry by  
**U-** tilizing and maximizing economic opportunities, thru  
**S-** trategic and participative planning with  
**O-** utstanding delivery of services

### **SECTION 3. *Backgrounder of the Charter.***

Balagtas Citizens' Charter is a tool developed by the Local Government to empower its citizenry by promoting transparency and accountability in service delivery. It is designed to promote good governance by operationalizing its four elements namely: accountability, participation, predictability and transparency.

It is also considered as an instrument through which the quality of public service can be improved by letting the people know the mandate of the government office concerned, how one can get in touch with its officials, what to expect by way of services and how to seek remedy if something goes wrong.

Designed for distribution at the household level, the charter has catalogued the frontline services for this Ordinance.

### **SECTION 4. MAYOR'S OFFICE**

#### **FRONTLINE SERVICE I : ISSUANCE OF BUSINESS PERMIT**

##### **A. SCHEDULE OF SERVICE**

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

##### **B. WHO MAY AVAIL OF THE SERVICE**

Businessmen with business establishment in the Municipality

##### **C. REQUIREMENTS**

###### **New Business**

- Fully accomplished application form for business permit
- Photo copy of the following:
  - Official Receipt (Municipal Treasurer's Office)
  - Barangay Business Clearance
  - Community Tax Certificate (Municipal Treasurer's Office)
  - DTI (City of Malolos)
  - Zoning Certificate (MPDC)
  - Sanitary Permit (Municipal Health Office)
  - ECC (Provincial / Regional ENRO)
  - SSS Clearance (City of Malolos)/Pag-ibig/Philhealth
  - Fire Safety Inspection Certificate (Bureau of Fire Protection Office)
  - Annual Inspection (Municipal Engineer's Office)

###### **Renewal of Business (other establishment)**

- Latest Mayor's Permit
- Fully accomplished application form for business permit
- Photo copy of the following:
  - Official Receipt (Municipal Treasurer's Office)
  - Barangay Business Clearance
  - Community Tax Certificate (Municipal Treasurer's Office)

- Zoning Certificate (MPDC)
- Sanitary Permit (Municipal Health Office)
- SSS Clearance (City of Malolos) /Pag-ibig/Philhealth
- Fire Safety Inspection Certificate (Bureau of Fire Protection)
- Annual Inspection (Municipal Engineer)

**Renewal of Business (Market)**

- Latest Mayor’s Permit
- Fully accomplished application form for business permit
- Kasunduan Form from the office of the Market Supervisor
- Clearance from the office of the Market Supervisor
- Transfer Clearance (if needed)
- Photo copy of the following:
  - Official Receipt (Municipal Treasurer’s Office)
  - Barangay Business Clearance
  - Community Tax Certificate (Municipal Treasurer’s Office)
  - Sanitary Permit (Municipal Health Office)

**D. DURATION – 18 minutes**

**E. HOW TO AVAIL OF THE SERVICES**

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1	Fill up application form for assessment and business permit requirements.	Issue application form ; Assess business application; Provide requirements	1 min. 5 mins.. 5 mins..	BPLO Staff MTO Staff BOSS	NONE – As per assessment	Application Form NONE NONE
2	Submit to verifier for editing/encoding and M.A.’s approval of assessment for payment.	Verify application’s record; M.A.’s approval of assessment for payment.	2 mins. 2 mins..	BPLO Staff M.A. /BPLO	NONE – As per assessment	Assessment Form
3	Submit to BPLO for M.A.’s approval (with complete requirements) for Mayor’s Permit preparation and releasing.	Approval for Mayor’s permit preparation and releasing.	1 min. 2 mins.	M.A. / BPLO BPLO	NONE NONE	Mayor’s Permit Form
	<b>END OF TRANSACTION</b>					

**FRONT LINE SERVICE II : ISSUANCE OF MOTORIZED TRICYCLE OPERATOR’S PERMIT**

**A. SCHEDULE OF SERVICE**

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

**B. WHO MAY AVAIL OF THE SERVICE**

Tricycle Operators and Franchise Holders

**C. REQUIREMENTS**

- Original copy of Latest MTOP
- Original copy of Barangay Clearance
- Original copy of Cedula
- Photo copy of O.R / C.R
- Original copy of TODA Clearance
- Photo copy of Notarized Deed of Sale of Franchise (if needed)
- Photo copy of Notarized Deed of Sale of Motorcycle (if needed)

**D. DURATION**

- 17 minutes

**E. HOW TO AVAIL OF THE SERVICES**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1	Submit all documents needed in securing MTOP	Verify the documents submitted	2 minutes	Clerk	None	None
2	Pay the corresponding fees and charges	Issue official receipt	5 minutes	Revenue Collection Clerk	Per assessment	None
3	Present Official Receipt	Processing of MTOP/Approval of MTOP/Release of Franchise	10 minutes	Clerk/Mun. Admin./Mayor	None	None
	<b>END OF TRANSACTION</b>					

**FRONT LINE SERVICE III: ISSUANCE OF OCCUPATIONAL PERMIT (OP)**

**A. SCHEDULE OF SERVICE**

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

**B. WHO MAY AVAIL OF THE SERVICE**

**C. REQUIREMENTS**

- Barangay Clearance
- Police Clearance
- Community Tax Certificate (Cedula)
- 2 pcs (Passport Size or 2 x 2 pictures)
- Health Card
- Official Receipt

**D. DURATION**

- 9 minutes

**E. HOW TO AVAIL OF THE SERVICES**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1	Submit all documents needed in securing Occupational Permit	Verify the documents submitted	1 minute	Clerk	None	None
2	Pay the corresponding fees and charges	Issue official receipt	5 minutes	Revenue Collection Clerk	P 175	None
3	Present Official Receipt	Processing Approval of OP/Release of OP	4 minutes	Clerk/Mun. Admin./Mayor	None	None
	<b>END OF TRANSACTION</b>					

**SECTION 5. MUNICIPAL PLANNING AND DEVELOPMENT OFFICE**

**FRONTLINE SERVICE I : PROCESSING AND ISSUANCE OF ZONING / LOCATIONAL CLEARANCE**

**A. SCHEDULE OF SERVICE**

8:00 am – 5:00 pm without noon time break (Monday to Friday)

**B. WHO MAY AVAIL OF THE SERVICE**

- Registered / Legitimate owner of the land property.
- Designated representation with valid authorization from the owner of the property.
- Has building construction proposal.

**C. REQUIREMENT /S**

- Photocopy of Proof of ownership
  - 1.1 Transfer Certificate of Title (TCT) (in the name of application)
  - 1.2 Tax declaration in the name of application if land is not titled.
  - 1.3 Deed of sale in favor of application or any other proof of transfer in favor of application

- Current Real Property Tax ( RPT) Receipt
- Barangay Clearance
- Zoning Certificate

**ADDITIONAL REQUIREMENTS FOR OTHER PROJECT ACTIVITIES:**

- Site Development Plan / Architecture Plan
  - 1.1 Bill of Materials / Cost Estimates
- NHA Certification / Award (if land acquired from NHA & not yet fully paid)
- Authority to Move – in and Contract to sell ( if property is acquired from any housing institution and not yet fully paid)
- Homeowners Association approval ( for commercial and institutional projects inside subdivision)
- Additional requirements for CRITICAL PROJECTS (industrial projects, piggery, poultry, cell site, gasoline station, markets, funeral establishments, etc.)
- Environmental Compliance Certificate or Certificate of Non- Coverage ( ECC / CNC) – EMB – DENR
- Barangay Council Resolution
- Written Conformity / Non – Objection from Adjacent neighbors
- Written Conformity / Non – Objection from HOA of adjacent to subdivision project
- Radiation Protection Evaluation Report – DOH ( Cell site)
- If agriculture , secure DAR conversion or SB Reclassification

**D. DURATION**

- 30 minutes for non-critical projects
- 1 day for critical project ( Depends on Accessibility of proposed area and availability of inspector)

**E. HOW TO AVAIL OF THE SERVICES**

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	PROCESSING TIME ( Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORM
1	Fill up application form / Submit Requirements	Assist the applicant / Check the Requirements	1 minute / 1 minute	Draftsman/ MPDO staff	NONE	NONE
2		Conduct site ocular inspection/evaluation / Issue Inspection report / Evaluates the project Based on inspection report / Issues order of payment	Not to exceed 1 day / 3 minutes	Draftsman / MPDO staff	NONE	NONE

3	Pay Fees / Present Official Receipt ( O. R) to MPDO & accomplished application form & requirements	Issues Official Receipt / Prepare, type & sign the clearance / Release zoning / Locational clearance to the client	5 minutes / 2 minutes	RCC I ( Window 1-2)	Decision on Zoning / Locational form	NONE
<b>END OF TRANSACTION</b>						

**FRONTLINE SERVICE II : PROCESSING AND ISSUANCE OF ZONING CERTIFICATE**

**A. SCHEDULE OF SERVICE**

8:00 am – 5:00 pm without break (Monday to Friday)

**B. WHO MAY AVAIL OF THE SERVICE**

- Registered / Legitimate owner of the Business / Land for Development
- Designated representative with valid authorization from the owner of the business.

**C. REQUIREMENT / S**

- Photocopy of proof of ownership
  - 1.1 Tax Declaration
  - 1.2 DTI certification
- Current Real Property Tax ( RPT) Receipt
- Barangay Clearance

**D. DURATION**

- 30 minutes for non – critical business
- 1 day for critical business ( Depends on Accessibility of proposed area and availability of inspector)

**E. HOW TO AVAIL THE SERVICES**

<b>STEP</b>	<b>APPLICANT / CLIENT</b>	<b>SERVICE PROVIDER</b>	<b>PROCESSING TIME ( Under Normal Circumstances)</b>	<b>PERSON IN CHARGE</b>	<b>FEEES</b>	<b>FORM</b>
1	Fill up application form for Zoning Clearance	Assist the applicant	2 minute	Draftsman/ MPDO staff	NONE	NONE
2	Submit Requirements	Check the requirements	1 minute	Draftsman / MPDO staff	NONE	NONE
		Conduct site ocular inspection evaluation	Not to exceed 1 day depending on the accessibility of the proposed business and availability of inspector	Draftsman / MPDO staff	NONE	NONE
		Issue of bill of payment	3 minutes	Draftsman / MPDO staff	Depend on approved Municipal Tax Ordinance. (P 120.00)	
3	Proceeds to treasury office (Window 1 or 2) / Present Official Receipt ( O.R) to MPDO	Issues Official Receipt / Prepares types & sign the certificate / Release Zoning Certificate to the client	3 minutes / 5 minutes / 2 minutes	RCC I ( Window 1-2)	NONE	NONE
<b>END OF TRANSACTION</b>						



**FRONTLINE SERVICE III : ISSUANCE OF DEVELOPMENT PERMIT**

**A. SCHEDULE OF SERVICE**

8:00 am – 5:00 pm without noon break (Monday to Friday)

**B. WHO MAY AVAIL OF THE SERVICE**

- Registered / Legitimate owner of the land property.
- Designated representative with valid authorization from the owner of the property
- Has a building construction proposal. ( for Housing / Subdivision)

**C. REQUIREMENT / S**

- Photocopy of Proof of ownership
  - 1.4 Transfer Certificate of title (TCT) ( in the name of applicant)
  - 1.5 Tax Declaration in the name of application if land is not titled
  - 1.6 Deed of sale in favor of applicant or any other proof of transfer in favor of applicant
- Current Real Property Tax (RPT) Receipt
- Barangay Clearance
- Locational / Zoning Clearance

***ADDITIONAL REQUIREMENTS FOR OTHER PROJECT ACTIVITIES***

- Site Development Plan / Architectural Plan
  - 1.2 Bill of Materials / Cost Estimates
- Additional requirements for CRITICAL PROJECTS (industrial projects, piggery, poultry, cell sites, gasoline station, markets, memorial cemetery, funeral establishments, etc.)
- Environmental Compliance Certificate of Certificate of Non- Coverage (ECC / CNC) – EMB – DENR
- Barangay Council Resolution endorsing the project
- Written Conformity / Non – Objection from Adjacent neighbors
- Written Conformity / Non – Objection from HOA of adjacent to subdivision project
- If agricultural, - secure SB Resolution for land reclassification for Land Conversion DAR

**D. DURATION**

- 1 day for non - critical projects w/ complete requirement
- 5 working days for critical project ( Depends on Accessibility of proposed area and availability of inspector) w/ complete requirement

**E. HOW TO AVAIL OF THE SERVICE**

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	PROCESSING TIME ( Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORM
1	Fill up application form	Assist the applicant	1 minute	Draftsman/ MPDO staff	NONE	NONE
2	Submit Requirements	Check the requirements	1 minute	Draftsman / MPDO staff	NONE	NONE
		Conduct site ocular inspection/ evaluation	Not to exceed 1 day depending on the accessibility of the proposed business and availability of inspector	Draftsman / MPDO staff	NONE	NONE
		Issue Inspection report				
		Evaluates the project based on inspection report	3 minutes	Draftsman / MPDO staff	Depend on project cost based on approved Municipal Tax Ordinance to be computed by the Zoning Inspector upon application (P 120.00)	
		Issues order of payment				
3	Pay Fees / Present Official Receipt (O.R) to MPDO & accomplishment application form requirements	Issues Official Receipt / Prepares types & sign the clearance / Releases Zoning/ Locational clearance client	3 minutes / 10 minutes / 2 minutes	RCC I (Window 1-2)	Decision on Zoning/ location form	NONE
<b>END OF TRANSACTION</b>						

**SECTION 6. TREASURY DEPARTMENT**

**FRONTLINE SERVICE I: *ISSUANCE OF OFFICIAL RECEIPTS FOR MISCELLANEOUS & OTHER REGULATORY FEES***

**A. SCHEDULE OF SERVICE**

Mondays thru Fridays 8:00 am - 5:00 am (no noon break)

**B. WHO MAY AVAIL OF THE SERVICE**

All clients who need to pay certifications, clearances, permits, & other fees

**C. REQUIREMENTS**

Bill of fees to be paid required for the services to be rendered

**D. DURATION**

3 minutes and 20 seconds

**E. HOW TO AVAIL THE SERVICE**

All clients who need to pay certifications, clearances, permits, & other fees

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON - IN - CHARGE	FEES	FORMS
1	Receive Order of Payment	Verify Order of Payment	20 secs.	Revenue Collection Clerk (Window 1)	None	Order of Payment
2	Pay the corresponding fees and charges	Issue Official Receipt	3 minutes	Revenue Collection Clerk (Window 1)	As stated in the bill of fees	None
<b>END OF TRANSACTION</b>						

**FRONTLINE SERVICE II: *ISSUANCE OF COMMUNITY TAX CERTIFICATE***

**A. SCHEDULE OF SERVICE**

Mondays thru Fridays 8:00 am - 5:00 am (no noon break)

**B. WHO MAY AVAIL OF THE SERVICE**

All individuals of legal age / corporations

**C. REQUIREMENTS**

Accomplished information sheet form  
 ITR (for corporations)  
 Form 2316 (for individuals)

**D. DURATION**

4 minutes

**E. HOW TO AVAIL THE SERVICE**

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON - IN - CHARGE	FEES	FORMS
1	Submit accomplished information sheet form	Verify completeness of information sheet form	2 minutes	Revenue Collection Clerk (Window 2)	None	Information Sheet Form
2	Pay corresponding amount of CTC	Prepare CTC for signature, thumb mark of applicant and issuance of CTC	2 minutes	Revenue Collection Clerk (Window 2)	As stated in the bill of fee	None
<b>END OF TRANSACTION</b>						

**FRONTLINE SERVICE III: *ISSUANCE OF OFFICIAL RECEIPTS FOR BUSINESS TAX***

**A. SCHEDULE OF SERVICE**

Mondays thru Fridays 8:00 am - 5:00 am (no noon break)

**B. WHO MAY AVAIL OF THE SERVICE**

All owners of businesses operating in Balagtas (Individuals, Partnerships, & Corporations)

**C. REQUIREMENTS**

Accomplished application / assessed by Municipal Treasurer & approved by the Municipal Administrator

Previous business permit & official receipt

**D. DURATION**

4 minutes

**E. HOW TO AVAIL THE SERVICE**

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON - IN - CHARGE	FEES	FORMS
1	Submit the assessed application form and other business permit requirements	Verify completeness of the submitted requirements	1 minute	Revenue Collection Clerk (Window 3)	None	Business application form
2	Pay corresponding fees and charges	Issue official receipt	3 minutes	Revenue Collection Clerk (Window 3)	As stated in the bill of fee	None
<b>END OF TRANSACTION</b>						

**FRONTLINE SERVICE IV: ISSUANCE OF OFFICIAL RECEIPTS FOR REAL PROPERTY TAX**

**A. SCHEDULE OF SERVICE**

Mondays thru Fridays 8:00 am - 5:00 am (no noon break)

**B. WHO MAY AVAIL OF THE SERVICE**

All real property owners in Balagtas

**C. REQUIREMENTS**

Previous / Latest RPT Official Receipts verified by the Municipal Assessor's Staff  
 Assessor's Order of Payment

**D. DURATION**

20 minutes

**E. HOW TO AVAIL THE SERVICE**

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON - IN - CHARGE	FEES	FORMS
1	Receive Requirements	Verify completeness of the submitted requirements	1 minute	Revenue Collection Clerk (Window 4 or 5)	None	Notice of Assessment from the Assessor's Office
2	Verify RPT Records	Verify RPT Records and Compute Bill	10 minutes	Revenue Collection Clerk (Window 4 or 5)	None	None
3	Pay computed bill	Issue Official Receipt	9 minutes	Revenue Collection Clerk (Window 4 or 5)	As stated in the bill of fee	None
<b>END OF TRANSACTION</b>						

**SECTION 7. MUNICIPAL ASSESSOR'S OFFICE**

**FRONTLINE SERVICE I: FOR SIMPLE TRANSFER, FOR CONSOLIDATION/SUBDIVISION, FOR NEWLY ASSESSED BUILDINGS & MACHINERIES**

**A. Schedule of Service**

\* 8:00 AM TO 5:00 PM without break (Monday to Friday)

**B. Who may avail of the service**

\* All taxpayer's with real properties (land, buildings, machineries) in the Municipality of Balagtas

\*Subdivision developers, Financial institutions

**C. Requirements (2 SETS EACH)**

- \* Certified Photocopy of Title
- \* Photocopy of Deed of Conveyance
  - Deed of Absolute Sale
  - Deed of Donation
  - Extra-Judicial Settlement of Estate
- \*Payment of BIR Taxes
  - Capital Gain Tax ( Deed of Absolute Sale)
  - Donor's Tax (Deed of Donation)
  - Estate Tax ( Extra-Judicial Settlement of State)
- \* Payment/ Official Receipt of Transfer Tax Fee (PTO)
- \* Updated Real Property Tax Payment
- Additional Requirements:
  - Approved Consolidation/ Subdivision Plan
  - Technical Description
  - Special Power of Attorney

**D. Transaction Duration**

- \* For simple Transfer - 30 minutes
- \*For Consolidation/Subdivision - 2 Days
- \*For Newly Assessed Buildings/ Machineries – 1 Day

**E. How to avail of the Service**

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1	Submits all the required documents	Receives and verifies all the documents presented; Issues order of payment	5 minutes	Receiving Clerk: Admin Aide I / Assessment Clerk I/ Book Binder I Receiving Clerk: Admin Aide I / Book Binder I		Order of Payment
2	Client proceeds cashier (window1) for payment	Accepts payment of fee	2 minutes	RCC III	PHP 120.00	Official Receipt

3	Submits transaction Fee receipt to Municipal Assessor's Office	Receives transaction fee receipt from client and prepares the checklist; Assigns and Logs New TD/ ARP; Encoding of Transaction; Signs/Approves by Authorized signatories; Cancel Previous TD/ ARP No.	15 minutes	Receiving Clerk: Admin Aide I / Assessment Clerk I/ Book Binder I  Assessment Clerk II LAOO I Assessment Clerk II LAOO I Municipal Assessor, LAOO I  Assessment Clerk II, LAOO I		FAAS
4	Client receives copy of Tax Declaration	Release of original copy of Tax Declaration to client	2 minutes	Releasing Clerk: Admin Aide I / Assessment Clerk I/ Book Binder I		Tax Declaration
<b>END OF TRANSACTION</b>						

**FRONTLINE SERVICE II: ISSUANCE OF NOTICE OF ASSESSMENT**

**A. Schedule of Service**

\* 8:00 AM TO 5:00 PM without break ( Monday to Friday)

**B. Whom may Avail of the Service**

\* All tax payer's with real properties (Land, buildings, machineries) in the municipality of Balagtas

\* Subdivision developers, Financial Institutions

**C. Requirements**

Any of the following:

\* Photocopy of Title

\* Latest Real Property Tax Payment/ Receipt

\* Copy of Tax Declaration



**D. Duration**

\* Issuance of Notice of Assessment - 5 Minutes

**E. How to avail of the service**

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1	Presents any of the required documents	Verifies the records;  Prints Notice of Assessment;  Release to clients the Notice of Assessment	4 minutes	Receiving Clerk: Admin Aide I / Assessment Clerk I/ Book Binder I Receiving Clerk: Admin Aide I / Assessment Clerk I/ Book Binder I Receiving Clerk: Admin Aide I / Assessment Clerk I/ Book Binder I		Notice of Assessment
2	Clients receives copy of Notice of Assessment and proceeds to cashier (Window5) for computation/ payment		1 minute	RCC I		

**FRONTLINE SERVICE III: ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION & VARIOUS CERTIFICATIONS**

**A. SCHEDULE OF SERVICE**

\* 8:00 AM TO 5:00 PM without break ( Monday to Friday)

**B. Whom may Avail of the Service**

- \* All tax payer's with real properties (Land, buildings, machineries) in the municipality of Balagtas
- \* Subdivision developers, Financial Institutions

**C. Requirements**

Any of the following:

- \* Photocopy of Title
- \* Latest Real Property Tax Payment/ Receipt
- \* Copy of Tax Declaration

**D. Duration**

- \*Issuance of Tax Declaration - 10 Minutes
- \*Issuance of Certificate of Land Holdings - 10 Minutes
- \*Issuance of Certificate of Non-Improvement - 10 Minutes
- \*Issuance of Certificate of W/Improvement - 10 Minutes

**E. How to avail of the service**

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1	Presents any of the required documents	Verifies the records;  Issues Order of Payment	5 minutes	Receiving Clerk: Admin Aide I / Assessment Clerk I/ Book Binder I  Receiving Clerk: Admin Aide I / Assessment Clerk I/ Book Binder I		Order of Payment
2	Client proceed (window 1) for payment	Accepts Payment of Fee	2 minutes	RCC III	Php. 100.00	Official Receipt
3	Presents Official receipt of payment to Municipal Assessor's staff for processing of Request	Print certified copy of Tax Declaration/ Certification;  Signs/ Approves by Authorized Signatories	2 minutes	Receiving Clerk: Admin Aide I / Assessment Clerk I/ Book Binder I  Municipal Assessor/ LAOO I		
4	Clients Receives Copy of request	Release of original copy of Tax Declaration/ Certification	1 minute	Receiving Clerk: Admin Aide I / Assessment Clerk I/ Book Binder I		
<b>END OF TRANSACTION</b>						

**SECTION 8. MUNICIPAL CIVIL REGISTRAR'S OFFICE**

**FRONTLINE SERVICE I: LATE REGISTRATION OF CIVIL REGISTRY DOCUMENTS  
(Birth, Marriage & Death)**

**A. Schedule of Availability of Service:**

Monday –Friday, 8:00 am to 5:00 pm. without noon break

**B. Who May Avail of the Service:**

The place of the occurrence is the place of registration, so, all individual born, married and died within the territorial jurisdiction of Balagtas shall be register in the Office of the Civil Registrar of Balagtas, Bulacan

**What are the requirements:**

**FOR BIRTH**

1. Four (4) Copies of Duly Accomplished Municipal Form 102
2. Marriage Contract of Parents (if applicable) Birth only
3. Negative Record from PSA
4. Any two of the following documents :
  - a. Baptismal/ Handog or Dedication Certificate
  - b. School records
  - c. Medical records
  - d. Voter's certification
  - e. Philhealth MDR
  - f .SSS Membership Record
  - g . Punong Barangay Certification (for 0-3 yrs. old.)
5. Affidavit of Two Dis-interested Person

**FOR MARRIAGE**

1. Four (4) Copies of Duly Accomplished Municipal Form 97
2. Negative Record from PSA
3. Affidavit of Two Dis-interested Person

**FOR DEATH**

1. Four (4) Copies of Duly Accomplished Municipal Form 103
2. Negative Record from PSA
3. Affidavit of Two Dis-interested Person
4. Certificate of Interment from cemetery or funeral parlor

**Duration:**

10 minutes (documents subject to 10 days posting)

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Proceed to the Municipal Civil Registry Office and present requirements	Receive, Evaluate and verify requirements Issue order of payment	3 minutes	All Municipal Civil Registry Office Staff	None	Certificate of Live Birth, Certificate of Marriage, Certificate of Death
2	Pay at the Treasurer's Office (Window 1)	Accept and process payment Issue Official Receipt (OR)	5 minutes	Revenue Collection Clerk (Window 1)	P200.00	Official Receipt
3	Subscribe and Sworn Affidavit of Late Registration	Administer Oath ( if applicable)	1 minute	Municipal Civil Registrar	None	
4	Get claim stub	Issue claim stub	1 minute	All Municipal Civil Registry Office Staff	None	
<b>END OF TRANSACTION</b>						

**TIMELY REGISTRATION OF CIVIL REGISTRY DOCUMENTS (Birth, Marriage & Death)**

**Schedule of Availability of Service:**

Monday-Friday 8:00 am to 5:00 pm. without noon break

**Who May Avail of the Service:**

The place of the occurrence is the place of registration, so, all individual born, married and died within the territorial jurisdiction of Balagtas shall be register in the Office of the Civil Registrar of Balagtas, Bulacan

**What are the requirements:**

- 1) Four (4) Copies of Duly Accomplished Municipal Form 102/97/103
- 2) Marriage Contract of parents (if applicable) BIRTH ONLY

**Duration:**

11 minutes

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Proceed to the Municipal Civil Registry Office and present complete requirements	Receive, Evaluate and Verify submitted requirements Issue Order of Payment	3 minutes	All Municipal Civil Registry Office Staff	None	Certificate of Live Birth, Certificate of Marriage, Certificate of Death
2	Pay at the Treasurer's Office (Window 1)	Accept and process payment Issue Official Receipt (O.R.)	5 minutes	Revenue Collection Clerk (Window 1)	P 100 Birth; P 200 Marriage; P 150 Death	Official Receipt
3	Affix signature	Administer Oath (if applicable)	1 minute	Municipal Civil Registrar	None	
4		Register and Assign registry number	1 minute	Municipal Civil Registrar	None	
5	Claim the registered civil registry document	Release the registered civil registry	1 minute	All Municipal Civil Registry Office Staff	None	Certificate of Live Birth, Certificate of Marriage, Certificate of Death
<b>END OF TRANSACTION</b>						

**APPLICATION FOR MARRIAGE LICENSE**

**Schedule of Availability of Service:**

Monday to Friday, 8:00 am to 5:00 pm. without noon break

**Who May Avail of the Service:**

Resident of this Municipality can apply for marriage license which shall be issued upon the lapse of ten (10) days following the submission of all the requirements for application.

**What are the requirements:**

1. Four (4) copies of Municipal Form 90
2. Birth Certificate
3. CENOMAR (Certificate of No Marriage Record)
4. Pre- Marriage Counseling (PMC) – if applicable

5. Certificate of Legal Capacity ( if foreigner)
6. Certificate of Death ( if widow/er)
7. Divorce or Court Order/ Decree (if applicable)

**Duration:**

18 minutes

**How to Avail of the Service:**

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	PROCESSING TIME (Under normal circumstances)	PERSON IN CHARGE	FEES	FORMS
1	Proceed to the Municipal Civil Registry Office and present complete requirements	Receive and Evaluate submitted documents Issue order of payment	2 minutes	All Municipal Civil Registry Office Staff	None	Order Payment Form
2	Pay at the Treasurer's Office (Window 1)	Process payment and Issue Official Receipt (OR)	5 minutes	Revenue Collection Clerk (Window 1)	P 1150 Church Wedding P 1150 Civil Wedding	Official Receipt
3	Return to the Municipal Registry Office Present OR	Prepare Application for Marriage License (AML)	5 minutes	All Municipal Civil Registry Office Staff	None	Application for Marriage License, parents' consent, sworn statement that advice had been asked upon intended marriage
4	Verify the entries and Affix signatures	Interview applicants and Administer Oath	5 minutes	Municipal Civil Registrar	None	
5	Get claim stub	Issue claim stub	1 minute	All Municipal Civil Registry Office Staff	None	
<b>END OF TRANSACTION</b>						

**ISSUANCE OF TRANSCRIPTION CERTIFICATE OF BIRTH, MARRIAGE & DEATH**

**Schedule of Availability of Service:**

Monday-Friday, 8:00 am to 5:00 pm. without noon break

**Who May Avail of the Service:**

Any documents that are recorded in our database are subject for data privacy act of 2012, we cannot released the document to any person without valid ID's and proper authorization from the owner of documents if he/she is not a minor, his/her parents, direct descendant or legal guardian, institution incharged.

**What are the requirements:**

**BIRTH/MARRIAGE AND DEATH CERTIFICATE**

1. Valid ID ( for owner/parent)
2. Authorization letter ( authorized claimant)

**Duration:**

9 minutes

**How to avail of the Service:**

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	PROCESSING TIME (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORM
1	Proceed to the Municipal Civil Registry Office and present complete requirements (for Birth) Get and Fill-up request slip	Verify, search and retrieve document Issue order of payment	3 minutes	All Municipal Civil Registry Office Staff	None	Certificate of Live Birth, Certificate of Marriage, Certificate of Death
2	Pay at the Treasurer's Office	Accept payment and Issue Official Receipt (OR)	5 minutes	Revenue Collection Clerk (Window 1)	P120.00	Official Receipt
3	Return to the Municipal Civil Registry Office Present OR and receive the document	Check OR and release the transcription certificate	1 minute	All Municipal Civil Registry Office Staff	None	
<b>END OF TRANSACTION</b>						

**BREQS PSA COPY REQUEST**

**Schedule of Availability of Service:**

Monday-Friday, 8:00 am to 5:00 pm. without noon break

**Who May Avail of the Service:**

All PSA documents if available, cannot be released to any person without proper authorization from the owner itself if not minor(18years and up) his/her parents,legal guardian, legal spouse.

(15 working Days processing) more or less

**What are the requirements:**

**Birth,Marriage, Death and CENOMAR**

1. Valid ID ( for owner/parent/ legal spouse)
2. Authorization letter ( authorized claimant) and Xerox of ID (Claimant and the person who give the Authorization.
3. Valid ID (Claimant)

**Duration:**

9 minutes

**How to avail of the Service:**

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	PROCESSING TIME (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORM
1	Proceed to the Municipal Civil Registry Office Get and Fill-up Application Form	Verify completeness of Application Form	3 minutes	All Municipal Civil Registry Office Staff	None	Application form Birth, Marriage, Death and CENOMAR
2	Pay at the BREQS Officer in (Window 3) Civil Registrar Office	Accept payment and Issue Claim Stub	2 minutes	BREQS In- Charged	P 195 /copy Birth, Marriage and Death P 250 / copy CENOMAR	CLAIM STUB
3	Received Claim stub and check for date of Release(O.R. will be received together with requested Document from PSA Region 3)	File the Request Immediately on BREQS Software	1 minute	BREQS In- Charged	None	
<b>END OF TRANSACTION</b>						



**SECTION 9. MUNICIPAL DISASTER RISK REDUCTION MANAGEMENT OFFICE**

**FRONTLINE SERVICE I : AVAILMENT OF AMBULANCE VEHICLE**

**A. SCHEDULE OF SERVICE**

Twenty four (24) hours/ seven (7) days a week

**B. WHO MAY AVAIL OF THE SERVICE**

Balagtasenos

**C. REQUIREMENTS: None**

**D. DURATION – 10 minutes**

**E. HOW TO AVAIL OF THE SERVICES:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	PROCESSING TIME (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORM
1	Request for the availment of ambulance	Interview clients/Coordinate with the Officer-in-Charge for the availability of the vehicle and driver.	7 minutes	MDRRMO Staff	None	None
2		Prepare trip ticket and have it signed by the OIC or authorized representative.	3 minutes	MDRRMO Staff	None	None
<b>END OF TRANSACTION</b>						

**SECTION 10. MUNICIPAL HEALTH OFFICE**

**FRONT LINE SERVICE: MEDICAL CONSULTATION**

**A. SCHEDULE OF SERVICE**

**RHU I & LYING-IN CLINIC (MEDICAL OFFICER IV)**

MONDAY, WEDNESDAY, FRIDAY - 8:00 AM - 5:00 PM  
 TUESDAY & THURSDAY - 1:00 PM -5:00 PM  
 WITHOUT BREAK

**MUNICIPAL HALL LOBBY (MEDICAL OFFICER IV)**

TUESDAY & THURSDAY- 8:00 AM - 12:00 NOON

**RHU II (MUNICIPAL HEALTH OFFICER)**

MONDAY & WEDNESDAY - 1:00 PM - 5:00 PM  
 TUESDAY & THURSDAY - 8:00 AM - 5:00 PM  
 WITHOUT BREAK

**MUNICIPAL HALL LOBBY (MUNICIPAL HEALTH OFFICER)**

MONDAY & WEDNESDAY 8:00 AM - 12:00 NOON

**RHU I - ANIMAL BITE TREATMENT CENTER**

FRIDAY - 8:00 AM - 5:00 PM  
 WITHOUT BREAK

**B. WHO MAY AVAIL OF THE SERVICE**

\*All citizens of Balagtas regardless of age

**C. REQUIREMENTS**

- \*Physical presence of the patient
- \*Previous medical record of the patient related to the present illness.
- \*Pink card for Pregnant mother, Yellow card for EPI / UFC, other related documents laboratory results.

**D. DURATION**

\*30 Minutes to 1 1/2 hrs.

**E. HOW TO AVAIL OF THE SERVICE?**

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORMS
1	Register	* Get family envelope * Get Individual Treatment Record (ITR) * Take general date, vital signs and chief complaint	5-10 minutes	BHW BHW  BHW / Midwife	None	None
2	Assessment	*Conduct history taking *Performs P.E *Diagnosis and treatment of patient with home instruction *Give medicine/s to patient	5-15 minutes  1 minute	Midwife Midwife Midwife  Nurse/Midwife	None	None

3	Sign in the logbook	*If patient has complications or nurse / midwife cannot manage: - Refer patient to the Doctor - Performs PE - Request laboratory exam (if necessary) and analyzes result. * Make a diagnosis and treats patients. * Give home instruction and discharges patient or refers if cannot be managed * Give of medicine/s to patient and signing of the patient in the logbook - Recording in appropriate logbook	3 minutes  5 minutes 30 minutes  5 minutes  1 minute	Nurse/Mid wife Doctor Doctor Lab done by Med Tech Doctor  Doctor  Nurse/Mid wife  Midwife		
<b>END OF TRANSACTION</b>						

**FRONTLINE SERVICES: ISSUANCE OF MEDICAL CERTIFICATE FOR SICKNESS, EMPLOYMENT, ENTRANCE TO SCHOOL AND MEDICO - LEGAL INCIDENTS.**

**A. SCHEDULE OF SERVICE:**

MONDAY TO FRIDAY 8:00 AM - 5:00 PM

**B. WHO MAY AVAIL OF THE SERVICE?**

**\*SICKNESS**

- Official Receipt from the Treasurer's Office
- Client must have at least one consultation at the health facility during the duration of illness

**\* EMPLOYMENT**

- Official Receipt from the Treasurer's Office
- Diagnostic exam result

**\* ENTRANCE TO SCHOOL**

- Official Receipt from the Treasurer's Office

**\* MEDICO-LEGAL CASES**

- Official Receipt from the Treasurer's Office
- Client must have consultation at the health facility immediately after the incident.
- Letter request for Physical Exam from Barangay Captain or Police Officer.

**C. DURATION**

- \* 30 minutes for sickness, employment and entrance to school
- \* 40 minutes to 1 hour for medico-legal cases.

**D. HOW TO AVAIL OF THE SERVICES?**

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORMS
1	Present all requirements to the registration personnel.	<ul style="list-style-type: none"> <li>*Look for the client's previous consultation in the logbook (for sickness and medico-legal cases only)</li> <li>* Take General data, vital signs, history and physical exam (as written in the logbook for sickness and medico-legal cases)</li> <li>* Refer to the doctor</li> <li>* Conduct history taking</li> <li>* Perform physical exam.</li> <li>* Write all findings and diagnosis in appropriate forms</li> <li>*Record in appropriate logbook.</li> </ul>	3 minutes  5-10 minutes  5 minutes 10-15 minutes 10-15 minutes	Midwife  Midwife  Midwife Doctor Doctor  Midwife	P75.00 for sickness, employment and entrance to school. P200.00 for medico-legal cases.	None  None
<b>END OF TRANSACTION</b>						

**FRONTLINE SERVICES: NORMAL SPONTANEOUS DELIVERY**

**A. SCHEDULE OF SERVICE**

- \* 24 Hours / 7 days a week

**B. WHO MAY AVAIL OF THE SERVICE?**

- \* All pregnant women of Balagtas at 38-40 weeks Age of Gestation (AOG) without risks and complication.

**C. REQUIREMENTS:**

\* PINK CARD and/or previous medical/OB-GYNE record of the patient.

**D. DURATION**

\* Depending on progress of labor.

**E. HOW TO AVAIL OF THE SERVICE?**

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORMS
1	Register at the information desk	* Take general data and vital signs * Conduct history taking * Perform PE and IE * Prepare for NSD * Conduct actual Delivery and Newborn Care  Postpartum Care * Fill-up Live Birth Certification	5-7 minutes  5 minutes  5-10 minutes 5-10 minutes Depends on progress of labor  At least 24 hours 10-15 minutes	Midwife  Midwife  Midwife Midwife/ Nurse/ Doctor  Midwife Midwife	-Regular Room - P 4,000  -PHIC Member - 0 billing  Aircon Rm	None
<b>END OF TRANSACTION</b>						

**FRONTLINE SERVICES: DENTAL SERVICES**

**A. SCHEDULE OF SERVICE**

\* MONDAY TO FRIDAY 8:00AM-5:00PM WITHOUT BREAK  
 M-W-F - All ages; T-TH- Daycare/Pregnant Women

**B. WHO MAY AVAIL OF THE SERVICE?**

\* All citizens of Balagtas regardless of age

**C. REQUIREMENTS**

\*Physical presence of the patient

**D. DURATION**

\*15-30 minutes

**E. HOW TO AVAIL OF THE SERVICES?**

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORMS
1	Register	* Consult, extract, filling * List of patient's names * History taking * Take blood pressure	1 minute 1-2 minute	Dental Aide Dental Aide	None	None
2	Wait for name to be called on a 1st come 1st served basis, after senior citizens and 6 1/2	* Wait for name to be called on a 1st come 1st served basis, after senior citizens and 6 1/2 and below has been served. * Dental examination * Treatment	1 minute  5 minutes 15-30 minutes	Dental Aide  Dental Aide Dentist Dentist		
<b>END OF TRANSACTION</b>						

**FRONTLINE SERVICE: LABORATORY SERVICES**

**A. SCHEDULE OF SERVICE**

- \* Monday to Friday 8:00am-5:00pm - without break
- M-W-F - All ages; T-TH - Daycare/Pregnant Women

**B. WHO MAY AVAIL OF THE SERVICE?**

- \* All citizens of Balagtas regardless of age

**C. REQUIREMENTS**

- \* Property filled up Request/ Referral Form from Midwife/Nurses/Doctor
- \* Property collected appropriate regardless specimen.

**D. DURATION**

- \*Urinalysis within 30 minutes
- \*Fecalysis within 20 minutes
- \*Gram Staining of Urethral discharge within 4 hours
- \*Hemoglobin determination within 20 minutes
- \*Larval examination within 1 hour
- \* Sputum examination - released within next working day.
- \* Blood Typing - 1ithin 10 minutes
- \* Fasting blood sugar - 10 minutes
- \* Newborn Screening - after 3 weeks to 1 month

**E. HOW TO AVAIL OF THE SERVICES?**

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORMS
1	Register	* Instruct on proper collection of specimen	3-5 minutes	Med Tech	None	None
2	Submission of specimen	* Prepare for examination * Actual examination * Record of results * Release of results	5-10 minutes  15 mins. To 1 hour  5 minutes depends on lab test requested	Med Tech  Med Tech Med Tech/ Midwife		

**FRONTLINE SERVICE: SANITARY SERVICES**

**A. SCHEDULE OF SERVICE:**

\* Monday to Friday 8:00AM - 5:00pm

**B. WHO MAY AVAIL OF THE SERVICE?**

\* All concerned citizens of Balagtas

**C. REQUIREMENTS**

- \* Sanitary Permit/Health Certificate
  - Properly filled up Application form
  - Inspection report form accomplished by RSI- if new
  - Previous Sanitary Permit - if RENEWAL
  - Xerox copies of results of DIAGNOSTIC EXAMINATION

**D. DURATION**

\* 30 minutes to 1-2 days

	CLIENT		DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORMS
1	Water Quality Surveillance	<ul style="list-style-type: none"> <li>* Prepare tools and materials for examination and collect of water samples</li> <li>* Inspect of water source site/facility</li> <li>* Collect of water samples using PHC/Bacteriology bottles</li> <li>* Examine of water samples</li> <li>* Disinfect procedure of positive, newly constructed and rehabilitate water supply sources.</li> </ul>	15 minutes	RSI	None	
				RSI		
				RSI		
			1-3 hours	Send to PHO for bacteriological exam.		
	FOOD SANITATION	<ul style="list-style-type: none"> <li>* Prepare of tools and materials for inspection</li> <li>-Actual inspection</li> <li>-Recommend for approval</li> <li>- Approve/sign of sanitary permit</li> <li>-Issue of Sanitary Permit</li> <li>- Recording in appropriate logbook</li> </ul>	15 minutes	RSI		
	* Issuance of Health Certification		15-20 minutes	RSI RSI Doctor		
	Present xerox copies of laboratory results to RSI	<ul style="list-style-type: none"> <li>- Fill up of health certificate card</li> <li>- Refer to Doctor</li> <li>- Perform PE and interpretation of diagnostic exam results</li> <li>- Approve/ sign of health certificate if no adverse health findings</li> <li>- Release of health card</li> </ul>		Client RSI RSI Doctor Doctor		
<b>END OF TRANSACTION</b>						



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**FRONTLINE SERVICE: FILLING UP OF THE MEDICAL PART OF THE  
 DEATH CERTIFICATE/ ISSUANCE OF  
 BURIAL/TRANSFER AND EXHUMATION PERMIT**

**A. SCHEDULE OF SERVICE:**

\* Monday to Friday 8:00 AM-5:00PM

**B. WHO MAY AVAIL OF THE SERVICE?**

\* Nearest relative living with the deceased

**C. REQUIREMENTS:**

- \* Barangay certificate certifying the death of the person
- \* Medical Abstract/certifying signed by the last Attending physician
- \* Other supporting papers as requested by the certifying health officer.
- \* Death certificate form

**D. DURATION**

\* 10-30 minutes

**E. HOW TO AVAIL OF THE SERVICES?**

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORMS
1	Register and submit all requirements to the registration personnel	* Fill-up of death certificate form	3-5 minutes	Nurse/ Midwife	None	None
2		* Fill-up and sign of the medical part of the death certificate	Depends on the no. of patients 5-10 minutes	Doctor	None	None
		* Fill- up of burial/ transfer or exhumation permit	3-5 minutes	Nurse/ Midwife		
		* Sign burial / transfer or exhumation permit	3-5 minutes	Doctor		
		* Record data in the DEATH LOGBOOK		Nurse/ Midwife		
		* Release of death certificate				
<b>END OF TRANSACTION</b>						

**SECTION 11. MUNICIPAL ENGINEERING/BUILDING OFFICIAL’S OFFICE**

**FRONTLINE SERVICE I : ISSUANCE OF BUILDING PERMIT/ANCILLARY PERMIT**

**A. SCHEDULE OF SERVICE**

Mondays thru Fridays – 8:00 a.m. to 5:00 p.m. (no noon break)

**B. WHO MAY AVAIL OF THE SERVICE**

Registered Owner of the property/Authorized Representative of the Owner

**C. REQUIREMENTS:**

- Photocopy of Land Title, Tax Declaration, Latest Tax Receipt of Notarized Deed of Sale/Contract to Sell/Contract of Lease (3 copies each)
- Blue Printed plan, permit forms, clear photocopies of PRC ID’s and PTR (latest) signed & sealed by Design Professionals (Plan should include Architectural, Structural, Electrical, Plumbing, Lot Plan, Mechanical, Electronics, whichever is applicable (5 sets)
- Construction Technical Specifications, Construction Cost/Bill of Materials (5 sets)
- Structural Design & Analysis for 2-storey & above (5 sets)
- Locational Clearance from the Office of Municipal Planning & Development (3 sets)
- Soil Test for 3 storey & above (3 copies)
- Barangay Building Clearance % Cedula (3 copies)
- Road Right of Way Clearance from DPWH Malolos, if applicable (3 copies)
- Other National & related Agencies clearances, if applicable (3 copies)

**D. DURATION – 3 days**

**E. HOW TO AVAIL OF THE SERVICES:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	PROCESSING TIME (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORM
1	Fill up application form and submit all required documents	Assists in the accomplishment of application form; receive, pre-evaluate and assess fees/charges and issue order of payment.	35 mins.	Mun. Engineer/ Engineers I/ Project Dev. Officer I/ Mun. Engineering Staff	None and based on National Bldg. Code Charges p. 253 to 260	Bldg. Permit Application Form
2	Payment of fees/charges	Issue Official Receipt	3 mins.	Revenue Collection Clerk I – Window I	None	None
3	Submit OR to the Engineering Office	Record payment to Eng’g. logbook and process and evaluate submitted documents (ocular inspection, if needed)	3 mins. and 1 day	Municipal Engineer/ Engineer I/Project Development Officer I/ Mun.Eng’g. Staff	None	None

4	Receive the approved Building Permit with reviewed set of building plans and affix signature to permit tag.	Release building permits with reviewed set of building plans.	5 mins.	Municipal Engineer/Engineer I/Project development Officer	None	None
<b>END OF TRANSACTION</b>						

**FRONTLINE SERVICES II: Issuance of Occupancy Permit**

**A. SCHEDULE OF SERVICE**

Mondays thru Fridays 8:00 a.m. – 5:00 p.m. (no noon break)

**B. WHO MAY AVAIL OF THE SERVICE**

Registered Owner of the property/Authorized Representative of the Owner

**C. REQUIREMENTS**

- Fully accomplished Certificate of Completion – Civil works, electrical works, mechanical works (if applicable)
- Logbook or Daily Record of Construction activity.
- As-built Plan & Technical Specifications signed & sealed by design professionals.
- Photocopy of Final Fire Safety Inspection Certificate from the Local Fire Marshall.

**D. DURATION – 45 minutes**

**E. HOW TO AVAIL OF THE SERVICES:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	PROCESSING TIME (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORM
1	Fill up application form/submit all required documents	Assists in the accomplishment of application form/receive and review the submitted documents	5 minutes/10 minutes	Engineering Staff/Mun. Engineer/Engineer I/Project Dev. Officer I/Engineering Staff	None	Cert. of completion
2	Payment of fees & charges	Issue Official Receipt	3 mins.	Revenue Collection Clerk I	Per National Bldg. Code charges p. 259 to 260	None

3	Present Official receipt	Prepare Certificate of Occupancy and forward to the Mun. Engr. For approval/Approval of Occupancy Permit. Record and release Occupancy Permit	30 mins.	Engineering Staff/Engineer I/Project Dev. Officer I/Municipal Engineer	None	None
	<b>END OF TRANSACTION</b>					

**FRONTLINE SERVICES III: Issuance of Electrical Permit and Certificate of Final Electrical Inspection (CFEI) Permit**

**A. SCHEDULE OF SERVICE**

Mondays thru Fridays: 8:00 a.m. – 5:00 p.m. (no noonbreak)

**B. WHO MAY AVAIL OF THE SERVICE**

Legal Owner or authorized representative of the property within the Municipality applying such permits

**C. REQUIREMENTS**

- Barangay Electrical Clearance (1 copy)
- Fully accomplished CFEI & Electrical Permit Form, signed and sealed by Professional Electrical Engineer, Registered Electrical Engineer or Master Electrician (2 sets)
- Tax Receipt (latest), Land Title or Notarized Deed of Sale or Notarized Undertaking if the applicant is not the registered owner
- NHA Certification, NHA Notice of Award (for NHA jurisdiction projects)
- Yellow card or print out of application from MERALCO
- Electrical Plan (if applicable)
- Authorization Form or Valid ID of authorized representative of the applicant
- Locational Sketch and correct address

**D. DURATION - 2 days**

**E. HOW TO AVAIL OF THE SERVICES**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	PROCESSING TIME (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORM
1	Fill up application form/Submit yellow card and location sketch to the Mun. Engineer's Office	Assist in the accomplishment of application form/Receive, check remarks on yellow card and provide schedule date of inspection	10 mins.	Engineer I/Project Dev. Officer/Eng'g. Staff	None	CFEI & Electrical Permit Form
2	Waits for the designated inspector to drop by/Submit electrical and building reports, CFI & Electrical permit signed and sealed by Prof. Electrical Engineer or Electrical Engineer or Master Electrician in-charge of installation	Give client application form together with submitted yellow card, CFI & Electrical Permit/evaluates the submitted required documents and issue order of payment	24 hrs./10 minutes	Engineer I/Project Dev. Officer I/ Engineering Staff	None	None
3	Payment of fees & charges/Proceed to Engineering Office for approval, recording and releasing of CFI & Electrical Permit.	Issue official receipt/Process application, approve, record & release CFI & Electrical Permit	3 mins./ 10 mins.	Revenue Collection Clerk I – Window I	Per assessment	None
<b>END OF TRANSACTION</b>						

**OTHER SERVICES OFFERED:**

- Issuance of Ground Preparation & Excavation Permit
- Issuance of Fencing Permit
- Issuance of Demolition Permit
- Issuance of Billboard/Sign/Streamer Permit

**SECTION 12. MUNICIPAL AGRICULTURE OFFICE**

**FRONTLINE SERVICE I: Subsidized Seed Distribution**

**A. SCHEDULE OF SERVICE**

Mondays thru Fridays 8:00 am – 5 pm

**B. WHO MAY AVAIL OF THE SERVICE**

All farmers of Balagtas

**C. REQUIREMENTS:**

Signed list of recipients of Hybrid and Inbred seeds under seeds under the Rice Program  
 Payment of farmer’s equity, half the price of Hybrid seeds and Certified seeds.

**D. DURATION**

Within 35 minutes

**E. HOW TO AVAIL THE SERVICE**

Step	Client	Service Provider	Duration of Activity	Person- In-Charge	Location	Fees
1	Fill – up prescribed form	Assist in Accomplishing the form  Verify name of beneficiary against master list  Processing of seed subsidy entitlement	20 mins	MAO Staff	Municipal Agriculture Office	None
2	Acknowledge subsidy availment and Pay the farmer’s equity	Issue proof of payment and issue release paper	15 mins	MAO Staff	Municipal Agriculture Office	
END OF TRANSACTION						

**FRONTLINE SERVICE II: Disease Prevention & Regulatory Services**

**A. SCHEDULE OF SERVICE**

Mondays thru Fridays 8:00 am – 5 pm (no noon time break)

**B. WHO MAY AVAIL OF THE SERVICE**

All dog and cat owners and small and large livestock raisers in Balagtas

**C. REQUIREMENTS:**

Duly accomplished form

**D. DURATION**

Within 30 minutes

**E. HOW TO AVAIL THE SERVICE**

Step	Client	Service Provider	Duration of Activity	Person- In-Charge	Location	Fees
1	Request for service assistance  Fill- up application form service required	Assist /Interview in accomplishing the form	5 mins	MAO Staff	Municipal Agriculture Office	None
2		Conduct vaccination	25 mins	MAO Staff	Municipal Agriculture Office	None
END OF TRANSACTION						

**SECTION 13. MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICE**

**FRONTLINE SERVICE: SOCIAL SERVICES**

**A. SCHEDULE OF SERVICE**

Mondays thru Fridays 8:00 – 5:00 pm

**B. WHO MAY AVAIL OF THE SERVICE**

All indigent needy constituents

**C. REQUIREMENTS**

**Medical Assistance**

\*Personal Letter addressed to the Mayor

**PAO Assistance**

\*Barangay Certification of Indigency

- \*Medical abstract/medical prescription
- \*Barangay Certification of Indigency
- \*Voters I.D./any valid I.D.
- \*Copy of Case
- \*Voters I.D.

**Burial Assurances**

- \*Personal Letter addressed to the Mayor
- \*Death Certificate / funeral contract
- \*Barangay Certification of Indigency
- \*Voters I.D./Any Valid I.D

**Travel Clearance**

- \*BIRTH CERTIFICATE (PSA)
- \*MARRIAGE CONTRACT (PSA)
- \*DEATH CERTIFICATE (PSA) (either of the parents if deceased)
- \*CENOMAR (mother if not married to other)
- \*NOTARIZED AFFIDAVIT OF SUPPORT & CONSENT AUTHORIZING A PERSON/ RELATIVE TO ACCOMPANY THE MINOR
- \*ANY VALID I.D/PASSPORT (parents)
- \*PASSPORT COPY OF TRAVELING COMPANION & MINOR (Xerox)
- \*WAIVER OF LIABILITY FROM THE PARENTS FOR MINOR/S
- \*CERTIFICATE FROM AIRLINES (if the minor is traveling alone)
  - \*TRAVELLING UNACCOMPANIED / ALONE
- \*THREE PIECES (2) OF PICTURE PASSPORT SIZE
- \*LONG BROWN ENVELOPE

**Social Case Study Reports**

- \*Personal Letter addressed to the governor/PCSO hospitals & other agencies
- \*Medical abstract/medical prescription/protocol of chemo/dialysis
- \*Barangay Certification of Indigency
- \*Voters I.D.

**D. DURATION**

Within 45 minutes

**E. HOW TO AVAIL THE SERVICES**

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	POSITION IN CHARGE	FEES & CHARGES	FORMS
1	Submit all required documents	Receive & check completeness of documents	5 minutes	DSWD STAFF	none	None
		Interview client or nearest relative re: background of the case	15 minutes		none	None
2		Prepare social Case Study Report	1 Hr	DSWD STAFF		



3	Review/Approved SCSR		Municipal Social Welfare Officer		
	Issue O.R.	3 minutes	Treasurer Office	P50.00 (window 1) treasurer's office	None
End of Transaction					
<b>HOW TO AVAIL AICS</b>					
1	Prepare vouchers/CE & other needed forms for funding	15 minutes	DSWD Staff	none	None
2	Review / approved AICS	3 minutes	Mun. Social Welfare Officer		
	Log name/address of clients & amount granted	2 minutes	DSWD STAFF	None	None
END OF TRANSACTION					

Note: For financial grant of P500.00 - 1,000.00 (may be claimed within the day)  
 For financial grant of more than P1,000.00 (within two days)  
 Payment of Social Case Study Report base on case to case basis. e.g. 3 sets and above

**FRONTLINE SERVICE II: Issuance of Identification cards (Senior/Solo Parent/Disabled)**

**A. SCHEDULE OF SERVICE**

Mondays thru Fridays 8:00 am – 5:00 pm

**B. WHO MAY AVAIL OF THE SERVICE**

All constituents eligible for the ID cards requested

**C. REQUIREMENTS:**

***For Senior Citizens: OSCA OFFICE C/O NENITA GARCIA***

- \* Properly filled up application forms
- \* Any valid IDs
- \* Birth Certificate

***For Solo Parents:***

- \* Properly filled up application forms
- \* Any valid IDs
- \* Birth Certificate of minor children/death certificate of husband

**For Persons with Disability**

- \* Properly filled up application forms
- \* Any valid IDs
- \* Medical Certificates

**D. DURATION**

Within one (1) days ID is available

**E. HOW TO AVAIL THE SERVICE**

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	POSITION IN CHARGE	FEES & CHARGES	FORMS
1	Fill –up application form	Assist client in accomplishing application form	2 minutes	Solo parents – DSWD STAFF (Focal Person)  PWD – DSWD STAFF (Focal Person)	none	None
	Submit all required documents	Receive & Check completeness of documents	15 minutes		none	None
2		Prepare / issue ID card (Solo Parents) SNAPSEED for I.D Printing	3 days	Solo parents – DSWD STAFF (Focal Person)		None
		Prepare / issue ID card PWD)	30 minutes	PWD – DSWD STAFF (Focal Person)		
END OF TRANSACTION.						

**SECTION 14. Effectivity.** This Ordinance shall take effect immediately upon its approval.

**ENACTED** by the Sangguniang Bayan of Balagtas, Bulacan on its 63rd Regular Session held on September 11, 2017.

I certify that the Ordinance stated above was approved by the Sangguniang Bayan of Balagtas.

**Kitchie Katherine D. Jose**  
 Secretary to the Sanggunian

Certified True and Correct:

**HON. MIKEE JANE A. PAYURAN**

**HON. JEFFREY J. VENTURA**

**HON. ANALYN S. JOSE**

**HON. ALEJANDRO P. DE GUZMAN**

**HON. FERNANDO K. GALVEZ**

**HON. DANTE DS. MARCELO**

**HON. JAY-AR F. ARAGON**

**HON. JAYREY C. GALVEZ**

**HON. ARIEL C. VALDERAMA**

Attested by:

**HON. ALBERTO G. CARATING II**  
Municipal Vice Mayor

Approved by:

**HON. ELADIO E. GONZALES, JR.**  
Municipal Mayor

Date: \_\_\_\_\_