

MUNICIPALITY OF SANTA IGNACIA

CITIZEN’S CHARTER – A user-friendly step by step guide in obtaining the following services of the BPLO.

OFFICE	SERVICE/S NEEDED	REQUIREMENTS	STEP 1	STEP 2	STEP 3
BUSINESS PERMIT & LICENSING OFFICE (Window 13)	RENEWAL of Business License Duration: 10 mins.	1. Get Tracking Slip @ PACD 2. Fill-up Unified Application Form 3. Barangay Clearance 4. Sanitary Permit – Food Establishment 5. Income Tax - Previous Year 6. Cedula	WINDOW 13 1. Submit Application Form w/ requirements 2. Assessment of Payables 3. Get Order of Payment	WINDOW 1 1. Pay Amount Assessed FEE: P80.00	MAYOR'S OFFICE 1. Show OR, Approved Application 2. Receive Business Certificate
	Registration of NEW BUSINESS Duration: 5 mins.	1. Get Tracking Slip @ PACD 2. Fill-up Unified Application Form 3. Occupancy Permit 4. DTI/SEC/CDA Registration 5. Contract of Lease 6. Barangay Clearance 7. Sanitary Permit 8. Statement of Business Capitalization 9. Cedula		BFP STATION 1. Pay Fire Safety Inspection Fee FEE: 10% of Total Amount	

OFFICE	SERVICE/S NEEDED	REQUIREMENTS	STEP 1	STEP 2	STEP 3
TREASURY OFFICE (Window 6)	COMMUNITY TAX (Cedula) Fee: As per assessed amount Duration: 5 minutes	1. Fill-up CTC info sheet (this serve as Tracking Slip)	WINDOW 2 or 3 1. Present Info Sheet 2. Pay Amount 3. Get Cedula		
	TAX CLEARANCE Fee: As per assessed amount Duration: 5 - 10 minutes	1. Get Transaction Slip @ PACD	WINDOW 6 1. Present Transaction Slip 2. Record Verification 3. Get Order of Payment	WINDOW 1 1. Pay amount 2. Get OR	WINDOW 6 1. Present OR 2. Get Document

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LOCAL CIVIL REGISTRAR

OFFICE	SERVICE/S NEEDED	REQUIREMENTS	STEP 1	STEP 2	STEP 3
OFFICE OF THE CIVIL REGISTRAR (Window 8)	CERTIFIED TRUE COPY OF LIVE BIRTH, MARRIAGE, & DEATH. FEE: P80.00 Duration: 5 mins.	1. Get Tracking Slip @ PACD 2. Authorization of owner, if represented by client	WINDOW 5 1. Present Tracking Slip 2. Get Order of Payment	WINDOW 3 1. Pay assessed amount, 2. Get OR	WINDOW 5 1. Show OR 2. Get Document
	REGISTRATION OF BIRTH, MARRIAGE CERTIFICATE & DEATH CERTIFICATE Fee: P80.00 Duration: 10 mins.	1. Get Tracking Slip @ PACD 2. Duly Accomplished Document to be Registered			
	INDORSEMENT OF RECORD TO CIVIL REGISTRAR-GENERAL Fee: P80.00 Duration: 5 mins.	1. Get Tracking Slip @ PACD 2. Phil Statistic Admin (NSO) – Certification Negative Result 3. Authorization Letter w/ valid ID of owner if, represented	WINDOW 5 1. Present Tracking Slip 2. Evaluate Documents 3. Get Order of Payment	WINDOW 3 1. Pay assessed amount, 2. Get OR	WINDOW 5 1. Show OR 2. Get Document
	DELAYED REGISTRATION OF CIVIL REGISTRY RECORD Fee: P100.00 Duration: 2 weeks including publication	1. Get Tracking Slip @ PACD 2. Phil Statistic Admin (NSO) – Certification Negative Result 3. Authorization Letter w/ valid ID of owner if, represented	WINDOW 5 1. Present Tracking Slip 2. Evaluate Documents 3. Get Order of Payment	WINDOW 3 1. Pay assessed amount, 2. Get OR	WINDOW 5 1. Show OR 2. Get Document
	APPLICATION OF MARRIAGE LICENSE Fee: P300.00 Duration: 2 weeks	1. Get Tracking Slip @ PACD 2. Copy of Birth Certificate of both parties	WINDOW 5 1. Present Tracking Slip 2. Provide Needed Information 3. Get Order of Payment	WINDOW 3 1. Pay assessed amount, 2. Get OR	WINDOW 5 1. Show OR 2. Get Document
	CORRECTION OF CLERICAL ERROR (CCE) Fee: P1,000.00 Duration: 2 weeks	1. Get Tracking Slip @ PACD	WINDOW 5 1. Present Tracking Slip and Required Documents 2. Issue Order of Payment	WINDOW 3 1. Pay assessed amount, 2. Get OR	WINDOW 5 1. Show OR 2. Return to Get Document after Prescribed Period

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ASSESSOR’S OFFICE

OFFICE	SERVICE/S NEEDED	REQUIREMENTS	STEP 1	STEP 2	STEP 3
ASSESSOR’S OFFICE (Window 7)	ISSUANCE OF NEW TAX DECLARATION Fee: P200.00 / unit Duration: 15 Working Days	<ol style="list-style-type: none"> 1. Get Transaction Slip @ PACD <u>Prepare 2 copies each of the following:</u> 2. Xerox Copy of Title 3. Deed of Conveyance – Deed of Sale, Donation, Extra Judicial, etc 4. Copy of ECAR (BIR) 5. If subdivided, copy of Subdivision Plan 6. Previous Tax Declaration 7. CTC of Owner / authorized representative 8. Tax Clearance of property before transfer 9. Transfer Tax Receipt 	WINDOW 7 <ol style="list-style-type: none"> 1. Present Transaction Slip and required document/s 2. Get Order of Payment 	WINDOW 3 <ol style="list-style-type: none"> 1. Pay Amount 2. Get OR 	WINDOW 7 <ol style="list-style-type: none"> 1. Present OR 2. Get Document after prescribe period
	CERTIFICATE WITH OR NO - LANDHOLDING Fee: P P100.00 Duration: 10 mins.	<ol style="list-style-type: none"> 1. Get Transaction Slip @ PACD 2. Tax Clearance 	WINDOW 7	WINDOW 3	WINDOW 7
	CERTIFICATE OF WITH OR NO IMPROVEMENT Fee: P P100.00 Duration: 10 mins.				
	CERTIFIED TRUE COPY OF TAX DECLARATION Fee: P 100.00 Duration: 10 mins.				
	TAX MAP VERIFICATION Fee: P Duration: 10 mins.				
	CERTIFICATE OF TAX EXEMPTION FEE: P100.00 Duration: 10 mins.				

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MUNICIPAL HEALTH OFFICE

OFFICE	SERVICE/S NEEDED	REQUIREMENTS	STEP 1	STEP 2	STEP 3
MUNICIPAL HEALTH CENTER (Window 12 & 13)	PRE-NATAL SERVICE & MATERNAL & CHILD HEALTH Fee: FREE Duration: Open	1. Secure Transaction Slip with sequence number @ PACD -MHO 2. Home Based Mother’s Record (HMBR) or Child Record	<u>MIDWIVES STATION</u> 1. Present Transaction Slip 2. Undergo Check-up		
	SANITARY PERMIT Inspection of Establishment: every Thursdays Fee: Duration: 5 mins.	1. Secure Transaction Slip with queue number @ PACD -MHO 2. Fill-up Unified Application Form (BPLO)	<u>SANITARY INSPECTOR</u> 1. Present Transaction Slip 2. Evaluate Document 3. Issue Sanitary Permit		
	HEALTH CERTIFICATE Sched: MWF, 8:00 am-5:00 pm Fee: P50.00 Duration:	1. Secure Transaction Slip with queue number @ PACD -MHO 2. X-ray, Urinalysis, Fecalalysis Results	<u>SANITARY INSPECTOR</u> 1. Present Transaction Slip 2. Evaluate Documents 3. Get Order of Payment	WINDOW 3 1. Pay amount 2. Get OR	<u>SANITARY INSPECTOR</u> 1. Show OR 2. Get Health Certificate
	FAMILY PLANNING Sched: Monday & Friday, 8:00-5:00 pm Fee: FREE Duration: 10 mins.	1. Secure Transaction Slip with queue number @ PACD -MHO 2.	<u>NURSE / MIDWIVES</u> 1. Present Transaction Slip 2. Check-up 3. Instruct Client on FP 4. Issue FP items		
	PRE-MARRIAGE COUNSELING Sched: 9 am-3 pm Thursday Fee: Integrated w/ Marriage Lic. Duration of Counseling; 2 Hrs – Health 2 Hrs – DSWD/DA	1. Secure Transaction Slip with queue number @ PACD -MHO 2. Pre-Marriage License Application 3. OR	<u>NURSE</u> 1. Present Transaction Slip 2. Fill-up Data Sheet 3. Conduct Seminar 4. Issue Pre-Marriage Cert.		
	DENTAL SERVICE Daily, except Tuesdays for barangay visits FEE: Free	1. Secure Transaction Slip with queue number @ PACD -MHO 2. Bring Extra Anesthesia	<u>DENTIST</u> 1. Present Transaction Slip 2. Check-up /Log Client 3. Dental job needed		
	LABORATORY SERVICES Blood Typing - Free Sputum Exam - P50.00 Urinalysis - P50.00 Fecalalysis - P50.00 CBC Test: - P100.00 Duration: 30 mins.	1. Secure Transaction Slip with queue number @ PACD -MHO 2. Phil Health ID Card, if any 3. Doctor’s request Slip	<u>LABORATORY – TECHNICIAN</u> 1. Present Transaction Slip & Doctor’s Request Slip 2. Allow Blood Sampling 3. Get Order of Payment	WINDOW 3 1. Pay Amount 2. Get OR	<u>LABORATORY – TECHNICIAN</u> 1. Show OR 2. Get Results

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MUNICIPAL HEALTH CENTER (Window 12 & 13)	MEDICAL CERTIFICATE Fee: P50.00 Duration: 5 mins.	1. Secure Transaction Slip with queue number @ PACD -MHO	<u>RECORDS</u> 1. Present Transaction Slip 2. Get Order of Payment	WINDOW 3 1. Pay Amount 2. Get OR	<u>RECORDS</u> 1. Show OR 2. Get Medical Certificate
	BIRTHING SERVICE (this service is only for multi-partum mothers) Fee: P2,000 non - PH member FREE for members	1. Secure Transaction Slip with queue number @ PACD -MHO 2. Home Based Mother’s Record 3. PH Membership Data Record	<u>DUTY MIDWIFE</u> 1. Present Transaction Slip 2. Review HMBR 3. Vital Signs 4. Admit Patient 5. Prior to Discharge, Get Order of Payment	WINDOW 3 1. Pay Amount 2. Get OR	<u>DUTY MIDWIFE</u> 1. Show OR 2. Get Discharge Papers/Clearance
	CERTIFICATE OF BIRTH	1. Registered Marriage Contract 2. Affidavit for Illegitimate Child	<u>DUTY MIDWIFE</u> 1. Present Requirements 2. Process Birth Certificate 3. Release Accomplished BC	WINDOW 5 1. Present BC 2. Register Document 3. Issue Owner’s Copy	
	DEATH CERTIFICATE	1. Secure Transaction Slip with queue number @ PACD -MHO 2. If died at home, Certification from Barangay Chairman	<u>MIDWIFE</u> 1. Present Transaction Slip & Barangay Certification 2. Prepare & Process Death Certificate 3. Release Death Certificate	WINDOW 5 1. Present Death Certificate 2. Register Document 3. Release Document	