

# CITIZEN'S CHARTER

## CLIENTS' GUIDE TO THE FLOW OF TRANSACTIONS WITH THE OFFICES OF THE LOCAL GOVERNMENT UNIT OF SABANGAN, MOUNTAIN PROVINCE

Type of Transaction	Required Documents	Fees and Charges	Time	Office/ Persons Concerned
<i>Nan Serbisyo mi</i>	<i>Datona nan Kasapulan</i>	<i>Nan Mabayadan</i>	<i>Malpas sinan</i>	<i>Nan Umeyam/ Ilam</i>
Issuance of Official Receipt for real property tax	Owner' copy of latest OR of real property tax payment	Basic real property tax/ special education fund- 1% of the assessed value	5-10 minutes	Treasury
Issuance of Official Receipts for business tax and permits		Depends on the line(s) of business	30-10 minutes	Treasury
Issuance of CTC(Cedula)	Proof of income. If Senior citizen or student, provide valid Senior citizen or student ID	Depends on Income	3-10 minutes	Treasury
Mayor' Clearance, Subscription/ Endorsement	OR from treasury, CTC, document to be Subscribed/ endorsed	50.00+15.00 DST	5 minutes	Mayor's office
Affidavits (Late registration of birth/death/marriage.....)	OR, CTC	50.00- Secretarial fee 50.00- Subscription + 15 DST	5 to 10 minutes	Mayor's office
Annual Business Permit	OR, CTC, Sanitary permit, DTI registration, clearance from: 1) Barangay , 2)Police, 3) BIR, 4) Fire safety, 5)Mayor's, 6) SSS	OR/CTC/fire insp. Fee- depends upon your business income Mayor's/Police clearance/ Sanitary permit 50.00 each + 15 DST	5 minutes if all documents are OK	Mayor's Office
Service record/employment certificate	Official Receipt	50.00+15 DST		HRMO, Mayor's Office
Certifications of documents	Official receipt	50.00+15.00 DST	3-5 minutes	Office where you require transaction
Issuance of requirements for accreditation of civil society organizations		Free	15 minutes	Office of the Sangguniang Bayan
Data/ Information on municipal profile	Identification card (preferably card from agency you represent), OR from the treasury for the verification/ research fee	10.00- Verification Fee	Depends on information/ Data Needed	MPDC
On time registration of live birth	Marriage certificate of parents (if child is illegitimate, RA 9255 applies) Baptismal certificate Under-six record from MHO	Free	10-20 minutes	LCR
Delayed registration of live birth	Negative certification of birth from NSO, CTC of applicant, Marriage certificate of parents (if illegitimate, RA 9255 applies, at least 2 documents like school records, voter's registration, baptismal certificate, OR, Affidavit of delayed registration.	150.00	5-10 min- Application 10 days- Posting 3-5 min- issuance of copy of live birth	LCR
Delayed registration of Marriage	Copy of unregistered certificate of marriage, affidavit for delayed registration, CTC of applicant, CENOMAR, and OR	150.00	8-10 min- Preparation notice 10 days- Posting 8-13 min- Registration, issuance of copy	LCR or Staff
Application for Marriage License	Pre-marriage counseling certificate (MHO), Marriage counseling certificate (MSWDO), Parents consent for ages 18-20, parents advice for ages 21-24, Birth certificate and CENOMAR of both applicants (for foreigners, certificate of legal capacity to contract marriage)	200.00	10-20 min- Application 10 days- Posting 3-5 mins- Issuance of copy	LCR or Staff
On time registration of marriage	4 copies of marriage certificate	200.00	5-10 minutes	
Act on petition for change of first names/ correction of clerical error 1. Submission of documents 2. Review of documents, accomplishments of petition for change of first name, notice of posting, and notice for publication. 3. Publication in any qualified newspaper 4. Applicant submits affidavit of publication 5. Preparation for posting, record sheet, transmittal to NSO-OCRG legal division 6. Annotation	Any five (5) of the following: Baptismal certificate, School permanent record, voter's record, SSS/GSIS record, Income Tax return, Driver's license, Medical records, Philhealth record, birth certificate of mother, father and siblings. For change of name, add: employer's clearance, NBI clearance, Police clearance	3,000.00- Filing fee for change of first name 500.00- Processing fee	-5 minutes -30- 60 minutes  -2 consecutive weeks -5 minutes -1 hour  -10 minutes	LCR office LCR or Staff  Newsletter of choice of client LCR of Staff LCR or Staff  LCR
Issuance of health/ Medical certificate 1. For drivers license 2. For employment/ other purposes  3. For students	-Result of drug tests -Result of drug test, chest X-ray, blood test and urinalysis -none for HS and Elementary students -for college students: Urinalysis, complete blood count with blood typing, Hepa screening	50.00+15 DST 50.00+15 DST  50.00+ 15 DST	15-50 Minutes 15-50 minutes  15-50 Minutes	Midwife/Nurse/MHO
Issuance of sanitary clearance/ permit for business operation.	OR for Sanitary permit	50.00 + 15 DST		Sanitary inspector MHO
Immunization/outpatient consultations/ treatment services/ minor surgical operations/ maternal care services	Under 6 cards for babies immunization	Free (Some medicines are for sale at minimal cost)	Depends on cases/ kind of treatment/ operation	Nurse/ Midwife/ MHO
Family planning services/ pre-marriage counseling	None	Free	20-30 minutes	Midwife/ Nurse
Processing of new tax declaration	Written request (Verbal accepted)	50.00- Survey fee 100.00- Subscription+ 30 DST 100.00- Secretarial fee	30 Mins-Site survey 45 mins- Preparation of sketch plan and other documents	Municipal assessor's Office
Processing of updated tax declaration	Deed of conveyance/Affidavit of transfer/ BIR certificate of registration with OR		10-15 mins- Preparation of tax declaration 5 mins-Review 5 mins- Endorsement to Provincial Assessor 3 Mins- Release to client for submission to PAO for approval	Assessment office staff  Municipal Assessor Municipal Assessor  Municipal Assessor
Request for revision of tax declarations	Written request for revision/ OR of realty tax payments/ transfer fee paid by provincial treasury office		20-30 mins- Property Inspection 10-15 mins- Tax declaration preparation 5-10 mins- Prepare endorsement to PAO	Municipal Assessor

**Legend:**

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| <ul style="list-style-type: none"> <li>• <b>OR</b>- Official Receipt</li> <li>• <b>CENOMAR</b>- Certificate of no marriage</li> <li>• <b>CTC</b>- Community tax certificate (cedula)</li> </ul> | <ul style="list-style-type: none"> <li>• <b>DST</b>- Documentary Stamp Tax</li> <li>• <b>LCR</b>- Local civil registrar/ Municipal Civil Registrar</li> <li>• <b>MHO</b>- Municipal Health Officer</li> </ul> | <ul style="list-style-type: none"> <li>• <b>MPDC</b>- Municipal Planning and Development officer</li> <li>• <b>MSWDO</b>- Municipal Social Welfare and Development Office</li> </ul> | <ul style="list-style-type: none"> <li>• <b>PAO</b>- Provincial Assessor's Office</li> </ul> |
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